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| **Position:**  **Location:** | Team Leader – Te Whare Whakawàtea  Turanganui a Kiwa |
| **Term:**  **Responsible to:** | Full time fixed term (12 months)  Site Manager Te Whare Whakawàtea. |
| **Primary Functions of the Position:** | To coordinate day to day delivery of whànau support, supervise support staff, and work closely with Community Providers to ensure effective delivery of the 24 hour/7 days a week step up/step down ‘live-in’ facility. |

**Purpose**

The Team Leader will use their advanced managing teams and setting high expectations of staff, particularly in a care-based facility, to position Te Whare Whakawàtea to service whànau in their recovery journey. Their ability to lead and manage teams to provide safe spaces, care plans for whaiora and whànau and mitigate risk will enable Te Whare Whakawàtea to be fully operational.

The Team Leader will set daily work schedules including rosters to ensure the facility is staffed 24 hours/7days a week. They will ensure all staff are fully trained and supported to deliver on the step up/step down programme. In partnership with Community providers, care plans for both whaiora and whànau will be developed and implemented to ensure their recovery journey succeeds.

It will be crucial that a strong relationship with Te Whatu Ora is developed and maintained to ensure best practice is implemented in the whare.

**Functional Relationships**

The Team Leader will develop and maintain excellent relationships with agencies and Community providers that provide support to the people of Tairawhiti. Key stakeholders include but are not limited to:

* Manaaki Tairàwhiti Operations
* Community providers of addiction and family harm services
* Local Iwi and hapù within Tairàwhiti
* Te Whatu Ora
* Police
* MSD
* Family Violence Services
* Youth providers of relevant services
* Primary Health and counselling services
* Mental Health and Addiction Services
* Toitu Tairàwhiti
* Ministry of Justice
* Ministry of Education
* Ministry of Social Development
* Ara Poutama Aotearoa
* Oranga Tamariki
* Ministry of Health
* Primary Health and counselling services
* Mental Health and Addiction Services
* Toitu Tairàwhiti – Health Locality Prototype

**Context**

This role sits within **Manaaki Tairāwhiti**, a regional leadership group committed to transforming social wellbeing in Tairāwhiti within one generation. Manaaki Tairāwhiti is a coalition of iwi and cross-sector leaders working collaboratively to ensure all whānau in Tairāwhiti flourish. The group provides united, locally focused leadership and governance across social services, guided by kaupapa Māori values and principles.

Te Whare Whakawàtea is a kaupapa Māori-informed initiative supported by the **Resilience to Organised Crime in Communities (ROCC)** programme—a cross-agency strategy that combines social and economic interventions with targeted enforcement to build community resilience against organised crime. ROCC complements the Transnational Organised Crime Strategy and is designed to address the drivers of harm in communities through locally led solutions.

**The Region**

Tairàwhiti, though rich in culture and heritage also represents some of the most alarming statistics for organised crime nationwide. In 2023 we saw a remarkable increase in gang and gun violence and meth related crimes. Communities are now banding together to begin addressing these issues in collaboration with social support organisations, NGOs and iwi relationships.

Along with the Hawkes Bay, Tairàwhiti was profoundly impacted by Cyclones Gabrielle and Hale which has only exasperated issues such as connectivity, access and further ostracised vulnerable whanau which in turn has caused noticeable differences in anti-social and criminal behaviour.

Manaaki Tairàwhiti has its sights set firmly on transformation that.

* Breaks down the cycles of persistent disadvantage through early response prevention, and wrap-around support for whanau.
* Increases whanau independence through strength-based approaches that uphold the mana of whanau and assist them to achieve self-determination.
* Support whanau towards mauri ora where whanau can meet their basic needs as well as their future aspirations and lead fulfilling lives, in line with what it is they value.

Manaaki Tairàwhiti have been at the forefront of the social sector and addressing issues surrounding whanau and the harms of both addiction and organised crime. The governance group is made up of iwi leadership, Gisborne District Council, Kainga Ora, MSD, Police and Te Puni Kokiri. Manaaki Tairàwhiti has built an enduring and respectful relationship with regional social sector providers who have made and continue to make improvements in the lives of whanau impacted by organised crime and addiction.

Manaaki Tairàwhiti operates in a complex and challenging environment. Our tikanga (values) express our way of working and guide our decisions and actions as a collective and on our collective action with our own organisations.

**Manaaki Tairàwhiti values**

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| **Tiriti o Waitangi** | We ground all our work in iwi partnership under Te Tiriti o Waitangi |
| **Tino Rangitiratanga** | We operate on the basis that every whanau has value and the right to be autonomous and fulfil their potential. We aspire to Tairàwhiti as region having those same rights for social development and social sector decision making. |
| **Whànau ora** | We support agencies to do whatever it takes to empower and support whànau to meet their needs and aspirations fully and completely, and work with them to design the support they need. Their strengths lead the way. Their needs come first. Interactions with whànau are relational, not transactional. |
| **Transformative** | We transform lives through supporting agencies to transform social services delivery, championing problem-solving, fostering innovation and positive change. We try new things and actively seek out alternative approaches to test in our search for the best solutions to our complex issues. |
| **Agility and Outcomes-focused** | While we are unwavering in the outcomes that we are focused on achieving, we remain flexible in the tactics that we will use to achieve those ends. As new challenges and opportunities arise for Tairàwhiti in the social development space we will play a lead or support role as regional leadership deems appropriate. |
| **Evidence Based** | We test our work and theories rigorously: they are based on robust evidence from multiple sources of the truth, including our own sources of matauranga, data and information. We have an effective and ethical data ecosystem that enables us to share our learnings and insights so agencies can break down barriers and shape our future practice. We keep pace with national and international theory and practice. |
| **Kia maia kia manawanui** | We are accountable and committed to a shared vision, providing joined-up service sharing learning and information, and doing whatever it takes to make a real difference, as collective and at the individual organisation level. We are courageous and determined to be agile and successful. |
| **Pono me te tika** | We have honest and trust-based relationships underpinning our work with whànau, between ourselves, and with other leaders in our region and nationally. We take a no-surprises approach to working with each other and ensure proper processes of consent are followed. Clear precise and honest communication is valued. |

The position of Team Leader encompasses the following core competencies and key result areas:

**Core Competencies**

1. **Leadership & Team Management**
   * Ability to lead, motivate, and support a multidisciplinary team.
   * Skilled in rostering, supervision, and performance management.
   * Promotes a culture of accountability, collaboration, and continuous improvement.
2. **Clinical Oversight & Risk Management**
   * Understanding of addiction recovery, mental health, and trauma-informed care.
   * Ability to assess risk, respond to crises, and ensure safe care delivery.
   * Ensures adherence to clinical protocols and ethical standards.
3. **Cultural Competency**
   * Commitment to kaupapa Māori approaches and cultural safety.
   * Ability to engage respectfully with whānau, iwi, and Māori providers.
   * Promotes bicultural practice and supports staff development in this area.
4. **Communication & Relationship Building**
   * Strong interpersonal and conflict resolution skills.
   * Builds effective relationships with staff, clients, whānau, and external partners.
   * Communicates clearly and consistently across shifts and teams.
5. **Operational Excellence**
   * Skilled in managing 24/7 operations, including handovers and shift coordination.
   * Ensures compliance with health and safety, reporting, and documentation standards.
   * Supports continuous service improvement and innovation.
6. **Training & Development**
   * Identifies staff training needs and supports professional development.
   * Facilitates reflective practice and peer learning.
   * Encourages a learning culture aligned with the Step-Up, Step-Down model.

**Key Result Areas (KRAs)**

| **KRA** | **Performance Indicators** |
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| **Team Leadership** | Staff are well-supported, engaged, and clear on expectations. Regular supervision and team meetings are held. |
| **Service Delivery** | Clients receive consistent, high-quality care across all shifts. Step-Up, Step-Down pathways are implemented effectively. |
| **Safety & Risk Management** | Incidents are managed appropriately. Risk assessments and safety plans are up to date. |
| **Cultural Responsiveness** | Staff demonstrate culturally safe practice. Whānau engagement is evident and valued. |
| **Operational Management** | Rosters are efficient and meet service needs. Documentation is timely and accurate. |
| **Staff Development** | Training plans are in place. Staff participate in ongoing learning and reflective practice. |
| **Stakeholder Engagement** | Positive relationships with external providers and whānau are maintained. Feedback is acted upon. |

**Variation of Duties**

Duties and responsibilities described above is not intended to limit the scope or functions of the position. Duties and responsibilities may be amended from time to time, in consultation with the employee, to meet any changing conditions and service requirements.

**Person Specification – Team Leader**

**Qualifications & Experience**

**Essential:**

* Relevant tertiary qualification in health, social work, addiction studies, psychology, or a related field.
* Minimum 3 years’ experience working in addiction, mental health, or crisis support services.
* Proven experience in leading or supervising teams in a health or social service setting.
* Demonstrated understanding of trauma-informed care and recovery-oriented practice.

**Desirable:**

* Experience working in kaupapa Māori or bicultural service environments.
* Knowledge of the Step Up, Step Down model or similar transitional care frameworks.
* Familiarity with Te Whare Tapa Whā, Whānau Ora, or other Māori wellbeing models.

**Skills & Competencies**

* **Leadership & Team Building:**  
  Ability to inspire, support, and guide a team of support workers across rotating shifts. Skilled in conflict resolution, coaching, and performance management.
* **Clinical & Operational Oversight:**  
  Capable of managing day-to-day service delivery, responding to crises, and ensuring safe, effective care aligned with clinical and cultural standards.
* **Cultural Competency:**  
  Demonstrates respect for tikanga Māori and te reo Māori. Able to work effectively with Māori clients, whānau, and community partners.
* **Communication:**  
  Strong verbal and written communication skills. Able to maintain clear documentation and facilitate effective handovers across shifts.
* **Problem Solving & Decision Making:**  
  Uses sound judgment in high-pressure situations. Able to assess risk and make timely decisions that prioritise client and staff safety.
* **Adaptability & Resilience:**  
  Comfortable working in a dynamic, 24/7 environment. Maintains professionalism and composure under stress.
* **Collaboration & Relationship Management:**  
  Builds strong working relationships with staff, whānau, external providers, and leadership. Promotes a culture of trust and respect.

**Personal Attributes**

* **Empathetic and client-centred**
* **Reliable and accountable**
* **Culturally grounded and respectful**
* **Solution-focused and proactive**
* **Committed to continuous learning and improvement**

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| **Awareness and understanding of** |

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| *Essential* |  |
| * The Treaty of Waitangi and the impact of settlement legislation * The economic, political, social, and cultural context of Tairawhiti District * Meth impacts and service provision in Te Tairawhiti | |

**Travel**

Some level of travel around Tairawhiti Region will likely occur as needed.

**Performance Development Review**

An initial review of performance will be conducted after three months and again at the conclusion of the contract.

**Pre-employment check**

Police check.

**SALARY**

Salary range: $80 – 95,000 depending on experience and skills

Contract: Full time, fixed term 12 months