

Position Description | Te whakaturanga ō mahi

Title	Clinical Team Leader – South Community Mental Health Team		
Reports to	Manager – Community Mental Health & Addictions Services		
Location	Hawera Hospital		
Department	Mental Health & Addictions		
Direct Reports		Total FTE	9.53 FTE
Budget Size	Opex	1.1m	Capex
Delegated Authority	HR		Finance
Date	31 March 2026		
Job band (indicative)			

Te Whatu Ora | Health New Zealand

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Te Mauri o Rongo – The New Zealand Health Charter (to be confirmed)

Te Mauri o Rongo is currently being finalised – this section provides an overview of anticipated content. In order to guide the culture, values, and behaviour expected of the health sector, Health New Te Mauri o Rongo provides common values, principles and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.

The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers

and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.

It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.

Wairuatanga	The ability to work with heart	<i>"When we come to work, we are able and supported by others to be our whole selves. When we return home we are fulfilled".</i>
Rangatiratanga	Ensuring that the health system has leaders at all levels who are here to serve	<i>"As organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all"</i>
Whanaungatanga	We are a team, and together a team of teams	<i>"Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānaunga, we are the workforce - kaimahi hauora"</i>
Te Korowai Manaaki	Seeks to embrace and protect the workforce	<i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i>

About the role

The Clinical Team Leader - South Community Mental Health Team provides the clinical, operational and professional leadership to the nursing, allied health & clerical team to facilitate the effective day to day safe operations of the team.

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 the role.

Key Result Area	Expected Outcomes / Performance Indicators – Position Specific
Leadership To provide leadership and direction for the staff within the unit	- Accountable for the leadership to the unit nursing, allied health and clerical teams. - Manage the performance of the all team members including staff development, performance goal setting and regular yearly performance reviews to meet Te Whatu Ora – Taranaki 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 practice.
Service delivery To ensure optimum service delivery, and efficient and effective use of resources	• Provides leadership to the daily operational meetings and ensures up to date reporting is available and escalates concerns appropriately. • Monitors service user flow trends and contributes strategies to enable expeditious service/treatment flow. • Support Te Whatu Ora – Taranaki’s performance in MOH targets. • Monitors referral, 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 Te Whatu Ora – Taranaki policies and protocols. • Responsible for development of the staff duty rosters including management of annual leave within budgeted staffing numbers ensuring service continuity and capacity. • Manage the recruitment of staff to the 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. • Part of frontline response to major incidents, and serious untoward incidents.
Optimum service delivery management and care To ensure delivery of effective and efficient service user care and customer service to both internal and external customers	• 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 and facilities To ensure environment and facilities are adequate and safe, and meet regulatory requirements	• 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.
Teamwork To build an effective and integrated service by developing and promoting a team culture that fosters collaborative working relationships	• Encourage and promote excellent customer service and teamwork within the service. • Work in collaboration with the service leads and childcare teams 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 To facilitate the development and maintenance of skills of all team members	• Perform yearly staff Performance Reviews for all direct reports. • Ensures team complies with Te Whatu Ora – Taranaki 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 portfolio.
Communication To ensure open and effective communication flow is maintained between team members, and both internal and external customers/stakeholders	• Maintain close and effective communication with all staff. • Ensure effective communication of organisational and professional issues with the team and Te Whatu Ora – Taranaki. • Ensure regular team meetings are held and managed to ensure staff can safely raise any issues.
Financial and resource management To ensure service operates efficiently and effectively within the resources available	• 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 To encourage continuous quality improvement and maintenance of all applicable standards	• 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 Te Whatu Ora – Taranaki relevant policies are reviewed on time and evidence based. • Ensure compliance with Te Whatu Ora – Taranaki procedures and protocols. • Develop and maintain service quality plan and participates in the implementation of wider Te Whatu Ora – Taranaki strategy. • 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 To maintain a personal development plan	• 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 – All Te Whatu Ora Leaders
Te Tiriti o Waitangi	• Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership
Equity	• Commits to helping all people achieve equitable health outcomes • Demonstrates awareness of colonisation and power relationships • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery • Willingness to personally take a stand for equity • Supports Māori-led and Pacific-led responses
Culture and People Leadership	• Lead, nurture and develop our team to make them feel valued • Prioritise developing individuals and the team so Te Whatu Ora has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others • Provides leadership that shows commitment, urgency and is visibly open, clear and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally • Implement and maintain People & Culture strategies and processes that support provide an environment where employee experience,

	development and performance management drive achievement of the organisation's strategic and business goals Ensures Business Unit culture develops in line with expectations outlined in Te Mauri o Rongo (the Health Charter, once developed), ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained & strengthened
Innovation & Improvement	- Be open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table - Model an agile approach –tries new approaches, learns quickly, adapts fast - Develops and maintains appropriate external networks to support current knowledge of leading practices
Collaboration and Relationship Management	- Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same - Work with peers in Te Aka Whai Ora Māori Health Authority and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services
Health & safety	- Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives - Taking 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 - Lead, champion, and promote 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

Matters which must be referred to the [insert title of reporting manager]

- [insert matters which must be referred]

Relationships

External	Internal
- NGO Partners - Emergency Services - Other Social Service Providers (MSD) - Primary Healthcare Facilities/Organizations - Other Districts	- Community Manager – MHAS - Service Clinical Director - Service Management Team - Psychiatrists - ADON And Allied Professional Leads - Te Puna Waiora - Hawera Hospital - Community Mental Health Teams

- Consumer & Family Advisors
- Business Analyst
- Quality Risk Coordinator – MHS
- Human Resources
- Payroll

About you – to succeed in this role

You will have

Essential:

- A relevant health undergraduate and post-graduate qualification
- Experience in implementing Te Tiriti o Waitangi in action
- Registered Health Professional with relevant New Zealand APC (or eligible to obtain one)
- Post graduate qualification in the Mental Health field
- Advanced training in mental health therapeutic modalities and treatments
- Minimum five years post registration experience in mental health service delivery environment
- Advance experience in a range of therapeutic settings
- Quality improvement experience
- Proven leadership ability
- Excellent communication skills, highly articulate and excellent listening skills
- 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

Desired:

- Previous leadership experience
- Change and financial management experience

You will be able to

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance
- Able to maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities
- Demonstrate a strong drive to deliver and take personal responsibility
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve

- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity

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.