

Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

Title	Team Leader: Te Whata Moanarua, Allied Health Therapies		
Reports to	Allied Health Therapies Manager		
Location	Hawkes Bay Fallen Soldiers Memorial Hospital, Hastings		
Department	Te Whata Moanarua, Allied Health Therapies Services		
Direct Reports	Allied Health Therapies Manager	Total FTE	1.0 FTE
Budget Size	Opex	Capex	
Delegated Authority	HR	Finance	
Date	May 2025		
Job band (indicative)	In accordance with Public, Allied and Technical Health Employee's Multi Employer Collective Agreement (SECA) Designated Scale C Step 1 per annum according to qualifications and relevant experience pro-rated for hours worked.		

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

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service

Rangatiratanga – 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.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the role is to:

- Provide 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.
- Ensure and prioritise a focus on safety and quality relating to care, interventions and processes within the Allied Health Therapies for client/ patient/ Tangata Whaiora and their Whānau.
- Deliver organisational Key Performance Indicator's (KPI's) including relevant Ministry of Health (MoH) target, financial budgets and service plans
- Role model, participate and contribute to the delivery of the Hawkes Bay Health sector vision, values and behaviours.
- Accept responsibility for portfolios as directed
- Be actively involved with quality improvement / project management / change management and will lead selected service improvement activities as delegated by the respective management leaders

Key Result Area	Expected Outcomes / Performance Indicators
	Leadership & Management – Te Arahi me te Whakahaere <ul style="list-style-type: none"> • Actively participates as a member of the leadership team, contributing to the achievement of strategic direction for the service.

- 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.
- Manages leave requests to support the health and well-being of employees and balance the need for optimal operational coverage throughout the year.
- Motivates and inspires others to perform to their best, recognising and valuing their work and supporting staff to be accountable for their actions.
- Creates and fosters a culture for continuous quality improvement.
- Encourages the team to learn, reflect and understand the context in which the service operates.
- Leads the development of annual service plan that aligns with the organisation’s strategic goals and values.
- Represents the team / service at directorate, organisational and cross organisational (i.e., sub regional, national) forums as agreed with the line manager, and delegating to clinical staff as appropriate.
- Presents a credible and positive profile for the service both within and external to Health NZ, Te Matau a Maui
- Identifies risks, completes mitigation plans, communicates risks to others and escalates as appropriate. This may include providing advice to services across the organisation.
- Completes recruitment processes ensuring policies are followed to deliver required patient/client services, and mitigation plans are put in place where unable to recruit suitably skilled staff.
- 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.
- Develops strategies for increasing the number of Maori and Pacific in the workforce, to enable alignment to the population served.
- Supports workforce and service initiatives that contribute towards reducing health inequalities.
- Responds to complaints and reportable events that are within the team or service and provides support to other managers where the service and/or staff are involved as a secondary service.
- Addresses performance issues and/or complaints about staff (in partnership with managers when outside own service)

	<p>including reporting to registration boards or equivalent as required.</p> <ul style="list-style-type: none"> • Actively engages in developmental conversations and performance reviews for staff members. • Monitors, analyses and reports on financial performance and efficiency of own service(s) ensuring plans are implemented to ensure delivery of work is carried out within budget. • Ensures own and teams' compliance with organisational policies and procedures. • Provides timely and accurate reports as required. • Contributes to relevant certification and accreditation activities. • 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 etc.) • Awareness of and complies with responsibilities under the Health and Safety at Work Act 2015.
	<p>Clinical Practice – Te Mahi Haumanu</p> <ul style="list-style-type: none"> • Clinical practice will be required by the Team Leader to meet service requirements intermittently during these times the team leader will demonstrate practice that meets the clinical pillar expectations of advanced allied health professional level roles or greater. <ul style="list-style-type: none"> ○ Takes professional responsibility for managing a caseload of patients/ clients/ tangata whaiora and their whānau with complex needs and be able to independently adapt and make decisions regarding allied health intervention. ○ Demonstrates ability to independently organise workload and accept responsibilities for work outcomes. ○ Responsible and accountable for prioritising patients / clients/ tangata whaiora and their whānau to enable appropriate allocation of referrals and workload balance with staff in the team. ○ Carries out and support others with assessment, formulation and management of risks. ○ Demonstrates provision of and supports others with culturally safe practice with patients/ clients/ tangata whaiora and their whānau. ○ Carries out comprehensive allied health assessment of patients / clients/ tangata whaiora and their whānau, including those with diverse and complex presentations. ○ Formulates and delivers individualised allied health interventions at an advanced level, using appropriate clinical assessment, reasoning skills and knowledge of interventions. This is in partnership with patients / clients/ tangata whaiora and the clinical advice of the wider inter professional team (IPP) or multidisciplinary team (MDT).

- Assesses the patients/ clients/ tangata whaiora understanding of treatment intervention/ goals and gains informed consent to treatment, taking into account any issues on capacity (e.g., cognitive functioning & mental health)
- Regularly reassesses and evaluates the patients/ clients/ tangata whaiora performance and progress against agreed goals and adjust intervention as situations change.
- Considers health literacy ensuring patients/ clients/ tangata whaiora and their whānau engagement, participation and understanding.
- Identifies unmet needs of patients/ clients/ tangata whaiora and their whānau with potential solutions to address these needs.
- Role models relationship centred practice and demonstrates effective communication to establish a therapeutic relationship and focus on the agreed goals with patients/ clients/ tangata whaiora, their whānau and IPP and/or MDT team, including the wider health team and external agencies. This includes relaying complex, sensitive and contentious information.
- Demonstrates an awareness of health inequalities, with evidence of implementing actions within clinical practice and identifying solutions for wider service delivery that contribute towards reducing inequalities for patients/ clients/ tangata whaiora and their whānau.
- Demonstrates recognition that the knowledge, experiences and culture are integral to effectively addressing the patients / clients/ tangata whaiora and their whānau presenting health issue and/or restoring function.
- Demonstrates a comprehensive and respectful understanding of the roles and contributions of the members of the IPP and MDT team.
- Represents the service and or patients/ clients/ tangata whaiora at meetings, rapid rounds and intervention planning meetings to ensure the delivery of a coordinated, person centred, and inter professional approach, and to ensure allied health is integrated into the overall treatment programme (where appropriate) including discharge planning.
- Develops comprehensive discharge/transfer plans with the patients / clients/ tangata whaiora and their whānau.
- Completes health record documentation consistent with legal, professional and organisational requirements.
- Demonstrates awareness and knowledge of local, sub-regional and regional context in relation to provision of health and social support and the impact on service provision.

	<ul style="list-style-type: none"> ○ Provides specialist advice, teaching and instructions to patients / clients/tangata whaiora, whanau, carers and other professionals to promote coordination of support being delivered. • Takes responsibility for providing day to day clinical leadership in allied health including providing clinical advice, coaching support and clinical guidance to others. • 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. • Works in other areas as identified or following a reasonable request in order to support the organisation in managing safe client/patient/tangata whaiora care and maintaining high quality service delivery
	<p>Teaching & Learning – Ako Atu, Ako Mai</p> <ul style="list-style-type: none"> • Maintain competency to practice through identification of learning needs and Continuing Professional Development (CPD) activities. This should comply with the relevant professional body's continuing professional development requirements. • Completes applicable training for effective delivery of the role. • Supports and encourages the team and other health professionals in developing collaborative interdisciplinary learning opportunities (across professions, services, sectors and systems). • 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 Leads to facilitate optimal learning experiences for students. • Ensures supervision and mentoring arrangements are in place for team members and are working well. • Completes mandatory training as applicable for the role. • Participates in an annual performance review and associated clinical assurance activities. • Participates in professional supervision in line with the organisations and/or professional body. • Provides and contributes to coaching, mentoring and clinical support and/or professional supervision

	<p>Service Improvement & Research – Te Whakapai Ratonga me te Rangahau</p> <ul style="list-style-type: none"> • Actively contributes to, or leads service improvement activities in discussion with manager(s)/director. This includes making recommendations and where accepted, implementing changes in models of practice in line with evidence-based practice, research evidence and audit activity aligned with the strategic direction of service /organisation. • Contributes to Te Matau a Maui annual planning process (strategic and operational) including identifying gaps in service, budget requirements, capital expenditure and participates in work / projects that may result from the planning process. • Oversees and is responsible for development and implementation of systems and processes, ensuring that services are efficient, accessible, and equitable and meet contractual requirements and patients / clients/tangata whaiora and their whānau needs. • 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/ tangata whaiora across the region. • Practises in a way that utilises resources (including staffing) in the most cost-effective manner. • Establishes working partnerships with consumers, other services / external organisations to promote safe and integrated working that improves the outcomes and experience of patients / clients.
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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. • Shows a willingness to personally take a stand for equity.

	<ul style="list-style-type: none"> • Supports Māori-led and Pacific-led responses.
Culture and People Leadership	<ul style="list-style-type: none"> • Leads, nurtures and develops our team to make them feel valued. • Prioritises developing individuals and the team so Health New Zealand 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. • Implements and maintains People & Communications 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, ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained & strengthened. • Requires a flexible work ethic within an interprofessional practice model and acute work environment. • Creates strong morale to foster a feeling of belonging within the team. • Managing a multidisciplinary team and working closely alongside Professional Leaders to understand and support different profession's unique needs to achieve best patient outcomes.
Innovation & Improvement	<ul style="list-style-type: none"> • Is 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. • Models an agile approach –tries new approaches, learns quickly, adapts fast. • Develops and maintains appropriate external networks to support current knowledge of leading practices. • Active participation in service area decision making including initiatives to strengthen interventions and engagement practices with Māori, (whānau, hapū and iwi) and integrating Māori models of healthcare.
Collaboration and Relationship Management	<ul style="list-style-type: none"> • 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.

	<ul style="list-style-type: none"> • Works with peers in Hauora Māori Service 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. • Supports a holistic approach within a progressive service to better enable collaborative relationships and integrated pathways. • Work closely with the Hospital Clinical Nurse Managers to foster relationship's, understanding, efficiency and effectiveness of allied health therapy support provided in the ward environments.
Health & safety	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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.

Relationships

External	Internal
<ul style="list-style-type: none"> • Client / Patient / Tangata Whaiora and their whanau. • Community Services and agencies. • All other Health Providers, including PHO, GPs, NGOs. • Health provider. • ACC. 	<ul style="list-style-type: none"> • Allied Health professionals, Professional Lead & Director of Allied health. • Te Whananga Haura Maori Te Matau a Maui. • Other teams relevant to supporting the Tangata Whaiora & Whanau journey. • Specialty & Community Group Leadership. • Te matau a Maui Support Services i.e., Recruitment; Data & Digital; Human resources. • Rehab and Support Integrated Care Teams.

About you – to succeed in this role

You will have

Essential:

- Bachelor/Masters of an Allied Health profession or relevant.
- New Zealand Registered allied health therapies professional (OT/PT/SW/SLT/Diet), with current annual practising certificate (APC).
- Advanced clinical experience and or knowledge of allied health service delivery in a relevant health environment
- Experience of leading, motivating and developing others
- Focus on delivering high quality care for the patient/client/whānau.
- Self-motivated in developing clinical and professional practice of self and others
- Ability to contribute positively to the inter-professional /multidisciplinary team.
- Proficiency in Microsoft Office, Word, i.e. (Outlook, Excel, PowerPoint, Internet resources and e-mail).
- Clean current full NZ driver's license.
- Excellent written and verbal communication skills and collaborative ability
- Positive attitude with problem solving focus
- Continuous improvement focus
- Enjoys working across teams and services – providing mentoring and expert advice
- Innovative and an ability to influence
- Demonstrated behaviours that align with the core values of Health NZ, Te Matau a Maui.
- Excellent prioritisation and time management skills
- Ability to follow set procedures and protocols
- Ability to build constructive and effective relationships

Desired:

- Member of NZ relevant profession Association
- Post graduate qualifications and education relevant field (or working towards)
- Experience speaking and teaching to groups
- Project management skills
- Change management skills
- Demonstration of research and practice development
- Knowledge about how the organisation works and the culture of the Organisation

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.
- 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.
- Demonstrate the ability to engage effectively and respectfully with Māori consumers (patients/families/whanau) and staff
- Demonstrate knowledge and understanding of local tikanga and Māori culture sufficiently to be able to respond appropriately to Māori
- Demonstrate ability to apply the Treaty of Waitangi within the Service.
- Show commitment to, and demonstrates the behaviours of the health sector.
- Fit to practice as per APC requirements.
- As per clinical roles in Te Matau a Maui, Hawkes Bay Physical Requirements and Vaccination Status Guidelines May 2019.

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.