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Team Leader - Job Description

POSITION TITLE: Team Leader
LOCATION: Thames
REPORTS TO: Service Manager
HOURS OF WORK: 37.5 Hours Per Week
DATE PREPARED: August 2018

CAPS HAURAKI Inc. (Child Abuse Prevention Services):

Mission: to offer support to families/whānau in Hauraki to enhance their wellbeing by providing social work, education, counselling and advocacy

Vision: a peaceful, safe and secure Hauraki supported and nurtured by the community.

PURPOSE OF POSITION:

To provide effective team leadership and co-ordination of staff and resources, ensuring high quality services are provided in line with organisational guidelines and in the context of the aims and philosophies of CAPS Hauraki. To provide direct support to clients and their family/whanau as appropriate.

KEY ACCOUNTABILITIES:	KEY PERFORMANCE INDICATORS:
<p>Service Co-ordination You will utilise your exceptional organisational skills to ensure smooth day to day running of the services.</p>	<ul style="list-style-type: none"> ➤ All aspects of services delivery are effectively co-ordinated ➤ Service referrals are processed and allocated to appropriately skilled staff in a timely manner ➤ Service delivery and client file management is monitored to ensure alignment with organisational expectations ➤ Systems and processes that support service delivery are regularly reviewed to ensure maximum efficiency and best practise is supported. ➤ Services/programmes are reviewed. Opportunities for quality improvement are identified and implemented in consultation with the Service Manager. ➤ Services are delivered in line with organisational policies and procedures, contractual and legal requirements. ➤ Statistical data and reports are provided in a timely manner ➤ Services are delivered within available resources and delegated authority. ➤ Building and equipment maintenance issues are notified in a timely manner to the Service Manager.

	<ul style="list-style-type: none"> ➤ Health & Safety policies and procedures are followed. All issues or incidents are reported to the Service Manager.
<p>Leading teams</p> <p>You will guide, support and encourage your team so that they feel supported and enabled to meet the requirements of their roles.</p>	<ul style="list-style-type: none"> ➤ Staff recruitment, orientation, training and supervision activities are supported in consultation with the Service Manager ➤ On call support is provided to Call Out staff as required to ensure staff/client safety and stability/quality of service delivery 24/7. ➤ Professional development needs are identified and training opportunities provided/co-ordinated as approved by Service Manager. ➤ Rosters and schedules are developed and published within approved timeframes ➤ Leave requests are processed in line with organisational guidelines ➤ Timesheets are reconciled against rosters/scheduled prior to Service Manager sign off. ➤ Staff are provided with internal case focused and administrative supervision as required ➤ Staff performance and workload is monitored and managed in consultation with the Service Manager ➤ A team approach is fostered allowing appropriate sharing of skills, knowledge and information. ➤ Diversity is valued and supported within CAPS Hauraki.
<p>Service Delivery</p> <p>Your in-depth knowledge of 'what it takes' to deliver service excellence, will inspire your team to strive constantly towards the highest standards of practise.</p> <p>You will notice and highlight areas for improvement and development to your Service Manager.</p>	<ul style="list-style-type: none"> ➤ Services are delivered in accordance with current clinical, ethical and professional standards and guidelines and with the degree of professional skill, care and diligence expected of an appropriately qualified/skilled person. ➤ Clients are supported to make fully informed choices and their decisions are respected. ➤ In situations where clients are not able to access immediate support their experience is one of feeling supported while on a wait list. ➤ Clients' needs are assessed, plans developed and regularly reviewed in consultation with clients and their family/whanau where appropriate. ➤ All client related administrative requirements will be completed in line with organisational policies, procedures and practise standards. ➤ Client records are kept in accordance with the Privacy Act principles ➤ Risk assessments are completed and safety plans developed as appropriate. ➤ Issues of risk, particularly those related to children are promptly notified to the Service Manager

	<ul style="list-style-type: none"> ➤ Client and community feedback regarding CAPS services is actively sought, assessed and incorporated into service development planning. ➤ The Team Leader will provide direct client services as appropriate based on their qualification, skills and experience ➤ The Team Leader will participate as part of the Call Out roster in emergency situations (when no other cover can be found) to ensure the availability of the 24/7 service.
<p>Relationship Management</p> <p>Your advanced communication skills will enable you to establish and maintain the functional relationships required to achieve service delivery goals.</p>	<ul style="list-style-type: none"> ➤ High priority is given to maintaining positive relationships with all key stakeholders both internal and external to the organisation. ➤ All complaints are received in line with the values and policies of CAPS Hauraki. Complaints are notified immediately to Service Manager. ➤ Personal and philosophical agenda are suppressed when representing CAPS Hauraki ➤ CAPS services are presented and promoted to client networks, community members and other key stake holders in a positive manner ➤ CAPS conflict management strategies and agreements are modelled and encouraged within the team.
<p>Cultural Appropriateness</p> <p>You have respect for all people and in particular appreciate the significance of the Treaty of Waitangi as it applies to the work we do</p>	<ul style="list-style-type: none"> ➤ Services are delivered in a way that recognises, values and embraces cultural difference and diversity. ➤ CAPS policies, procedures, guidelines and values related to the provision of culturally appropriate service delivery are upheld. ➤ The Team Leader respects individual and cultural diversity recognising in particular needs of Maori. You should be able to work from a bi-cultural approach and demonstrate a commitment to the Treaty of Waitangi. ➤ Knowledge of and respect for the local kawa of Hauraki. Incorporate the concepts of protection, participation and partnership in your counselling practice.
<p>Values Based Behaviour</p> <p>You have a high level of integrity and demonstrate your alignment to the values of CAPS in everything you do.</p>	<ul style="list-style-type: none"> ➤ The values of the organisation are modelled in all aspects of the Team Leader Role. ➤ The values of the organisation are evident in the maintenance of day to day relationship with internal and external customers and working partnerships.
<p>Complies with all CAPS Hauraki policies and procedures</p>	<ul style="list-style-type: none"> ➤ All policies and procedure are complied with.
<p>Professional Development and Performance Review</p>	<ul style="list-style-type: none"> ➤ Team Leader participates in all required professional development and supervision opportunities. ➤ Team Leader supports performance review processes of service delivery staff
<p>Carries out all agreed and relevant duties as</p>	<ul style="list-style-type: none"> ➤ Other work is undertaken and completed. Commitment and flexibility is demonstrated. The organisations operations are fully functional, effective and efficient.

requested by the Employer	
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INTERNAL/EXTERNAL RELATIONSHIPS:

- CAPS Hauraki Governance, Management and Staff
- Government agencies, banks and local businesses
- Community and Church groups
- Non-governmental organisations
- Hauraki Family Violence Intervention Network staff and governance
- Family and clients

PERSON SPECIFICATION:

- **Knowledge & Experience**

- Relevant tertiary qualification and significant /or extensive (3 years plus) job related experience.
- Advanced knowledge and understanding of the dynamics (interpersonally and societally) of sexual violence and the impact on victims (of all ages) and their family/whanau.
- Excellent understanding of the myths surrounding sexual abuse.
- Understanding around the dynamics of family violence and effective safety planning.
- Experience in co-ordinating, supervising and training staff involved in the provision of direct services to clients.
- Knowledge of The NZ Crimes Act 1961, The Children, Young Persons and Their Families Act 1989 and other relevant legislation.
- Working knowledge of the Treaty of Waitangi and bi-cultural practice

- **Skills & Abilities**

- Ability to motivate the team to enthusiastically fulfil their responsibilities with a strong focus on client wellbeing.
- Strong interpersonal skills including a demonstrated ability to establish and maintain effective relationships with a wide range of stakeholders
- Excellent verbal and written communication and report writing skills
- Ability to work autonomously
- Strong commitment to continuous quality improvement
- Able to assess client needs, assist in the development of client centric plans and provide direct support to clients as required and appropriate.
- Effective listening and crisis support/ counselling skills
- Experience and skills in working with trauma survivors
- Insight into one's own limitations regarding experience, role, accountability or risk and seeks collaboration from others to problem solve and make appropriate decisions
- Proven administrative and time management skills
- Team player

Equipment used and/or technology skills etc.

- Sound computer skills including the use of e-mail, internet, and Microsoft Office applications
- Client Management System (training provided)
- Full, current New Zealand driver's licence.

Agreement:

We agree the basis of this positions responsibilities will be in accordance with this position description.

**Employee
confirmation:**

Date:

For the employer:

Date: