

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	Team Leader
Reports to	Operations Manager Women's and Children's Health
Location	Hutt Valley Hospital
Department	Child Development Services
Date	13 August 2026
Salary band (indicative)ⁱ	\$ 133,531-138,916
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 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.

The role operates within a specialist child health setting and supports services for infants, children, young people and their whānau with a range of developmental, behavioural and disability-related needs. The position works across multidisciplinary and interagency environments, requiring the ability to build effective relationships and contribute to coordinated care across health, education and social service sectors.

The incumbent must maintain registration and a current Annual Practising Certificate (where applicable) within their professional discipline and meet continuing professional development requirements. The role requires advanced professional knowledge, sound clinical judgement and a commitment to evidence-informed practice, cultural safety and improving health outcomes for children and whānau.

Works in other areas as identified or following a reasonable request in order to support the organisation in managing safe patient care and maintaining service delivery.

Key Result Area	Expected Outcomes / Performance Indicators
Relationship Management and Leadership	- Ensures that cooperative and friendly working relationships are fostered and maintained within the department, with customers and colleagues. - Evidence of strong, collaborative relationships within the Directorate and externally. - Communicates and advocates CCHV priorities both internally and externally. - Attend a regular meeting with key internal and external stakeholders - Motivates and inspires others to perform to their best, recognising and valuing their work and supporting staff to be accountable for their actions. - Implements succession planning within the team. - Direct reports have development and succession plans. - Strategically plans and manages the direction of the team. - Actively participates in the CHS Leadership Meetings. - Attends and contributes to the Leadership Meetings on a regular basis. - Demonstrates an awareness of health inequalities and supports workforce and service initiatives that contribute towards reducing these inequalities. - Actively supports staff “on the floor” including monitoring allocation of resources and anticipating changing requirements that may impact on work delivery and the ability to meet the needs of the patient / consumer / tangata whaiora in an efficient, accessible and equitable manner.
Planning and Reporting	- Articulates and drives the direction and goals for the Service and ensures that these are reflected in team and individual plans which have been signed off by the Clinical Director and Operations Manager. - Goals and direction are effectively communicated to staff. - Contributes to HNZ annual planning process. - Provides the information to the teams on the CCHV strategic plans and vision. - Completes a monthly report for Child Development Service which is provided on time, contains the required analysis of information and which reports against confirmed definitions. - Provides accurate and timely reports as and when requested. - Leads appropriate planning to ensure that the service stays abreast of developments in technology and child development practices; Annual strategic planning sessions are held. - Develops strategies for increasing the number of Maori and Pacific in the workforce, to enable alignment to the population served
Financial Management	Monitors expenditure, identifies areas of deviation from expected spending and recommends corrective action to Operations Manager

	• Takes a cost reducing/saving approach to resource utilisation • Provides Services within budget • Contributes to planning and prioritizing of Capex requirements • Budgets are set, monitored and evaluated, deviances identified, and recommendations for corrective action done in monthly report-back to Operations Manager. • An annual and a 5 year Capital Plan is developed; Completes capital Capex requests by 30 September each year; • Workforce indicators are met; Trends and variances are analysed; Action plans developed, to address on-going variance to target. • Managing the provision of services within allocated staff resources. • Staffing is managed within agreed target. • Revenue recovery implemented for 100% of available revenues for ACC, IDFs, & non-residents.
HR/Performance Management	• Awareness of and complies with all legislative, contractual and employment requirements as applicable to the role (e.g. Privacy Act 1993, Vulnerable Children's Act 2014, ACC service specifications, CDS service specifications, Health and safety at Work Act 2015 etc.) • Staff Management • All staff have an up to date role description and new staff are issued with a role description on employment; All staff have a performance assessment done annually • Addresses performance issues and/or complaints about staff (in partnership with managers when outside own service) including reporting to registration boards or equivalent as required • Takes responsibility for providing day to day clinical leadership, including providing clinical advice, support and guidance to team members. • Promotes culturally safe / bicultural practice and competency working with patient/clients and whānau. • Ensures all staff are engaged in quality assurance activities appropriate to their role. • Ensures all staff are working within their scopes of practice as per registration board / professional association or organisational policy expectations. • Promotes effective communication amongst the team in order to share expertise and information. • Recruitment • Staff recruitment undertaken on time and in accordance with CCHV standards/best practice; Induction of new employees. • Leave management. • Staff have leave plans to ensure utilisation of annual leave; Staff sick leave is managed. • Workforce Planning

	• Uses workforce management approaches that identify future workforce needs for the team, inclusive of strategies for recruitment, retention, succession planning and career development. This could potentially be across services and the sub region. • Works in collaboration with professional and other leaders around meeting long term workforce needs for the team. • Works in partnership with professional leaders to ensure 100% of staff meet core competency requirements • Task Allocation
Teaching & Learning	• Maintain competency to practice through identification of learning needs and Continuing Professional Development (CPD) activities. This should comply with the professional body continuing professional development requirements. • Feedback from senior staff and colleagues; Keeps a portfolio of evidence of learning; • Completes applicable training for effective delivery of the role. • Participates in own annual performance review and associated clinical assurance activities. • Participates in professional supervision in line with the organisation's requirements and/or professional body. • Ensures every staff member is orientated to the role and the organisation. • Facilitates and advocates for professional development opportunities for staff, balancing potential impacts on service provision with potential resultant gains in service quality. • Utilises workforce plans to ensure learning and development solutions are in place for team members which support service delivery. • Works with professional leaders to facilitate optimal learning experiences for students. • Ensures supervision and mentoring arrangements are in place for team members and are working well. • Supports and encourages the team and other health professionals in developing collaborative interprofessional learning opportunities (across professions, services, sectors and systems). • Support and promote audit and research that aligns with organisational strategic direction
Quality Improvement	• Oversees and is responsible for development and implementation of systems and processes, ensuring that services are efficient, accessible, equitable and meet contractual requirements and patient/clients' needs, and notifies the Operations Manager of these quarterly with monthly updates on progress

	• Provides good customer service and patient complaints acknowledged within 10 working days and a substantive response within 30 working days; • Identifies and supports opportunities for innovative clinical practice within the team in collaboration with others, which will provide benefits aligned to the Triple Aim. • Ensures team/profession specific protocols, pathways and policies are developed, maintained and aligned with evidence based practice. Where appropriate seeks out, shares and develops these across services to promote integration and consistency in service delivery for patient/clients/clients across the region. • Actively participates in national, regional and sub-regional working groups / clinical networks to identify and implement service improvements as appropriate. • Establishes working partnerships with consumers, other services / external organisations to promote safe and integrated working that improves the outcomes and experience of patients / clients. • Practises in a way that utilises resources (including staffing) in the most sustainable and cost effective manner.
Risk Minimisation	• Identifies and notifies the Operations Manager of potential risks. • Written report of potential risk.- Correctly fills out reportable events forms, completed within 10 working days of the event; Serious/Sentinel Events investigations initiated within 5 working days and actions implemented within timeframes identified in report. • Participates in the service risk minimisation activities and complies with CCHV reportable events policy. • Participates in audits. • Relevant audit forms. • Develops and maintains a service risk register. • Risks are identified in monthly team meeting and risk register updated within 2 working days.
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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
• Education system, preschools and Special Education • Other therapists in CCHV • ACC case managers • External agencies (e.g. Plunket, Public Health Nurses, GP's)	• [Clinical Leader Paediatrics • Paediatricians and Charge Nurse Manager's within the service] •

About you – to succeed in this role

You will have

Essential:

- [A relevant health professional qualification and current practising certificate]
- At least 6 years practice working in a health or other relevant setting.
- A high standard of written and oral communication
- Proven ability to create effective working relationships
- Experience and understanding of principals of continuous quality improvement
- Demonstrated leadership skills or potential
- Ability to meet expected timeframes
- Experience of leading, motivating and developing others
- Be committed to engaging in continuing professional education and supporting staff to do the same
- 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.
- Experience in collaborative interprofessional practice.
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Desired:

- [Experience in operational management in budget management and preparation and in human resource management
- Had recent experience in a relevant health discipline, with advanced knowledge and expertise related to speciality

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.
- Demonstrate focus on delivering high quality care for the patient/client/whānau.
- Support well-coordinated, effective, efficient and planned service provision.
- Demonstrate a continual improvement focus.

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.