

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

Title	Clinical Team leader – Alcohol and Drug Service
Reports to	Community Manager – Mental Health and Addictions Services
Location	Taranaki
Department	Mental Health and Addictions

Direct Reports	Approx 14 FTE	Total FTE	
Budget Size	Opex	Capex	
Delegated Authority	HR	Finance	
Date	2026		
Salary band (indicative)ⁱ			
Children's Worker roleⁱⁱ	Yes		

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The primary purpose of the role is to:

The Clinical Team Leader- TDHB Alcohol and Drug Service provides the clinical, operational and professional leadership to the nursing, allied health (counselling) & clerical team to facilitate the effective day to day safe operations of Addiction services.

The role includes the direct line management of the Nursing, Allied Health and Clerical team, clinical safety overview of MHAS Service Users, the management of staffing resources matched to demand, the oversight of capacity planning, seasonal variation planning and the management of the service outpatient environment.

The Clinical Team Leader works collaboratively with key service leads to uphold quality and service user safety standards ensuring that care to service users and families and whanau meets the highest standards.

The Clinical Team Leader manages the professional performance and development of all staff reporting to him/her.

Key Result Area	Expected Outcomes / Performance Indicators
Leadership	- Accountable for the leadership to the unit nursing, allied health and clerical teams. - Manage the performance of the nursing, allied health & clerical teams including staff development, performance goal setting and regular yearly performance reviews to meet PDRP requirements and TDHB standards. - Accountable for optimal service delivery and cost-effective decisions regarding resource utilisation. - Identifies risk, takes action to mitigate risk and escalates appropriately. - Provides visible and accessible leadership, motivating others to follow and communicates clinical standards and behavioural expectations. - Manage a number of inter-related operational efficiency, service improvement and change management projects. - Develop appropriate relationships to provide effective and collaborative working relationships. - Develop self and drive others to develop their full potential. - Manage relationships with service users and their families and whanau, to ensure the best possible recovery outcomes. - Demonstrated ability to identify, prioritise, analyse and resolve a range of issues/problems. - Supports staff with clinical reasoning and professional judgement in nursing practice.
Service Delivery	- A hospital overview is integrated and considered in all decision making. - Provides leadership to the daily operational meetings and ensures up to date reporting is available and escalates concerns appropriately. - Monitors patient flow trends and contributes strategies to enable expeditious patient flow. - Assesses and forecasts clinical acuity and clinical care requirements utilising the appropriate assessment tools (CCDM, Variance response and Trendcare). - Support performance in MOH and other government targets. - Monitors service caseloads and waiting times, staff resourcing, safe staffing, identifies potential risks and mitigates as appropriate. - Ensure existing resources are allocated to meet service demands. - Provide input into development and maintenance of TDHB policies and protocols. - Responsible for management of annual leave within budgeted staffing numbers ensuring service continuity and capacity. - Manage the recruitment of staff to the A&D team within allocated budgeted FTE.

	• Ensure flexible utilisation of staff to cover variation in workloads. • Monitor employee absenteeism levels. • Participate in hospital improvement initiatives. Assume additional organisation roles and responsibilities within reason and as negotiated with Manager. • Promote the role of the service throughout the organisation and externally. • Responds to assist to emergency codes as required. • Part of frontline response to major incidents, and serious untoward incidents.
Optimum Service Delivery management and Care	• Displays high level of collaboration with the clinical and service leads to ensure quality care delivery. • Service user care is person and family focused, safe, effective, timely and appropriate to maximise service user wellbeing and outcomes and meets professional practice standards. • Policies and procedures are evidence based (where possible), and are known by staff and complied with. • Advocate and demonstrate a high standard of customer service at all times. • Respond to issues, queries and concerns from the inter-disciplinary team as required. • Act as resource to staff on clinical, professional, ethical and legal issues pertaining to service delivery. • Ensure evaluation of care delivery and staff competency. • Ensure follow up on concerns and the implementation of strategy is sustained. • Staff training identified annually to meet individual and department requirements.
Environment & Facilities	• Direct and support staff with a view to ensuring efficiency and effectiveness within the service. • Ensure notification to key service leads if equipment failure occurs. • Ensure staff is aware of fire regulations, electrical safety policy, emergency plans and relevant legislation. • Ensure team are updated regarding disaster response accountabilities.
Team Work	• Encourage and promote excellent customer service and team work within the service. • Work in collaboration with the service leads and counselling team to ensure a strong team culture across hospital services. • Develop and sustain productive working relationships with the inter-professional health team. • Promote the fostering of a team environment that enhances partnership and co-operation. • Provide leadership for professional development and quality activities for direct reports. • Maintain professional links and support networks with other key stakeholders – both internal and external.

	• Health and safety of self, colleagues, clients, the public and the environment is maintained at all times.
Staff Development	• Perform yearly staff Performance Reviews for all direct reports. • Ensures team complies with Health New Zealand policies. Facilitate associated training as required. • Develop an annual staff education and development plan. • Share knowledge and skills with others, as required. • Ensure appropriate orientation of staff and compliance education. • Gives recognition of good performance. • Ensure clinical team meet statutory/regulatory bodies competency standards and participate in revalidation and maintain an up to date nursing / allied portfolio.
Communication	• Maintain close and effective communication with all staff. • Ensure effective communication of organisational and professional issues with the team and TDHB. • Ensure regular team meetings are held and managed to ensure staff can safely raise any issues.
Financial and Resource Management	• Provide input into the development of employee and unit budgets. • Identifies opportunities to maximise efficiencies. • Monitors the financial performance of the service and reports financial/FTE variance.
Continuous Quality Improvement and Safety	• Ensure clinical care is family centred and meets the highest standards. • Service User safety is paramount in all decisions and aligned to the understanding of service quality improvements. • Ensure Health New Zealand Taranaki relevant policies are reviewed on time and evidence based. • Ensure compliance with organisational procedures and protocols. • Develop and maintain service quality plan and participates in the implementation of wider Health New Zealand Taranaki strategies. • Health and safety is maintained and promoted. • All risks are identified and actions taken. • Critical safety standards are complied with e.g. fire, Health and Safety, emergency planning, legal compliance, accreditation, and certification. • Clinical incidents and complaints are managed, and mitigation strategies are in place and elevated to the appropriate lead.
Personal Development	• Committed to the development of own skills and knowledge. • Ensure own knowledge and practice is updated and aligned with current best practice. • Career development plan developed and updated.

	New responsibilities accepted and old responsibilities delegated as agreed.
Key Result Area	Expected Outcomes / Performance Indicators
Access and Outcomes	- Supports efforts to improve access to services and achieve better outcomes for the communities we serve. - Uses evidence and insights to identify barriers and opportunities for improvement. - Contributes to inclusive, responsive, and effective service delivery.
Te Tiriti o Waitangi	- Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. - Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. - Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.
Health & safety	- Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. - Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. - Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	- Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. - Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. - Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

Culture and People Leadership

- Provides visible, effective leadership that aligns people, resources, and effort to organisational priorities and outcomes.
- Builds high-performing teams through coaching, development, succession planning, and a commitment to continuous learning.
- Creates an inclusive and engaging workplace where people are supported to contribute, grow, and succeed.
- Builds trusted relationships with stakeholders and works collaboratively to deliver sustainable outcomes.
- Fosters a culture of accountability, innovation, and continuous improvement, ensuring people and organisational performance support strategic objectives.
- Champions values-based leadership and promotes a positive organisational culture that supports wellbeing, performance, and service excellence.

Matters which must be referred to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.

Relationships

External	Internal
• Ministry of Health • Emergency Services • Primary Healthcare facilities • Department of Corrections • Other DHB	• Community Manager – MHAS • Service Management Team - MHAS • Psychiatrists • Te Puna Waiora team • Community Mental Health Teams • Consumer & Family Advisors • Business Analyst • Director of Area Addiction Services • District Inspector • Clinical Governance Support Unit Advisor • Human Resources • Payroll

About you – to succeed in this role

You will have

Essential:

- Registration with a relevant health registration body (DAPAANZ, Social Workers Board, Nursing Council NZ etc)
- Minimum 5 years post graduate clinical experience in mental health & addiction settings
- Previous leadership experience.
- Sound understanding of the legislation that underpins addiction practice setting.
- Quality Improvement knowledge and the ability to lead quality projects.
- Sound knowledge of Equity principles, a commitment to bi-culturalism and demonstrable application of Te Tiriti O Waitangi obligations
- Ability to work in a complex changing environment and able to juggle multiple competing priorities.
- Ability to work collaboratively in an interdisciplinary team and across services.

Desired:

- A relevant post graduate qualification, Post Graduate Diploma desirable.
- Change and Financial management experience (desirable).

You will be able to

Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.

- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.
- Proven leadership ability.
- Excellent communication skills, highly articulate and excellent listening skills.
- Calm, even, consistent and mature personality.
- Professional approach and manages stress effectively.
- Strong focus on team philosophy and collaborative working.
- Ability to think strategically, operationally and objectively.
- Sound understanding of professional ethics.

ⁱ Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

ⁱⁱ The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.