pathways
ahakoa te aha

real
ahakoa te aha

Position Description

Team Coach

Last revised date: September 2026

About Pathways, Real and the Wise Group

At Pathways, we provide community-based mental health and wellbeing services throughout New Zealand. We support people to live well and be part of the communities of their choice by providing a range of support services around practical daily living, leading a healthy life, employment and housing. Pathways was established in 1989, introducing a new model of care to the mental health sector. Today, with our inspirational dream of 'transforming mental health and addictions through fostering strong, compassionate, self-supporting communities', we're continuing to lead, innovate and pioneer new ways of working.

We believe everyone can recover and we're here to do everything we can to support them in their recovery. Our spirit of 'whatever it takes' is not just a slogan on the wall for us, our employees live this spirit every day.

While mental health is our priority, total wellbeing is our goal. We're all about hope and respect and providing personalised support that changes as people's needs change. We are committed to working in a trauma informed way, recognising the impact trauma may have had on people and working with them to build their resilience and protective factors. We truly value the expertise lived and living experience (LLE) brings to our organisation. We have a long history of working with those with LLE, including the development of a large Peer workforce, practicing across many regions and services.

Join us on our journey of helping people live a life they love.

Real

Real, the youth brand of Pathways, has been delivering services since 2010. At Real we believe mental wellness and wellbeing are possible for every young person. We are inspired by the dream that every young person can feel great about their future and help shape their community. We support young people to build resilience and wellbeing in youth-oriented, flexible, fun, and optimistic ways.

Real provides a range of community based and residential services nationally in partnership with Te Whatu Ora, Manatu Hauora and Oranga Tamariki. We seek to respond in ways which recognise and celebrate the mana of the young person. We help young people feel great by supporting them to build life skills, resilience, and strong connections with their whānau, friends and communities.

The Wise Group

Pathways is part of the Wise Group, one of the largest non-government providers in Aotearoa New Zealand. The Wise Group is a family of charitable entities, all linked by a common dream – to create new opportunities for the wellbeing of people, vulnerable populations, organisations, and communities.

Being part of the Wise Group gives Pathways access to a wealth of resources and support, both from our shared business infrastructure services and from other entities in the Group.

Position

Reports to:	Service & Relationship Manager
Location:	Various locations across Aotearoa New Zealand
Purpose:	To provide inspirational leadership to a team who create mental health and wellbeing opportunities that enable people to live their dreams. To ensure the efficient and effective use of resources for the team while fostering improvement to ensure our service offering is the best it can be.
Relationships (Internal):	Pathways employees, Wise Group employees
Relationships (External):	Tāngata whai ora or taiohi (people using Pathways and Real services) and their whānau (families and support people), Te Whatu Ora and Te Aka Whaiora, other key stakeholders, external suppliers, Government agencies, and community agencies.

Ohia nui

Inspirational Purpose

We support people to live full lives; hopeful and connected to what matters to them



Wairua

Spirit

Ahakoa te aha
Whatever it takes



Mātāpono Beliefs

- Te Tiriti o Waitangi drives us to be pro-equity
- Living well is our goal, mental health and addiction is our priority
- We are part of great partnerships that deliver to people
- Peer support and lived experience are integral to what we do
- Helping everyone we support to have somewhere to live, something to do, something to hope for and someone to love
- Connected, diverse and compassionate communities build strength and resilience
- Our staff make the difference
- Sustainablility influences our actions
- Evidence-based practice, tikanga and mātauranga underpins our mahi
- We invest in finding out 'What do you need right now?'

Tūmanako tangata

Character Attributes

Aroha *Loving*
Whakahonohono *Connected*
Harikoa *Joyful*
Tika *Authentic*
Manako *Hopeful*
Māia *Courageous*
Māhorahora *Generous*
Pou Piripono *Reliable*

Aronga matua

Focus

Front of mind, every day

December 2022

Wero nui

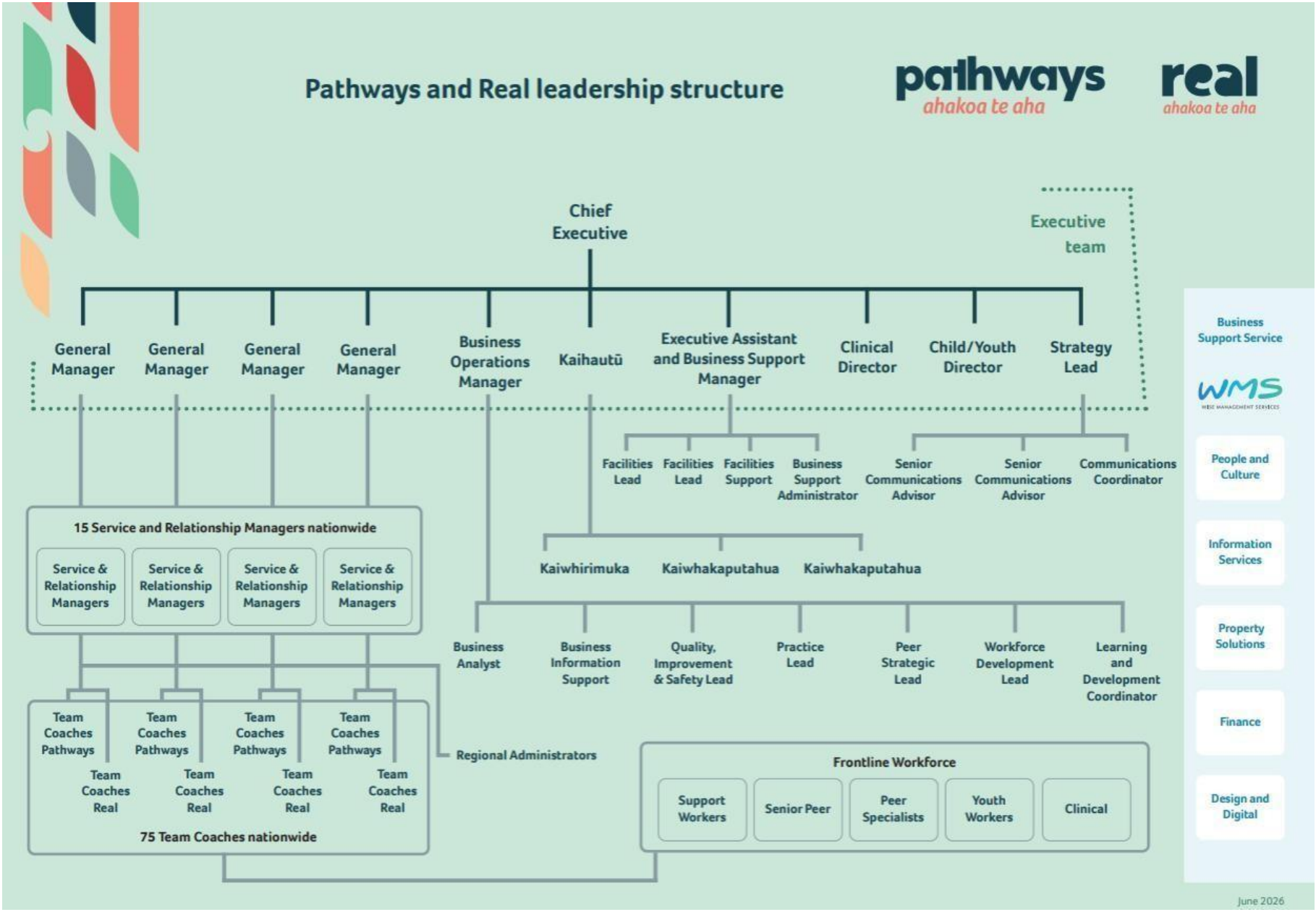
Greatest Imaginable Challenge

Every person using our services achieves equitable access and outcomes

pathways
ahakoa te aha



Pathways and Real leadership structure



Requirements of the position

Focus	Activities	Outcomes
Respond to every person we support with every resource we have	• Nurture the ability of all staff to listen to tāngata whai ora and/or taiohi and respond to their needs and aspirations. • Ensure all staff are committed to a recovery focused service delivery. • Ensure our assessments are accurate, that we gather all reasonable information, and transition people into the service. • Ensure that the services we provide meet the needs of our tāngata whai ora and their whānau. • Ensure all staff are proficient in the use of our personalised information management system ("Recordbase") and that the data fields are complete; information is timely and accurate. • Review goals and plans on a regular basis to ensure the very best service is being designed and delivered. • Ensure all staff know what other services and supports are available in the community and that they are utilised. • Ensure physical resources such as cars, housing and facilities are maintained to a high standard. • Ensure that the team followed documented policies, practices, processes and quality systems. • Monitor staff caseload/workload, to ensure it is sustainable and distributed appropriately. • Build strong relationships with key mental health and addictions staff, GPs, and other health professionals. • Gain regular independent feedback from both tāngata whai ora and whānau regarding the services they are receiving and actively plan to improve service provision accordingly. • When people leave our service, do everything we can to assist with making the transition successful. • Provide effective on-call assistance as scheduled.	• Tāngata whai ora and/or taiohi express satisfaction with the service and identify that they have achieved goals. • Whānau engagement is high. • Every team member has the skills to engage quickly and get the best possible outcome for our tāngata whai ora. • We have confidence that we provide the right services at the right time. • Data is accurate and in-time information is provided to assist with decision making. • Tāngata whai ora and their whanau express high levels of satisfaction with the service they are receiving. • When we need help from other agencies, it is readily given. • Entrance, transition and exit of tāngata whai ora is smooth and straight forward. • Achievements are celebrated. • On-call duties across services are delivered to a high standard

Build and maintain a highly engaged team	• Demonstrate inspirational leadership in action utilising Peak Performance principles of leadership. • Set, monitor and review 90-day plans for the team. Ensure every permanent kaimahi in your team has documented 90-day plans. • Form strong relationships within the team. • Form strong relationships with and actively support other Team Coaches. Develop supportive peer relationships. • Contribute to making Pathways an inclusive workplace. • Lead the recruitment of the very best people that fit with our values and purpose. • Induct team members into the purpose and role of the team. • Provide regular coaching of team members to help them reach their potential. • Actively manage annual leave to ensure staff wellbeing. • Actively manage staff absences. • Monitor and review current and future competency/skill requirements within the team. • Work with team members to improve their professional development. Encourage staff to be actively engaged in workforce development opportunities. • Actively address non-performance issues through effective on-time feedback. If concerns persist, discuss the situation with the Service & Relationship Manager. • Review Payroll transactions to ensure they are accurate. • Manage staff time-in-attendance processes to ensure accurate recording of time. • Regularly review PowerBI, financial and workforce development reporting. • Celebrate achievements and have fun.	• Contemporary leadership skills are modelled. • Peak Performance principles are visible and infused through team services. • Team Coaches work together to ensure the region operates effectively. • Kaimahi feel that they have opportunities to contribute to make their workplace great. • Kaimahi demonstrate commitment and passion in their work. • Every opportunity is taken to acknowledge success no matter, how small. • Low staff turnover, high levels of engagement, successful recruitment to vacancies. • We recruit and induct the right people. They feel welcomed, inspired and that they have the knowledge to perform effectively. • Kaimahi feel challenged and inspired. They feel valued as individuals and as a team. • The staff resource is effectively and efficiently utilised. • Timesheets and payroll transactions are processed on time and accurately. • Reporting requirements are accurate and met. • Quality systems are followed and kaimahi are aware of them.
Inspire individuals to strive to achieve their personal and organisational best	• Encourage kaimahi to be involved and seek ways in which they can improve services or systems. • Seek ideas from kaimahi and create a culture in your team where innovation is celebrated. • Ensure all requirements of accreditation and certification are	• A culture of continuous improvement exists with evidence of new ideas about services. • Certification and accreditation is maintained. • Kaimahi demonstrate awareness of quality systems and are engaged in quality activities.

	met. • Quality systems are known and followed. Quarterly Quality Review plans are completed and inform subsequent team 90-day plans. • Prepare regular required reporting on health and safety matters, training, etc.	• Internal quality review activities are supported in services. • Health and Safety issues within the service are addressed, as per policy.
Develop effective networks to ensure the service user pathway is seamless	• Ensure referrals are managed to completion and tāngata whai ora are able to identify their key contacts. • Develop and maintain effective relationships with GPs, community agencies, inpatient services, Mental Health and Addiction community teams, and whānau, ensuring collaborative services are offered and delivered to tāngata whai ora and/or taiohi. • Actively contribute to the coordination of excellent internal service delivery by attending and actively participating in management meetings, team meetings, inter-agency meetings and others as requested. • Ensure the service offered to tāngata whai ora and/or taiohi has focus on community engagement and social inclusion.	• All procedures regarding referral and assessment are undertaken according to entry to exit processes and in a timely manner. • Seamless service delivery occurs by ensuring all key support people are kept fully informed of all relevant information.
Relationship and Network Development	• Build direct relationships with Pathways stakeholders. • Maintain positive relationships with Wise Group staff to support quality service delivery, and synergy across the group. • Work in partnership with others to supplement service provision and to ensure seamlessness across services. • Consult and engage across all areas in the organization, mental health and addiction sector and other relevant forums to promote a collective understanding.	• Strong, effective, and continuing relationships are built and maintained and contribute to the provision of services.
Contribute to the ongoing success of Pathways including reputation for excellence and innovation	• Represent Pathways in a professional manner at all times. • Ensure employment policies and procedures are followed. • Provide positive and effective participation and collaboration with other Pathways employees in delivering achievement of business objectives. • Take responsibility for executing assigned tasks and projects in accordance with agreed performance standards.	• Actively live Pathways' values and peak performance purpose.

Work in a culturally safe and respectful manner incorporating the articles of the Te Tiriti, and being mindful of the cultural diversity of our community	• Work in a culturally safe and respectful manner demonstrating awareness of Te Ao Māori and be mindful of the cultural diversity of the community. • Demonstrate knowledge and application of the articles of Te Tiriti. • Undertake all interactions in a respectful and culturally appropriate and sensitive manner. • Seek guidance regarding tikanga and culturally specific models, approaches, and behaviours from appropriate sources. • Actively participate with Te Ao Māori at Pathways practices and encourage participation within your team.	• Demonstrates behaviour that recognises and is consistent with equity principles and practices. • Contribute to a positive team environment. • Evidence of Te Ao Māori cultural understanding are reflected in everyday practice and future organisational planning.
Bring clinical and/or peer experience to role	• Where relevant, provide clinical or peer leadership to the service according to the competencies of your professional registration or the Aotearoa peer support competencies.	• Professional or Peer knowledge enhances the provision of services. • Where registered with a professional body you continue to meet the requirements of registration and maintain and annual practicing certificate.
Provision of other related duties within capability, as assigned by your manager	• Performs other related duties within your capability as assigned by your manager.	• "Can do" attitude - operates as a team player and willing to perform any task required to support the organisation, business partners and other key stakeholders.
Be your very best	• Plan regular uninterrupted times to meet with the Service and Relationship Manager to review your 90-day plan and seek feedback on performance. • Actively develop personal leadership skills. • Develop a learning and personal development plan with your manager and implement this plan as agreed. • Share knowledge gained from professional development experiences. • Role model a healthy lifestyle.	• You are well prepared for any forums and meetings, sharing what's working and what's not and bringing solutions for improvement. • Your skills are current, and your innate curiosity means that you are always seeking new learning opportunities.
Think and Act as One	• Participate in creating a culture of think and act as one. • Actively participate in and contribute to national leadership forums and regional meetings. • Represent Pathways and the Wise Group in a professional	• The Wise Group feel connected to each other's work and each other. • You are highly regarded for your contribution nationally within the organisation.

	manner at all times. • Provide positive and effective participation and collaboration with other parts of the Wise Group in the achievement of challenges. • Take responsibility for executing assigned tasks and projects in accordance with agreed performance standards.	• The service continually repositions itself to meet perceived future need. • Projects and tasks are completed within agreed timeframes to agreed standards.
Be committed to safety and wellness in the workplace	• Take responsibility for personal wellbeing and health management within the workplace • Comply with legal obligations and safety and wellbeing policies and procedures • Role model excellent safety and wellbeing practices by reporting identified workplace incidents, near misses and/or hazards through the safety and wellbeing system as per Wise Group safety and wellbeing policy and procedure • Be committed to safety and wellbeing by following the Wise Group roles and responsibilities table (located on "The Well").	• Work practices are safe for self and others. • Policies and procedures are understood and followed as designed • All safety and wellbeing reportable events are accurately reported within specified timeframes

Accountabilities

Authority	• Financial – Team operational budget • Operational – The role operates within standardised practices and procedures, general wok instructions and supervision of progress and results. May be permitted to set own work priorities, subject to manager's approval. Operates under direct supervision. Because of changing work circumstances, latitude is permitted to consider the most appropriate procedure or precedent to follow.
Direct Reports	• Direct service delivery staff (Kaimahi)

Know how

	Essential	Preferred
Practical and Technical Knowledge	• Relevant qualification in health, management or related. • Proven ability to inspire and lead a team effectively. • Understands and applies principles of wellbeing and recovery. • Excellent written and verbal communication skills. • Excellent attention to detail. • Proficient in Microsoft Office suite and comfortable with information and communication technologies. • Excellent administration skills. • Willing and able to work extra hours from time to time, if required. • An understanding of equity and equity achieving interventions.	• Knowledge of the region's health sector, in particular the NGO and community sector. • Knowledge of relevant standards and legislation. • Knowledge of quality accreditation and certification systems.
Experience	• Leading and coaching a team to be their very best. • Working within a Te Ao Māori framework. • Ability to inspire others. • Recruiting to best practice standards.	