

# Enabling solutions

## Marg Boland, service leader - Hauraki

Marg Boland believes in taking every opportunity for personal and professional development. It's a belief she also encourages in her teams.

Marg started her working life as a general nurse in Palmerston North, a career she pursued for 25 years. Her real introduction to mental health didn't come until she joined Pathways in 1995 as the team leader at the Waihi residential service.

A natural leader, she soon picked up leadership of the Thames residential service and Hauraki mobile service teams, before eventually moving into her current position as service leader for Hauraki.

In her role, Marg supports Pathways' residential and mobile service teams in Waihi and Thames, working closely with the Waikato regional manager. Her nursing background means she's also able to offer leadership support to the region's registered health professionals.

Marg explains she focuses on supporting staff gain the skills they need to resolve their own challenges. "If people come to me with a problem and I sort it out for them, then no one learns anything. But if I encourage them to seek their own solutions, then the next time a similar issue arises they can resolve it on their own."

Marg goes on to explain the solution-focused approach permeates the entire Pathways culture. "It's one of the things I really value about working here," she says. "People are encouraged to present solutions, rather than problems for discussion, which is a lovely way of working because it enables ideas and solutions to move up *as well as* down."

For Marg, another big positive of working at Pathways is the "huge" number of opportunities. A recent highlight for Marg was a three month cultural learning programme where staff were taught Te Reo, waiata and marae protocol.

Since being at Pathways Marg has also completed a Diploma in Counselling and an Advanced Certificate in Clinical Supervision, updated her nursing qualification to a degree, and completed Blueprint for Learning's Executive Leadership and Management Programme (she's currently part way through the advanced programme). "It all ties in with my, and the organisation's, philosophy of empowering people to do their best," says Marg.