

## **JOB DESCRIPTION**

<b><u>POSITION:</u></b>	<b>Kotuku – Team Leader</b>
<b><u>REPORTS TO:</u></b>	<b>Manager Peer Support – Health Action Trust</b>
<b><u>HOURS OF WORK:</u></b>	<b>15 hours per week minimum</b>
<b><u>PURPOSE OF POSITION:</u></b>	

Kotuku is a crisis residential facility run under the guiding principles and values of peer support for people who use mental health and addiction services in the Nelson/Tasman/Golden Bay area. The Team Leader is responsible for ensuring that Kotuku runs smoothly and achieves its objectives by overseeing the day to day operations of the house, providing ongoing support, mentoring and supervision for the workers and may undertake shift work, as required, to stay connected with the team.

### **Treaty of Waitangi**

Health Action Trust acknowledges and demonstrates commitment to Te tiriti o Waitangi as the founding document of Aotearoa New Zealand and the status of Māori as Tāngata whenua. Te Tiriti is the foundation for the development of biculturalism and Māori mental health throughout our organisation.

### **Health and Safety**

Health Action Trust is committed to achieving the highest level of health and safety for its employees. All employees are expected to take the initiative and identify report and resolve issues that may cause harm to themselves or others in the organisation. As an employee of Health Action Trust, the health and safety of yourself, all employees, colleagues and visitors are your responsibility. You are expected to work safely at all times, and to actively participate in health and safety programmes in your area. It is required that you report all accidents, incidents or potential hazards to your direct line supervisor.

### **Key Functional Relationships**

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|----------|---|
| Internal | <ul style="list-style-type: none"><li>- Manager Peer Support services</li><li>- Team Leaders and Coordinators of Health Action Trust</li><li>- Other Health Action staff</li></ul>  |
| External | <ul style="list-style-type: none"><li>- Other Mental Health &amp; Addiction Service Providers</li><li>- Te Whatu Ora Nelson Marlborough (Health NZ)</li><li>- Service Users/Tangata whaiora</li><li>- Government and non-government organisations</li></ul> |

# Principal Accountabilities

Key Accountability	Key Activities
<p><b>Staff Supervision</b></p> <p><b>Kotuku staff work with service users/tangata whaiora (guests) in a safe and ethical manner in line with the principles of the intentional peer support model of practice</b></p>	<ul style="list-style-type: none"> <li>Meet regularly with each staff member to provide support and supervision to ensure that they are working in a safe and ethical way. This may be achieved by working one rotating shift per week.</li> <li>Work with staff to ensure that policies and procedures are applied correctly.</li> <li>Participates in staff recruitment, interviewing and leads new staff induction/orientation.</li> <li>Conduct staff Performance Appraisals</li> <li>Highlight training and mentoring needs of workers and encourage ongoing professional development</li> <li>Liaise with the Manager and/or HR Coordinator when support is needed to address any issues with staff.</li> <li>Work positively, sensitively and constructively with all staff and maintain strict confidentiality.</li> </ul>
<p><b>Day to Day Operations</b></p> <p><b>Kotuku functions efficiently and effectively, providing a secure and comfortable environment for service users/tangata whaiora (guests)</b></p>	<ul style="list-style-type: none"> <li>Organise staff cover including allocation of work and managing staff holidays and sickness levels.</li> <li>Work with staff to ensure that service user's/tangata whaiora (guests) needs are met in a timely and appropriate manner.</li> <li>Ensure that all relevant service documentation, and procedures are accurate, up to date and available on sharepoint</li> <li>Work with the Admin Coordinator to ensure that service operates within budget.</li> <li>Ensure that effective administrative and HR systems are developed and maintained in conjunction with the, HR Coordinator and Administration Coordinator.</li> <li>Take personal responsibility for making things happen</li> <li>Oversee on call support for the team and roster appropriate staff as required.</li> <li>Other duties as from time to time required</li> </ul>
<p><b>Relationship Building</b></p> <p><b>Effective professional relationships are established and maintained with all key stakeholders</b></p>	<ul style="list-style-type: none"> <li>Ensure that requests for information are responded to in a timely manner</li> <li>Attend Te Whatu Ora meetings relevant to the work at Kotuku eg: bed flow and occupancy meetings, planning meetings, etc.</li> <li>Ensure the Kotuku team build and maintain effective working relationships with clinical partners, referrers and community services.</li> </ul>
<p><b>Teamwork</b></p> <p><b>Effective working relationships are established and maintained with other Health Action staff</b></p> <p><b>An active contribution is made to the wider organization</b></p>	<ul style="list-style-type: none"> <li>Regularly attend and participate in Health Action Trust staff meetings.</li> <li>Facilitate Kotuku staff meetings arranging Agenda, minute taker, etc</li> <li>Work with the COMPASS Team Leader to ensure that in service trainings are reflective of the team requirements.</li> <li>Contribute to the development of Health Action Trust by participating in strategic planning processes as appropriate</li> <li>Collaborate with HAT management and admin/HR team to facilitate regular team building, ensuring Kotuku team morale is maintained at a high standard.</li> </ul>
<p><b>Quality Management</b></p> <p><b>A quality service is delivered to service users/tangata whaiora (guests)</b></p>	<ul style="list-style-type: none"> <li>Implement strategies to achieve positive outcomes for people who access the service.</li> <li>Assist with monitoring operations to ensure that standards are maintained and result in quality delivery to tangata whaiora (guests).</li> <li>Ensure that regular evaluation by tangata whaiora (guests) occurs and work with staff to review and act on any feedback/comments received to improve quality of service delivery</li> <li>Ensure that the Manager is immediately informed of any incidents or complaints about the service.</li> <li>Work with the Manager to prepare for service audits as required.</li> </ul>
<p><b>Ngā Tikanga Māori</b></p>	<ul style="list-style-type: none"> <li>Ensure the Kotuku service delivers on Te Tiriti O Waitangi.</li> <li>Utilise Te Reo whenever possible</li> <li>Attend to cultural practices of Māori , such as Te Reo, Powhiri,</li> </ul>

	<p>Whanaungatanga, Whanau ora, Karakia, waiata, Wairuatanga and Manaakitanga</p> <ul style="list-style-type: none"> <li>Assist in the establishment and maintenance of effective relationships with Māori providers, Mental Health and Addiction providers, General Practices and community agencies as appropriate.</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>Health and safety is considered to be everyone's responsibility; all staff are required to actively contribute to maintaining a safe working environment</li> <li>Demonstrate willingness and involvement in health and safety activities.</li> <li>Maintain familiarity with and active involvement in the identification and management of health and safety.</li> <li>Be familiar with and actively involved in the identification and management of Health and Safety issues, risks, policies and reporting processes applicable to all work-related environments.</li> <li>Adhere to Health Action Trust's Health and Safety policies and practices</li> </ul>
<b>Reporting</b>  <b>Reporting is timely, informative and accurate</b>	<ul style="list-style-type: none"> <li>Input into Performance Management Reports for Te Whatu Ora Nelson Marlborough eg: Occupancy, PRIMHD, etc</li> <li>Prepare service statistics and user surveys</li> <li>Provide other reports/information as requested by the Manager</li> <li>Communicate through regular meetings with Manager</li> </ul>
<b>Professional Development</b> <b>Regularly creates and takes advantage of learning opportunities</b> <b>The learning gained from professional development is reflected in practice.</b>	<ul style="list-style-type: none"> <li>Actively participate in professional development and training as agreed with the Manager</li> <li>Undertake regular professional supervision.</li> <li>Take all opportunities to obtain new skills and competencies which will enhance delivery of service</li> </ul>

# Person Specification

## Desirable Skills and Experience

- Lived experience of mental health and addiction challenges
- An understanding of peer support models and practice, and the ability to apply this knowledge
- Experience in providing leadership, supervision and support to staff
- Computer literate in Microsoft Office suite of packages
- Minimum Level 4 Qualification in Mental Health and Wellbeing and/or leadership qualification
- Excellent organisational and time management skills and the ability to prioritise work and meet deadlines
- An understanding of the health system and government contracting
- Strong oral and written communication skills with the ability to prepare clear reports and other documentation
- An understanding and application of Te Tiriti o Waitangi into practice
- A full and current driver's Licence

## Personal Qualities

- Enthusiasm and a sense of humour.
- Able to work effectively and independently as well as part of a team
- Good interpersonal skills with an ability to respond and relate with sensitivity and cultural appropriateness to a wide range of people
- Able to use discretion and work with minimum supervision
- Flexibility to undertake a wide variety of tasks
- High level of initiative and a determination to get the job done
- Ongoing desire to improve own professional and personal development.