

## Position Description

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<b>Position</b>	<b>Team Leader</b>
<b>Team / Service</b>	<b>Advancing Wellness at Home Initiative (AWHI)</b>
<b>Directorate</b>	Community, Allied Health and Older Adults
<b>District</b>	Capital, Coast & Hutt Valley District
<b>Responsible to</b>	Operational Manager, Community- CAHOA
<b>Children's Act 2014</b>	This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years
<b>Location</b>	This position is based at Hutt Hospital and is expected to work from multiple locations across the district.

## Te Whatu Ora

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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

## Context

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Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly. Together we:

- provide secondary and tertiary, medical and surgical hospital services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region
- deliver health services directly as well as contracting external providers
- provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

The majority of the district's population live in Wellington and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington are proportionally similar, with the largest Pacific population in the region in Porirua. Kapiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups. Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

Kenepuru Community Hospital and Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti Coast

MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

## Te Tiriti o Waitangi and Māori Health Outcomes

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Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

**Mana whakahaere** Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.

**Mana motuhake** Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori.

**Mana tāngata** Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.

**Mana Māori** Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

### The Vision, Mission and Values from our District

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We bring forward and join our values within our district. These will change as we become a team of teams within Te Whatu Ora.

#### Hutt Valley

##### Vision

Whanau Ora ki te Awakairangi: Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.

##### Mission

Working together for health and wellbeing.

##### Ō mātou uara – Values

Mahi Pai 'Can do': Mahi Tahi in Partnership: Mahi Tahi Te Atawhai Tonu Always caring and Mahi Rangatira being our Best

#### Capital and Coast

##### Vision

Keeping our community healthy and well

##### Mission

Together, Improve the Health and Independence of the People of the District

##### Value

Manaakitanga – Respect, caring, kindness  
Kotahitanga – Connection, unity, equity  
Rangatiratanga – Autonomy, integrity, excellence

### District Responsibility

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The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and HNZ policy.

### Service Perspective

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CAHOA Services are provided to people of all ages' across inpatient, outpatient and community settings. The service works in an integrated way with their medical, nursing, Allied Health and other supporting colleagues to support patients to live well in their communities.

The clinical teams have strong relationships with other areas of the Capital Coast & Hutt Valley District including primary care, NGO providers and NASC agencies

**Advancing Wellness at Home Initiative (AWHI) Operates 7 days a week**

AWHI is one of the Early Supported Discharge (ESD) Services for Capital, Coast & Hutt Valley District of Health New Zealand – Te Whatu Ora. Healthcare in New Zealand is funded through two main streams – Ministry of Health (MOH) funding which includes care for any illness or long term/chronic conditions and Accident Compensation Corporation (ACC) funding which covers any accident or injury. AWHI provides services funded by both MOH & ACC.

The AWHI Team uses an interprofessional model where staff are trained to work across traditional discipline boundaries, allowing one key worker to meet most of a patient’s needs. This approach improves patient experience and frees clinicians to work at the top of their scope. The team maintains this way of working through regular case discussions and weekly Interdisciplinary Team (IDT) Meetings, where each discipline is represented to ensure a full range of professional perspectives. The team made up of Physiotherapists, Occupational Therapists, Social Workers, Speech Language Therapists, Registered Nurses and Allied Health Assistants. The Hutt Valley Team operates in 3 different streams: Medical, NARP, Neurology/ Stroke.

The majority of patients are ‘pull model’ from the inpatient wards, where they are identified and supported to discharge earlier from hospital.

AWHI Medical supports frail older adults (65+, or 55+ Māori/Pasifika) admitted with a new medical event who have functional decline or safety concerns at discharge. This can include ACC patients needing a one-off review. AWHI Medical provides up to two weeks of re-enablement with clinician input and Packages of Care (POC) within a 7-day, 07:30–19:00 service.

AWHI NARP provides up to 12 weeks of intensive, keyworker-led ACC rehabilitation for patients able and willing to participate, including POC for pre-injury tasks, delivered 7 days a week.

AWHI Neuro/Stroke delivers up to six weeks of early post-stroke or selected neurological rehabilitation for patients within six weeks of diagnosis who have suitable discharge destinations and intensive rehab goals, using clinician and AHA input within a 7-day service.

### Purpose of the role

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The team leader provides day to day leadership, operational management and planning for the team in order to deliver a sustainable, high quality service that contributes to the achievement of organisational goals.

### Key Accountabilities

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The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes
<b>1. Clinical practice</b>	<ul style="list-style-type: none"> <li>▪ Takes legal and professional responsibility for managing own caseload of patients</li> <li>▪ / clients with increasing complexity and be able to independently adapt and make decisions regarding intervention.</li> </ul>

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> <li>▪ Utilises information available to prioritise patients/clients to enable appropriate allocation of referrals and workload with staff in the team.</li> <li>▪ Carries out comprehensive assessments with patients (and whānau where appropriate) This may include use of standardised assessments to assist in assessment and intervention planning.</li> <li>▪ Formulates and delivers individualised intervention using comprehensive clinical reasoning skills and in depth knowledge of treatment approaches. This should, take into account the patient's own goals and those of the wider multidisciplinary team (MDT).</li> <li>▪ Demonstrates effective communication, to establish a therapeutic relationship and set expectations with patients / clients, whānau and the MDT, inclusive of the wider health team and external agencies as appropriate. This includes relaying complex, sensitive and contentious information.</li> <li>▪ Assesses the patient's understanding of assessment, interventions and goals and gain informed consent for intervention, taking into account those who lack capacity (e.g. those with cognitive difficulties).</li> <li>▪ Regularly reassess and evaluate the patient / client's progress against identified goals and adjust intervention as situations change.</li> <li>▪ Refers on to other services to work with the patient/client towards achievement of longer term goals.</li> <li>▪ Develops comprehensive discharge / transfer plans as appropriate.</li> <li>▪ Carries out regular clinical risk assessments for patients/ clients on own caseload</li> </ul>
<p><b>2. Teaching &amp; Learning</b></p>	<ul style="list-style-type: none"> <li>▪ Maintains competency to practice through identification of learning needs and Continuing Competency (CPD) activities. This should comply with professional registration requirements.</li> <li>▪ Contributes to training within the team/service.</li> <li>▪ Supervises, educates and assesses the performance of students.</li> <li>▪ Provides interdisciplinary education in direct clinical area, or discipline specific teaching across teams.</li> <li>▪ Demonstrates the ability to critically evaluate research and apply to practice.</li> <li>▪ Maintains an awareness of current developments in the clinical areas being worked in and make recommendations to changes in practice.</li> <li>▪ Involved in the induction and training of newly appointed staff as required.</li> <li>▪ Completes mandatory training as applicable for the role.</li> <li>▪ Participates in an annual performance review and associated clinical assurance activities.</li> <li>▪ Participates in regular professional supervision in line with the organisations requirements and/or professional body.</li> <li>▪ Provides mentoring and clinical support and / or professional supervision where required.</li> </ul>

Key accountabilities	Deliverables / Outcomes
<b>3. Leadership &amp; Management</b>	<ul style="list-style-type: none"> <li>▪ Attends and contributes to relevant department, clinical and team meetings, leading and facilitating such meetings as requested.</li> <li>▪ Assists team leaders and professional leaders in clinical assurance activities of staff as requested.</li> <li>▪ Directs and delegates work to allied health assistants and support staff as required in the role, ensuring that delegated tasks, documentation and communication is carried out.</li> </ul>
<b>4. Service Improvement &amp; Research</b>	<ul style="list-style-type: none"> <li>▪ Broadens research and development skills through participation in local audit and research projects as identified by team leaders, professional leaders or Advanced or Expert AH professionals.</li> <li>▪ Participates in quality improvement activities to develop and improve service delivery, clinical practice or professional standards. This may include care pathways / treatment protocols, standards of practice etc.</li> <li>▪ Develops and /or participates in regional / sub regional professional networks as appropriate to area of work.</li> <li>▪ Establishes working partnerships with external organisations to promote integrated working.</li> <li>▪ Contributes to annual planning process, including identifying gaps in service and participating in work / projects that may result from the planning process.</li> <li>▪ Practises in a way that utilises resources (including staffing) in the most cost effective manner</li> <li>▪ Awareness of and complies with all legislative and contractual requirements as applicable to the role (e.g. Health and Safety at Work Act 2015, Privacy Act 1993,</li> <li>▪ Children’s Act 2014, Privacy Act, ACC service specifications etc.)</li> </ul>

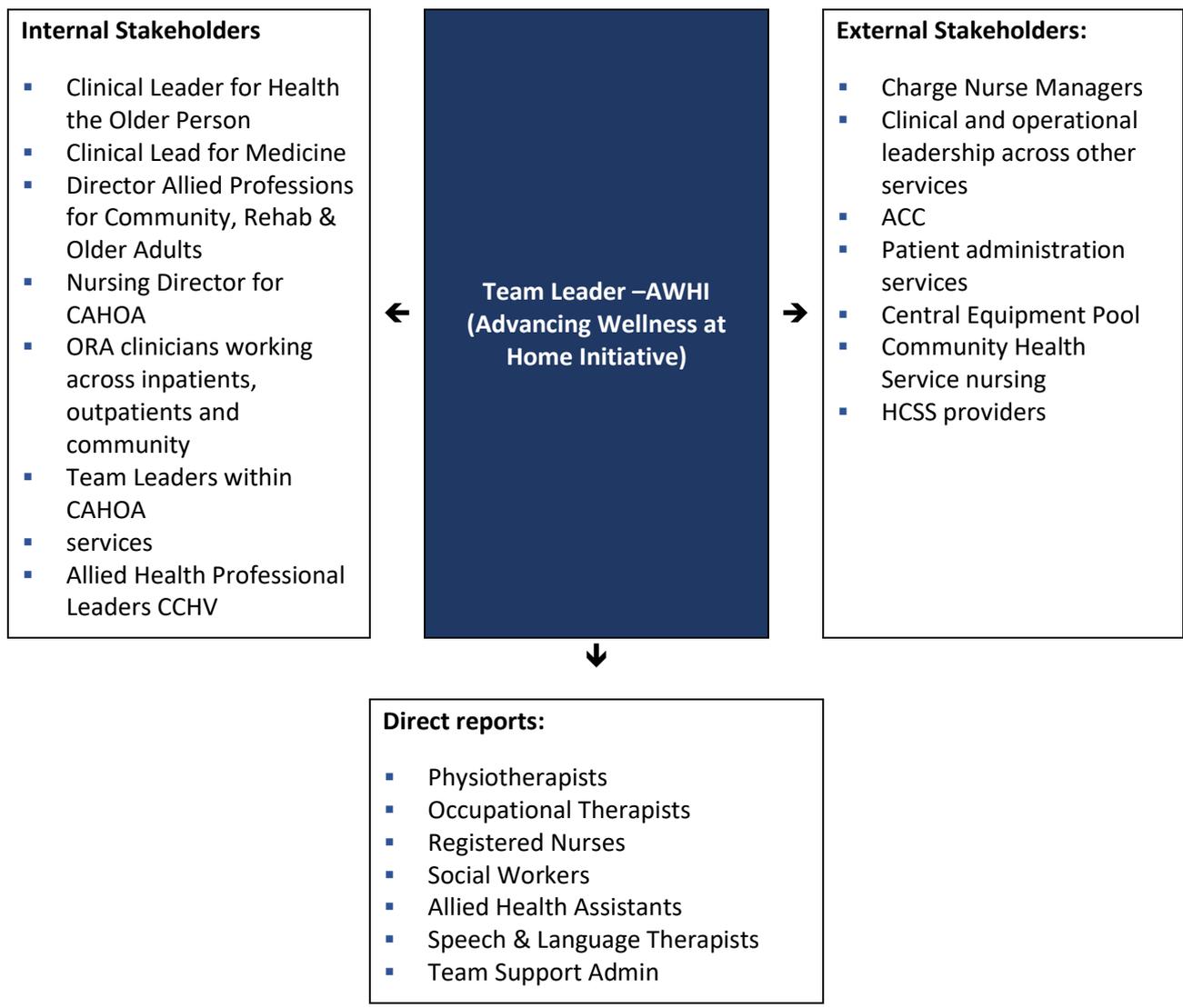
**Key Relationships & Authorities**

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Reports to:

- Operations Manager
- Community CAHOA





### Capability Profile

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
<b>Integrity and Trust</b>	<ul style="list-style-type: none"> <li>▪ Is widely trusted</li> <li>▪ Is seen as a direct, truthful individual</li> <li>▪ Can present the unvarnished truth in an appropriate and helpful manner</li> <li>▪ Keeps confidences</li> <li>▪ Admits mistakes</li> <li>▪ Doesn't misrepresent her/himself for personal gain</li> </ul>
<b>Quality and Innovation</b>	<ul style="list-style-type: none"> <li>▪ Provides quality service to those who rely on one's work</li> <li>▪ Looks for ways to improve work processes - suggests new ideas and approaches</li> <li>▪ Explores and trials ideas and suggestions for improvement made by others</li> </ul>

Competency	Behaviours
	<ul style="list-style-type: none"> <li>▪ Shows commitment to continuous learning and performance development</li> </ul>
<b>Motivating Others</b>	<ul style="list-style-type: none"> <li>▪ Creates a climate in which people want to do their best</li> <li>▪ Can motivate many kinds of direct reports and team or project members</li> <li>▪ Can assess each person's hot button and use it to get the best out of him/her</li> <li>▪ Pushes tasks and decisions down</li> <li>▪ Empowers others</li> <li>▪ Invites input from each person and shares ownership and visibility</li> <li>▪ Makes each individual feel his/her work is important</li> <li>▪ Is someone people like working for</li> </ul>
<b>Interpersonal Savvy</b>	<ul style="list-style-type: none"> <li>▪ Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation</li> <li>▪ Builds appropriate rapport</li> <li>▪ Builds constructive and effective relationships</li> <li>▪ Uses diplomacy and tact</li> <li>▪ Can diffuse even high-tension situations comfortably</li> </ul>
<b>Taking Responsibility</b>	<ul style="list-style-type: none"> <li>▪ Is results focussed and committed to making a difference</li> <li>▪ Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected</li> <li>▪ Adjusts work style and approach to fit in with requirements</li> <li>▪ Perseveres with tasks and achieves objectives despite obstacles</li> <li>▪ Is reliable - does what one says one will</li> <li>▪ Consistently performs tasks correctly - following set procedures and protocols</li> </ul>
<b>Decision Quality</b>	<ul style="list-style-type: none"> <li>▪ Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment</li> <li>▪ Most of his/her decisions and suggestions turn out to be correct and accurate when judged over time</li> <li>▪ Sought out by others for advice and solutions</li> </ul>
<b>Process Management</b>	<ul style="list-style-type: none"> <li>▪ Good at figuring out the processes necessary to get things done</li> <li>▪ Knows how to organize people and activities</li> <li>▪ Understands how to separate and combine tasks into efficient work flow</li> <li>▪ Knows what to measure and how to measure it</li> <li>▪ Can see opportunities for synergy and integration where others can't</li> <li>▪ Can simplify complex processes</li> <li>▪ Gets more out of fewer resources</li> </ul>
<b>Partnership with Maori</b>	<ul style="list-style-type: none"> <li>▪ Understands the principles of Te Tiriti o Waitangi and how these apply within the context of health service provision</li> <li>▪ Applies the notion of partnership and participation with Maori within the workplace and the wider community</li> <li>▪ Promotes and participates in targeting Maori health initiatives by which Maori health gains can be achieved</li> <li>▪ Implements strategies that are responsive to the health needs of Maori</li> </ul>

## Experience and Capability

Essential qualifications, skills and experience

**A. Knowledge, Skills & Experience:**

- Expectation of at least 6 years practice working in a health or other relevant setting.
- Advanced clinical experience and knowledge.
- Demonstrated leadership skills or potential.
- Experience of leading, motivating and developing others
- Demonstrated commitment to quality, safety and clinical governance.
- Experience in collaborative inter-professional practice.
- Evidence of on-going professional development.
- Knowledge of, and familiarity with, other health services including the differing paradigms in which they deliver health services.
- Demonstration of research and practice development.
- Experience of working in an interprofessional practice model
- Ability to form, grow and establish a successful team culture

**B. Essential Professional Qualifications / Accreditations / Registrations:**

- Registered Allied Health practitioner with current annual practicing certificate, or certification/membership of professional association if registration not applicable (essential).
- Relevant qualification in the profession (essential).
  
- Member of Professional Association (desirable) for professions with annual practicing certificates.
- Relevant post graduate qualification(s) or working towards this (desirable).

**C. Someone well-suited to the role will place a high value on the following:**

- Focused on delivering high quality care for the patient/client/whānau.
- Well- coordinated, effective, efficient and planned service provision.
- A commitment and understanding of the Treaty of Waitangi (and application to health) and a willingness to work positively in improving health outcomes for Maori.
- Continual improvement focus.

**Other:**

- Current full NZ driver's license with ability to drive a manual and automatic car (required for roles based in the community or where the role may be required to work across multiple sites).
- Proficiency in using technology within the workplace.
  
- A high standard of written and spoken English.

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**Ma tini, ma mano, ka rapa te whai**  
**By joining together we will succeed**

Te Whatu Ora is committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices.

We are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.