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CAPS HAURAKI
Supporting Communities

TEAM LEADER - JOB DESCRIPTION

POSITION TITLE: Team Leader

LOCATION: Thames/Hauraki

REPORTS TO: General Manager

HOURS OF WORK: 40 Hours Per Week

DATE PREPARED: September 2026

CAPS HAURAKI INCORPORATED (Child Abuse Prevention Services)

OUR MISSION: To offer support to families and whānau in Hauraki to enhance their wellbeing by providing social work, education, counselling and advocacy.

OUR VISION: A peaceful, safe and secure Hauraki supported and nurtured by the community.

PURPOSE OF POSITION:

To provide effective and accountable leadership of the people and services within the Team Leader's portfolio, ensuring high quality service delivery and achievement of contractual, professional, legal and organisational requirements.
To actively contribute as a member of the CAPS Leadership Team to organisational planning, development, quality improvement and operational excellence, and to provide direct support to clients and their whānau as appropriate.

KEY ACCOUNTABILITIES:	KEY PERFORMANCE INDICATORS:
Service Leadership and Performance *You will take responsibility for the quality, contractual performance and effective day-to-day operation of the services within your portfolio*	• Services are effectively coordinated and delivered within available resources and delegated authority. • Referrals are processed and allocated to appropriately skilled staff in a timely manner. • Contractual requirements, KPIs, service volumes, outcomes and reporting requirements are understood, monitored and achieved. • Service delivery and client file management are monitored to ensure organisational, contractual and professional requirements are met. • Service performance is actively monitored and issues or under-performance addressed in line with agreed policies, procedures and service delivery requirements, with the General Manager kept informed. • Systems and processes supporting service delivery are regularly reviewed for effectiveness and efficiency. • Opportunities for service and quality improvement are identified and recommendations brought forward for consideration. • Changes to established service delivery models or practice are agreed with the General Manager prior to implementation.

	• Services comply with organisational policies and procedures and relevant contractual, legal and Health & Safety requirements. • Significant service, client, staff, contractual or organisational risks are promptly reported to the General Manager.
Leading Teams *You will guide, coach and support your team to perform effectively, develop their capability and meet the requirements of their roles.*	• Staff recruitment, orientation and induction are effectively supported and coordinated. • Staff receive regular case-focused and administrative supervision appropriate to their roles. • Staff expectations, workload and performance are actively monitored and managed. • Staff are coached, mentored and supported to develop their skills, confidence and capability. • Performance concerns are identified and addressed promptly, fairly and constructively, in consultation with the General Manager and in accordance with CAPS policies and procedures. • Professional development needs are identified and appropriate development opportunities supported within approved resources. • Rosters, schedules, leave and timesheet requirements are effectively managed within organisational guidelines and timeframes. • A positive, respectful and safe team culture is actively fostered, where staff feel able to contribute, raise concerns and seek support. • A collaborative team approach is encouraged, with appropriate sharing of skills, knowledge and information and respect for diversity. • On-call support is provided to Call Out staff as required to support staff/client safety and quality of service delivery.
Service Delivery *You will provide practice leadership to ensure services are safe, client-focused and consistently delivered to high professional and organisational standards*	• Services are delivered in accordance with current clinical, ethical and professional standards and guidelines. • Staff practice is monitored and supported to ensure consistent, high-quality service delivery. • Staff capacity and available resources are actively managed to support productive service delivery and achievement of contractual requirements. • Clients are supported to make informed choices and their decisions are respected. • Clients who cannot access immediate support are appropriately supported while waiting for service. • Client needs are assessed and plans developed and reviewed with clients and their whānau, where appropriate. • Client records and administrative requirements are completed in accordance with organisational requirements and privacy obligations. • Risk assessments and safety plans are completed as appropriate. • Client and community feedback is actively sought and used to inform service improvement. • The Team Leader provides direct client services as appropriate to their qualifications, skills and experience.

	• The Team Leader participates in the Call Out roster in emergency situations when other cover cannot be found, to support the availability of the 24/7 service
Leadership Team *You will be an active and constructive member of the CAPS Leadership Team, contributing beyond your own service area to the effective leadership and development of the organisation*	• Actively contribute ideas, knowledge and informed views to Leadership Team discussions, problem-solving and decision-making. • Contribute to organisational strategic and operational planning and actively support delivery of agreed plans and priorities. • Participate in the development and review of policies, procedures, processes, practice documents and service delivery guidance. • Identify and contribute to the development of tools and resources that support staff to work effectively and meet organisational and service requirements. • Work collaboratively with other leaders, contributing to organisation-wide initiatives and quality improvement. • Engage constructively in robust discussion, feedback and challenge, including being open to different perspectives. • Once decisions are made, they are actively supported and implemented.
Relationship Management *You will build and maintain effective relationships that support CAPS, it's services and the communities we serve*	• Positive and productive relationships are maintained with key internal and external stakeholders. • Local and, where appropriate, regional relationships and networks relevant to services are actively maintained. • When representing CAPS, organisational views, values and agreed positions are represented rather than personal or philosophical views. • Relevant information, opportunities and issues arising through external relationships are communicated back to the organisation. • Complaints are received and responded to in accordance with CAPS policies and promptly notified to the General Manager. • Constructive and respectful relationships are modelled and encouraged within the team and across the organisation. • CAPS values are demonstrated in all internal and external relationships.
Cultural Appropriateness *You will lead and support culturally responsive practice, respecting the diversity of the people and communities we serve*	• Services recognise, respect and respond appropriately to cultural difference and diversity. • Staff are supported to develop and demonstrate culturally responsive practice. • CAPS policies, procedures, practice expectations and values relating to culturally appropriate service delivery are upheld. • A commitment to Te Tiriti o Waitangi and bicultural practice is demonstrated in leadership and service delivery. • Local tikanga and kawa are respected and staff are supported to work appropriately within the communities they serve.
Values Based Behaviour *You will consistently model CAPS values and demonstrate integrity, accountability and respectful leadership in everything you do.*	• CAPS values are actively modelled through leadership, behaviour and decision-making. • Relationships with staff, clients, colleagues and external partners reflect CAPS values and expected standards of behaviour. • Personal accountability is demonstrated, including taking responsibility for decisions, actions and commitments.

	• Feedback, challenge and differing perspectives are received and responded to constructively. • Team members are supported and expected to demonstrate CAPS values and agreed standards of behaviour.
Practice & Compliance *You will ensure organisational requirements are understood and consistently applied within your team.*	• CAPS policies, procedures, processes, practice requirements and service delivery guidance are understood and complied with. • Staff are supported to understand and consistently apply relevant requirements in their day-to-day practice. • Gaps, inconsistencies or areas requiring clarification or improvement are identified and brought forward for review.
Professional & Leadership Development *You will take responsibility for your ongoing professional and leadership development and support the development of your team.*	• Actively participate in professional development, supervision and performance review. • Seek opportunities to continue developing leadership knowledge, skills and capability. • Work openly and constructively with the General Manager, including seeking and responding positively to feedback, guidance and critique. • Support and actively contribute to performance review and development processes for team members.
Other Duties *You will demonstrate flexibility and contribute to the effective operation of CAPS as required.*	• Other reasonable and relevant duties are undertaken as requested by the General Manager. • Flexibility and a willingness to contribute beyond usual areas of responsibility are demonstrated when organisational needs require it.

INTERNAL/EXTERNAL RELATIONSHIPS:

- *CAPS Hauraki Governance, General Manager, Leadership Team and Staff*
- *Clients, families and whānau*
- *Government agencies and funders*
- *Local and regional service networks and sector groups*
- *Iwi, Māori organisations and community organisations*
- *Health, social service, education and other relevant professionals and providers*
- *Non-government organisations and community groups*
- *Other stakeholders relevant to the Team Leaders service portfolio*

PERSON SPECIFICATION:

Knowledge & Experience

- *Relevant tertiary qualification and professional registration where required.*
- *Relevant experience in social services, health, counselling or a related field.*
- *Leadership experience, or demonstrated capability and readiness to develop as a leader.*
- *Experience supervising, coaching and developing staff.*
- *Strong knowledge of family violence, sexual harm, trauma, risk assessment and safety planning.*
- *Understanding of contractual service delivery, quality and performance requirements.*
- *Sound knowledge of relevant legislation and professional obligations.*
- *Knowledge of Te Tiriti o Waitangi and culturally responsive practice.*

Skills & Abilities

- *Strong leadership, coaching and people-management skills.*
- *Ability to build positive, respectful and effective teams.*
- *Ability to monitor and manage staff, service and contractual performance.*
- *Sound judgement, problem-solving and decision-making skills.*
- *Strong interpersonal and stakeholder relationship skills.*

- *Excellent verbal and written communication skills.*
- *Ability to contribute constructively to planning, quality improvement and organisational development.*
- *Strong organisational and time-management skills.*
- *Ability to work autonomously, within delegated authority, and recognise when to consult or escalate.*
- *Openness to feedback, learning and continued leadership development.*
- *Sound computer skills, including Microsoft Office and client management systems.*
- *Full, current New Zealand driver's licence.*

***NOTE:* This job description is not intended to be all-inclusive. The employee may be required to undertake other reasonable and related duties to meet the ongoing needs of CAPS Hauraki.**

AGREEMENT:

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

X _____ **DATE:** _____

Employee

X _____ **DATE:** _____

For the employer