

JOB DESCRIPTION

Clinical Team Leader

Adult Crisis & Planned Respite

SERVICE CONTEXT

Crisis Respite: A short-term, bed-based crisis respite service for tangata whaiora who are experiencing an acute period of distress or increased vulnerability in their recovery journey. The service provides a safe, supportive and clinically informed alternative to acute inpatient admission where appropriate, with a focus on stabilisation, recovery, risk reduction, and connection with community mental health supports.

Planned Respite: A peer-led, Wellness respite service for tangata whaiora maintaining or enhancing their recovery journey around issues of mental distress. The service supports wellbeing, recovery and relapse prevention by providing a planned break in a safe and welcoming environment, while also offering carers and whānau temporary relief from their caring role. Hospitality, rest, recreation, connection and recovery-focused support underpin the service.

ROLE, PURPOSE AND SCOPE OF ROLE

The Clinical Team Leader role supports their Service Manager by providing direction and coordination across Adult Crisis and Planned Respite. The role is responsible for ensuring that clinical practice, staff supervision and service delivery contribute to the recovery journey of tangata whaiora (TW) within a professional practice framework, with an emphasis on applying therapeutic processes, recovery-focused and trauma-informed approaches that support self-determination, safety and wellbeing.

The Team Leader (TL) is available within the service under the direction of the Service Manager (SM) to model the delivery of clinically safe and professional care.

The TL role covers three core functioning areas of responsibility: -

1. **Professional** Supporting professional knowledge & skills applied in a context of best practice methods that ensure staff provide appropriate, safe, professional practice.
2. **Staff** Responsibility for and oversight of staffing matters.
3. **Facility** Responsibility for and oversight of building, grounds, care and maintenance tasks.

The TL is part of a broader organisational collective of TLs who are mutually connected and work collectively to progress organisational service issues and support sound problem resolution. The TL collective will support each other around leave needs within the group.

DELEGATED AUTHORITIES

Financial – Budget & Expenditure limits

- TBA

Human resources

- Participate as required, with the SM & HR in the selection, supervision and performance management of staff

KEY RELATIONSHIPS

Accountable / Reports to

- Service Manager (Adult Crisis and Planned Respite)
Regular communication to receive and give advice/feedback around the functional needs of the service

Relationships With

Internal

- **Senior Management Group**
As required to receive and give advice/feedback around the organisational and services functional needs
- **Service Managers**
To receive and give advice/feedback around the functional needs of the service
- **Other Staff**
Daily to achieve service targets
- **Tangata Whaiora**
As required to assist/support to resolve issues

External

- **Other Health Professionals**
As required SMHS, Health NZ – Te Whatu Ora/Emergency Mental Health Service/Case Managers/Inpatient/ED, GP, Hips, Allied Health Professionals, other community agency staff.
- **Relevant Regulatory Agencies**
As required e.g. Police, MSD, ACC, St John Ambulance and other relevant adult support services
- **Professional Networks**
Participates in networking and collaborative interagency activities.
- **External Contracts**
As required e.g. QualMed, Trades, Trainers
- **Family / Whanau**
To support staff, TW and whānau to maximise respite outcomes and assist with issue resolution.

KEY RESULT AREAS

1. Model of Care, Policies and Procedures

Key Measurement Criteria	Performance Measure
1.1 Commitment to working within the framework of SST its vision, mission and values	1.1 Demonstrate alignment with vision, mission and values
1.2 SST policies & procedures are implemented and adhered to	1.2 Policy and procedures adhered to
1.3 Ensure practice and routines of the service reflect the stated model of service delivery	1.3 Adherence to best practice standards are reflected in case management plans and service reports

2. Cultural Safety

Key Measurement Criteria	Performance Measure
2.1 Commitment to the principles of the Treaty of Waitangi relevant to SST	2.1 Demonstrate within the workplace the practical knowledge and application of the principles of the Treaty of Waitangi
2.2 Tangata whaiora receive care without discrimination based on race, culture, religion, health, sexual orientation or age	2.2 Feedback from tangata whaiora, whānau, staff and peers

3. Programme Delivery

Key Measurement Criteria	Performance Measure
3.1 Medication Management Policies & Practices are adhered to	3.1 Incident Reports indicate problems are managed and are reducing
3.2 Provide a day-to-day therapeutic environment that supports recovery, wellbeing, independent living skills, connection, meaningful activity, relapse prevention and progress toward individual goals within effective structures and routines	3.2 Plan reviews demonstrate progress toward recovery, wellbeing, connection, daily living, cultural, social and relapse prevention goals. Service presentation reflects a clean, tidy, functional and welcoming environment where nutrition, hygiene and daily routines are supported and documented
3.3 Monitor, respond to and document incidents as they arise, ensuring appropriate escalation, follow-up and resolution	3.3 Evidence of participation in risk mitigation through established crisis management plans, strategies, and contact with case managers and whānau
3.4 In collaboration with the SM, review incidents, identify learning, and support staff to implement agreed actions and preventative strategies	3.4 Service documentation reflects that staff task requirements are completed
3.5 Maintains functional awareness of service access, capacity, referral pathways and the needs of tangata whaiora	3.5 Evidence is reflected in service meetings, diary notes, referral discussions and supervision records
3.6 Gatekeep admissions and discharges by managing external enquiries and liaising with appropriate agencies to maximise care planning, coordination and responsiveness to service status, needs, culture and pressures	3.6 Work with SMHS to apply professional knowledge and achieve best respite outcomes for TW, as reflected in service documentation, CMS and staff supervision notes

3.7	Service standards reflect policy and audit requirements	3.7	Service documentation reflects that staff task requirements are completed
3.8	Ensure an awareness of service status, needs, culture, pressures etc. is maintained	3.8	Service status, needs, culture and pressures are discussed and recorded through service meetings, diary notes and supervision records
3.9	Participates in the Duty On-Call roster after daytime hours and on weekends	3.9	Duty On-Call participation is documented and completed in line with service requirements

4. Communication

Key Measurement Criteria	Performance Measure
4.1 Service and CMS recording systems are utilised to ensure time recording, file systems and record-keeping standards are current and accurate	4.1 Selected system reviews show records are functional, current within one month, and internal audit requirements are completed
4.2 Conflict / resolution processes are facilitated as needed	4.2 Issues are resolved early or if escalated records show efforts made
4.3 Leads by example, works collaboratively with staff providing transparent feedback & supervision, setting a culture of clear communication e.g. re safety, professionalism, team issues	4.3 Staff issues are progressed based on noted feedback within service and supervision records
4.4 Timely and appropriate information is provided across shifts and at changeover / other times	4.4 Reflected in service meeting, diary, supervision notes
4.5 Property maintenance, workplace safety (building/food), hazard mgt. issues are resolutely processed in a timely manner	4.5 Maintenance, workplace safety and hazard management issues are recorded, escalated and resolved in a timely manner

5. Leadership

Key Measurement Criteria	Performance Measure
5.1 Contributes to leading and maintaining SST's ethos and vision	5.1 Active contribution is evidenced in minutes, service documents, meetings and agreed follow-up actions
5.2 Exhibits, facilitates and supports clinical leadership & decision making within service area, always modelling best practice	5.2 Staff, peer feedback & reflected in care standards, clinical notes and staff/TW interactions showing active engagement in decision making – internally and externally

5.3 Supports and facilitates a team culture which is recovery focused, trauma informed and supports best practice

5.3 Team meetings and activities demonstrate culture development e.g. team retreat day, staff orientation

5.4 Lead/model healthy, respectful professional relationships

5.4 Staff and peer feedback reflects positive, affirming relationships

6. Reporting

Key Measurement Criteria

Performance Measure

6.1 ICIM is monitored to ensure currency and accuracy

6.1 Selected TW reviews within ICIM demonstrate current and accurate recording

6.2 Incident / Accident reports signed off promptly with summary and outcome documentation completed

6.2 Selected review of reports shows they are being actioned and are current to within 1 month

6.3 Complaints to be investigated and signed off

6.3 As per complaints policy

6.4 Service monitoring and auditing requirements are timely completed as requested/required

6.4 Documentation shows an accurate and timely response

6.5 Maintenance issues are accurately reported and followed up in a timely manner

6.5 Documentation shows accurate and timely reports, follow up and resolution

6.6 Facilities recording & management systems are current and effective to meet service needs

6.6 SM review confirms facility recording and management systems are current, effective and responsive to service needs

6.7 With SM, develop, maintain service relevant forms/documents/ICIM boxes, to support service outcomes

6.7 Current forms, documents and service resources are evidenced within service files, folders and software systems.

7. Teamwork

Key Measurement Criteria

Performance Measure

7.1 Participates fully in the consultative function of the Adult Crisis and Planned Respite Team

7.1 Contributes regularly and consistently in discussion/meetings – staff meetings, internal/external MDT

7.2 Assists the Adult Crisis and Planned Respite Team in achieving the objectives of the service

7.2 Service objectives achieved, peer review. Developing towards annual Adult Crisis and Planned Respite clinical goals

7.3 Provides professional health service advice and input to the Adult Crisis and Planned Respite Team

7.3 Notes in e-mails, minutes, reports indicating staff supervision and liaison with SMHS

8. Staff / Performance Management

Key Measurement Criteria	Performance Measure
8.1 Supervise/support their team	8.1 Notes in e-mails, minutes, reports, diaries noting input into staff management, direction, support and coaching
8.2 With support from the SM, performance management of staff is timely, documented and follows good process	8.2 Performance issues are addressed early and process/progress is recorded
8.3 Performance appraisals are undertaken annually in a timely manner	8.3 Performance Appraisals are completed on personal file annually
8.4 With the SM, support processes for staff replacement / recruitment, using HR for advice, support, documentation	8.4 Notes in e-mails, recruitment reports, interviews, contracts etc
8.5 Monitor team rosters, leave and payroll needs, using the SM/Payroll/HR staff for advice, support as needed	8.5 Payroll review covering timesheets, leave requests etc. As needed, approve by 12.00 p.m. Monday of pay week
8.6 Plan timely completion of core organisational training for staff, including medication, first aid and calming/de-escalation training	8.6 Staff training records are signed off and correlate with HR records

9. Performance Development

Key Measurement Criteria	Performance Measure
9.1 Identifies professional development needs and training opportunities in consultation with the SM	9.1 Evidenced in participation in training and development, training records
9.2 Undertakes regular supervision as per SST policy	9.2 Supervision reports
9.3 Completes PD sufficient to remain professionally accredited	9.3 Professional registration is maintained

10. Quality Standards

Key Measurement Criteria	Performance Measure
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10.1 Know and practice H&S policy	10.1 Implements H&S Policy e.g. hazards noted, team represented at OSH meetings & organisation risk register
10.2 Facilitate fire drills and civil defence emergency procedures	10.2 Fire drills occur three-monthly, and Civil Defence resources are checked and recorded six-monthly
10.3 Adhere to accident/incident reporting system	10.3 Accident/Incidents are reported
10.4 Uses all equipment correctly, and with proper care and attention, observing education and instruction given	10.4 Staff use equipment correctly
10.5 Know and practice relevant workplace quality standards subject to Audit	10.5 Service adherence to functional quality standards is positively reflected in internal and external audits.
10.6 Infection control and medications systems are modelled competently	10.6 Competent infection control and medication processes are reflected in practice observations, documentation, incident reviews and audit outcomes

11. Service Specific KPI's

Key Measurement Criteria	Performance Measure
11.1 Contract Adherence	11.1 Bed Capacity running at min. 85%
11.2 Finance Management	11.2 Minimum monthly consults with SM to ensure service is within budget
11.3 People Management	11.3 Participate in staff performance management via meetings, notes, plans, outcomes, reviews etc.
11.4 Clinical Management	11.4 TW receive a quality service shown through reduced complaints, incidents and improved audit compliance
11.5 Facilities Management	11.5 Facilities recording & management systems are current and effective to meet service needs
11.6 Quality & Risk Management	11.6 Standards audits are routinely carried out & remedies / outcomes are implemented toward 100% compliance

PERSON SPECIFICATION

Clinical Team Leader

Adult Crisis and Planned Respite

EDUCATION AND QUALIFICATIONS

You will be a registered health professional with a relevant graduate (L7) qualification and professional registration. Ideally you will also hold, be engaged in or agree to begin PG study for, a relevant (MH) post graduate qualification.

TECHNICAL OR PROFESSIONAL KNOWLEDGE, SKILLS AND EXPERIENCE

Clinical Social Services

- At least 3 years' experience working clinically across a range of adult mental health, crisis, respite, residential or community-based services
- Have an applied knowledge of adult mental health, recovery, trauma-informed practice, risk assessment, relapse prevention and crisis support concepts/issues
- Experience, knowledge and effective use of networking within adult mental health, community, NGO, clinical and interagency contexts
- Proven skills in tangata whaiora engagement, clinical planning, risk management, coordination with community mental health teams, and implementation of recovery-focused support

Staff Oversight

- Demonstrates professional and pastoral support for staff
- Has ability to plan work programmes for staff
- Shows ability to motivate and inspire a team to higher level of performance and best practice

IT and Internet systems

- Competent knowledge of office software systems e.g. Microsoft Office (Word, Excel, Power Point), E-mail, and exposure/awareness to Case Management systems, with the ability to support staff in these applications.
- Confident using the Internet and web tools

Self-Management

- Ability to prioritise tasks
- Demonstrates a problem-solving aptitude

Administration

- Ability to co-ordinate administrative functions to ensure timely reporting
- Demonstrates short, medium and long-term service planning capability, with managed follow up processes
- Demonstrates understanding of administrative systems that ensure clinical processes are well supported
- Demonstrates ability to develop and maintain quality care and reporting systems

GENERAL COMPETENCIES

Alignment to Core Values	Alignment to the vision, mission and core values of SST • Faith – supporting tangata whaiora (TW) and staff to explore belief in God as a pathway to wellness • Grace – accepting and respecting people regardless • Hope – every person has value, potential and new possibilities • Love – being professional and showing respect in all of our relationships • Integrity – practising accountability with each other and stakeholders
Teamwork	• Leads by example to maintain healthy team relationships that positively influence TW and organisational culture, especially in relation to conflict management, personality differences and the importance of positive relationships to achieve outcomes • Aligns with team's values and composition; aware of own strengths and how they affect others in the team • Works collaboratively • Can delegate tasks & maintain responsibility for the outcome • Demonstrates professional & pastoral support for staff
Work Progress	• Excellent time management & ability to self-direct, manage & set priorities • Can implement own & others' ideas • Committed to Quality Improvement
Communication	• Develops rapport easily; addresses issues positively; competent in verbal and written communication • Able to discuss strategic & sensitive issues • Shares Knowledge • Communication - strategically uses communication to produce enthusiasm & foster an atmosphere of open exchange & support • Excellent & accurate numeric, written & oral communication
Adaptability	• Is aware of changes in service delivery needs from funder & adjusts strategies to reach a result • Demonstrates sound professional judgement and responsiveness to the needs, context and recovery goals of tangata whaiora • Problem solver – assesses situations, decides on a course of action & implements this
Personality	• Attitude – Compassionate & Caring / Honest / Optimistic / Professional / Resilient / Flexible • Tact / Discretion / Confidentiality • Excellent problem-solving abilities • Able to sustain wellbeing and resilience in a role that includes clinical, operational and leadership demands • Maintains warmth, perspective and professionalism in team and service relationships

- Teachable – desire to learn & apply best practice

Verification

We agreed that this Position Description accurately reflects the key responsibilities of the position at today's date.

Manager's Name: _____ **Date:** _____

Manager's Signature:

Employee's Full Name: _____ **Date:** _____

Employee's Signature:

This Statement of Accountability will be reviewed at least once a year during the course of the Performance Review Meetings. Any changes which need to be made will be signed off by the responsible Senior Leadership Team member, and People & Capability.