



Team Leader

Position Description



ABOUT PATHWAYS

Pathways was formed in 1989 by a group of community organisations and individuals concerned about the homelessness for people in the Waikato with mental illness. Pathways is registered as a charitable company.

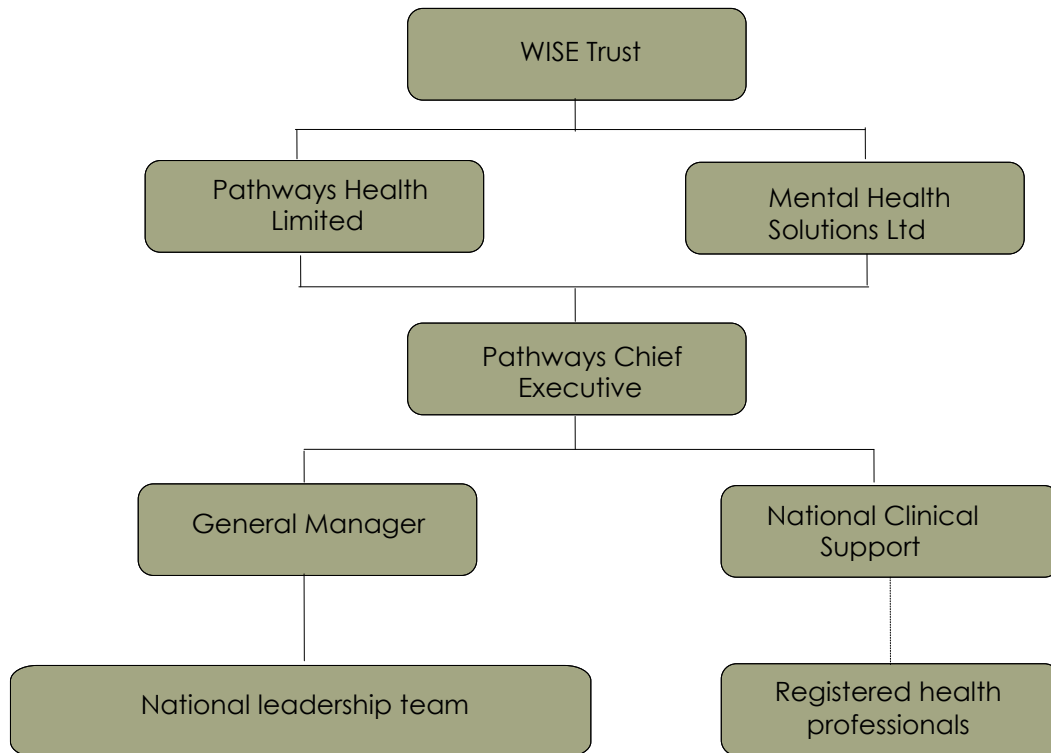
With the recognition that people do recover and their needs change, Pathways has continued to evolve and develop a wide range of innovative support choices, looking for inspiration from people using Pathways' services, employees and families, and to examples of best practice elsewhere in New Zealand and internationally.

Today Pathways provides mental health and wellness choices in five New Zealand regions and is one of the largest mental health service providers in the country. The face of mental health services in New Zealand today is vibrant and exciting, and Pathways' journey is far from over.

TEAM LEADER

Position:	Team Leader
Reports to:	Service Leader
Location:	
Purpose:	To effectively lead the team to assist people using Pathways' services to reach and maintain optimum physical, mental, emotional and spiritual wellness. Develop and maintain relationships with multidisciplinary team/external agencies to provide a service that meets external and internal quality standards, contributing to the ongoing success of Pathways including its reputation for excellence and innovation
Relationships (Internal):	Pathways Employees, Wise Trust Employees
Relationships (External):	People using Pathways' services, Family / Whanau, Mental Health and Addiction Services, Community agencies and services.

ORGANISATIONAL CHART



PEAK PERFORMING ORGANISATION

The infographic is set against a dark blue background with white and light blue text. It features several circular and semi-circular elements. On the left, three overlapping circles contain the words 'Spirit', 'Character', and 'Focus'. In the center, a large white area contains the text 'Beliefs' followed by a bulleted list. At the bottom center, a semi-circle contains the text 'Greatest imaginable challenge'. On the right, the word 'PATHWAYS' is written in white, above a vertical stack of four circular images showing people in various settings: a group sitting on a bench, two people working at a table, a person on a bicycle, and a person in a high-visibility vest working in a field. At the bottom right, there are four small colored circles: yellow, grey, white, and purple.

Inspirational dream

Creating mental health and wellness opportunities that enable people to live their dreams and flourish

PATHWAYS

Spirit

Whatever it takes

Character

Courage
Imagination
Fun
Integrity

Innovation
Passion
Optimism
Caring

Beliefs

- Everyone can shape their own future and live well
- People have the right to be part of communities of their choice
- Family, whanau and friends matter
- We grow by connecting, sharing and reflecting
- Storytelling and celebration inspire
- Culture and diversity enrich us
- We champion sustainable systems change
- Respect and hope are at the heart of what we do

Focus

Addressing poverty; enriching lives

Greatest imaginable challenge

Everyone using Pathways' services who wants to work has a job

PATHWAYS

REQUIREMENTS OF THE POSITION

FOCUS	ACTIVITIES	OUTCOMES (KPIs)
<p><i>Provide inspired team leadership</i></p>	<ul style="list-style-type: none"> • Provide effective and inspired team leadership so Pathways achieves its business, social, cultural and developmental objectives • Be proficient in knowledge and use of all Pathways’ policy, systems and procedures, and be able to coach team members in respect to these. • Co-ordinate and actively participate in regular team meeting and team building. • Ensure staff within the team achieve and maintain the required level of training and service delivery standards. • Provide effective after hours / on call support for employees (and people who use Pathways’ services as required). • Ensure all new employees are inducted effectively and in accordance with the Pathways’ Employee Induction process. • Ensure all Team members actively participate in their Potential+ Performance Progression process and develop a leaning and personal development plan. • Maintain not less than three monthly coaching meetings with all team members. • Produce rosters in a timely manner, ensuring contractual requirements are met for all employees, and that safe3 and appropriate employee levels are met for the service, and there is a reflection of good employment (eg. Adequate breaks ect). • Inform the Manager / Service Leader promptly of all complaints or issues raised. • Ensure employees understand and work within legislative, contractual and policy requirements. • Inform the Manager / Service Leader in a timely manner of any performance / behavioural issues in the team and actively participate in the management of these. 	<ul style="list-style-type: none"> • Team practice reflects Pathways’ policy and guidelines. This will evidence from Team Leader reports, internal review and external audit reports, meeting minutes and coaching meeting records. • Team produces quality and time effective outputs which is evidence in the team target data, high employee retention rates, internal review and external audit reports. • Staffs attend to training and development needs. This is evidence by achievement of compulsory training, customer satisfaction, and performance measures. • Analytical information is produced and used for service planning. This will be evidence from written reports, Improvement Requests, IAC reporting and review, customer satisfaction reports. • Team is fully aware of the organisational and regional plans, projects, and work initiatives. This will be evidenced in team meeting minutes, internal review and external audit reports. • Sustainable recruitment of all team members which is evidenced from coaching meeting records, exit interview responses, and employee retention rates. • Team meets contractual outcomes which are evidenced from narrative and statistical reports.

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FOCUS	ACTIVITIES	OUTCOMES (KPIs)
<i>Provide support to people using Pathways' service</i>	<ul style="list-style-type: none"> • To ensure the team assists Individuals to reach and maintain optimum physical, emotional and spiritual wellness through a model of empowerment and utilising recovery principles • Develop rapport with people using Pathways' services to ensure open, accurate communication of needs and expectations • Identify Service User needs in consultation with Service User • Develop, document and implement appropriate and innovative support plans ensuring continuity and consistency of Service User support • Coordinate and participate in Service User review meetings with Support Workers to ensure individual needs of people using Pathways' services are always accurately identified, met and exceeded 	<ul style="list-style-type: none"> • Individual needs of people using Pathways' services are identified and met within a trusting environment, which therefore promotes wellness and recovery.
<i>Ensure people using Pathways' services are provided with effective and appropriate training and support</i>	<ul style="list-style-type: none"> • Identify individual needs of people using Pathways' services, and provide the appropriate support and education • Provide people using Pathways' services with up-to-date and accurate induction information in a timely manner • Ensure people using Pathways' services have access to complaint procedure information 	<ul style="list-style-type: none"> • People using Pathways' services are informed and aware of the service available to them
<i>Ensure service delivery is of the highest quality.</i>	<ul style="list-style-type: none"> • Obtain feedback from people using Pathways' services regularly • Attend and actively participate in formal Service User reviews and as people using Pathways' services needs change, ensure plans are updated • Ensure people using Pathways' services needs are responded to promptly • Report any incidents and fill out necessary documentation accurately and in a timely manner • Be familiar with all Pathways Quality manuals, and ensure work practices reflect best quality practice • Develop and review employees knowledge of Pathways Quality Manuals, to ensure they carry out work in accordance with these manuals 	<ul style="list-style-type: none"> • Continually review and strive to improve work practices, ensuring constant service improvement • Ensure PHACTS database is utilised in accordance with Pathways quality systems, and all data is accurate and complete • Ensure accurate and up-to-date records are maintained at all times

PATHWAYS

FOCUS	ACTIVITIES	OUTCOMES (KPIs)
<p><i>Ensure all Pathways property is maintained to the highest standard</i></p>	<ul style="list-style-type: none"> • Ensure a high standard of garden and lawn maintenance, promoting Service User participation as appropriate • Ensure regular cleaning of offices/dwellings, to ensure a hygienic, clean and pleasant environment • Ensure urgent repairs which are the responsibility of Community Housing Ltd are reported within 24hrs, and non urgent repairs are reported within an appropriate time frame • Ensure dwellings are furnished adequately by informing Manager/Service Leader of requirements • Inspect vehicles monthly, and produce accurate reports for the Manager 	<ul style="list-style-type: none"> • Regularly inspect properties to ensure properties are maintained to Pathways agreed standards
<p><i>Participate in and undertake ongoing education, professional development, training and formal support</i></p>	<ul style="list-style-type: none"> • Contribute to regular formal support meetings by examining own practices and identifying own training needs in collaboration with the Manager/Service Leader • Provide regular formal support to employees as prescribed in Pathways policies and procedures • Attend and actively participate in Pathways Team Leader training courses • Attend and actively participate in management meetings • Conduct yearly employee appraisals, and provide clear and effective feedback to ensure employees work efficiently and feel supported and encouraged to continually develop themselves 	<ul style="list-style-type: none"> • All employees are supported to participate in ongoing professional development • Identify employee's training needs and facilitate appropriate ongoing training and development • Ensure accurate reports on Service User changes are forwarded to Administration in a timely manner
<p><i>Plan, Co-ordinate and be responsible for daily Team Management</i></p>	<ul style="list-style-type: none"> • Provide effective after hours/ on call support for employees and people using Pathways' services as required • Develop and maintain effective relationships with other Team Leaders/Service Leaders in the region to ensure internal support and collective planning • Co-ordinate and actively participate in regular team meetings and team building • Ensure all new employees are inducted effectively and in accordance with the Pathways Employee Induction File 	<ul style="list-style-type: none"> • Ensure employees continually adhere to legislative requirements • Ensure employees are aware of their responsibilities regarding Pathways resources, maintaining and appropriately utilising these resources • Inform the Manager/Service Leader in a timely manner of any performance/behavioural issues in the team

PATHWAYS

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	<ul style="list-style-type: none"> • Produce rosters in a timely manner, ensuring contractual requirements are met for all employees and that safe and appropriate employee levels are met for the service, and there is a reflection of good employment practice (eg. adequate breaks etc) • Inform the Manager/Service Leader promptly of all complaints/issues raised 	
<i>Relationship and Network Development</i>	<ul style="list-style-type: none"> • Building direct relationships with Pathways stakeholders • Maintaining positive relationships with WISE staff and other Group members to support quality service delivery, and synergy across the group • Working in partnership with others to supplement information which is already available • Consulting and engaging across all areas in the organisation, mental health sector and other relevant forums to promote a collective understanding 	<ul style="list-style-type: none"> • Strong, effective and continuing relationships
<i>Actively seek ongoing personal development</i>	<ul style="list-style-type: none"> • Through the use of Potential+, Pathways' performance progression tool, develop a learning and personal development plan with your Manager and implement this plan as agreed 	<ul style="list-style-type: none"> • Professional development activities are undertaken as agreed and skill development is evidenced
<i>Contribute to the ongoing success of Pathways including reputation for excellence and innovation</i>	<ul style="list-style-type: none"> • Represent Pathways in a professional manner at all times • Ensure compliance with employment policies and procedures • Provide positive and effective participation and collaboration with other Pathways employees in delivering achievement of business objectives • Take responsibility for executing assigned tasks and projects in accordance with agreed performance standards 	<ul style="list-style-type: none"> • Actively live Pathways' values & philosophies
<i>Work in a culturally safe and respectful manner incorporating the principles of the Treaty of Waitangi, and being mindful of the cultural diversity of our community</i>	<ul style="list-style-type: none"> • Demonstrate knowledge and application of the Treaty of Waitangi principles • Undertake all interactions in a respectful and culturally appropriate and sensitive manner • Seek guidance regarding tikanga and culturally specific models/ approaches/behaviours etc. from appropriate sources 	<ul style="list-style-type: none"> • Demonstrates behaviour that recognises and is consistent with equity principles and practices. • Contributes to a positive team environment.

PATHWAYS

FOCUS	ACTIVITIES	OUTCOMES (KPIs)
<p><i>Contributes to employee wellbeing and a safe & healthy workplace</i></p>	<ul style="list-style-type: none"> • Take responsibility for personal wellbeing and health management within the workplace • Communicate workplace hazards in a timely manner • Investigate and seek to resolve any issues within assigned areas of responsibility which have or could result in accidents or ill health • Ensure standard operating procedures (in respect of emergency and evacuation procedures, security, accident and incident reporting and investigation, injury treatment and rehabilitation, health and safety performance monitoring and reporting, environmental and ergonomic arrangements) are understood and utilised as designed 	<ul style="list-style-type: none"> • Work practices demonstrate safety for self and others. • Complies with incident reporting policy • Investigate and seek to resolve any issues within their assigned areas of responsibility which have or could result in accidents or ill health
<p><i>Provision of other related duties within capability, as assigned by your Manager</i></p>	<ul style="list-style-type: none"> • Performs other related duties within individual's capability as assigned by your Manager 	<ul style="list-style-type: none"> • “Can do” attitude – operates as a team player and willing to perform any task required to support the organisation, business partners and other key stakeholders.

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PERSON SPECIFICATION

	ESSENTIAL	PREFERRED
EDUCATION	<ul style="list-style-type: none"> Work experience with similar industries 	<ul style="list-style-type: none"> Degree in related discipline
SKILLS	<ul style="list-style-type: none"> Excellent written and verbal communication skills Excellent time management, organisation and file maintenance 	<ul style="list-style-type: none"> Experience in Team Management
KNOWLEDGE	<ul style="list-style-type: none"> Familiar with Ministry of Health Documents, relevant standards and legislation. Familiar with Quality systems All relevant legislation and standards as outlined in the Pathways Quality System 	<ul style="list-style-type: none"> Treaty of Waitangi Principles ISO 9001 All internal HR Documentation
ATTRIBUTES	<ul style="list-style-type: none"> Commitment to best practice procurement High level of innovation and ability to problem solve Adopts a “client focused” approach to working with people using Pathways’ services and external customers Effective and participatory team player Ability to rapidly engage with people at all levels Able to consult with and provide a service to others 	
PHYSICAL	<ul style="list-style-type: none"> Able to work at a computer for periods of time Ability to provide site visits as required or requested 	
AUTHORITY	<ul style="list-style-type: none"> Financial – Nil Operational – Engaging relief staff as replacement for existing positions. 	
DIRECT REPORTS	<ul style="list-style-type: none"> Support Workers, Lead Support Workers, Registered Health Professionals 	

PERSONAL / PROFESSIONAL PLAN

The Service Leader and the Team Leader will developed a plan together over the next three months to ensure ongoing development. This could include a focus on work life engagement, interventions to maintain health and fitness and learning and development requirements.

F O C U S	A C T I V I T I E S
<i>Learning & Development</i>	
<i>Work/ life Engagement</i>	