

## POSITION DESCRIPTION

<b>Position:</b>	Kaitātaki Taituarā (Business Unit Team Lead)	
<b>Reporting to:</b>	Kaihautū Taituarā	
<b>Staff responsibility:</b>	Leadership and collegial support to Taituarā kaimahi Kaipaneke Taituarā	
<b>Hours:</b>	40 hours per week	
<b>Job purpose</b>	Provide strong leadership and organisational skills to Taituarā team supporting the Manager to complete the necessary functions and achieve objectives for the Unit.	
<b>Accepted by:</b>	<b>Employee Signature:</b>	<b>Date:</b>
<<NAME>>		

### Background

Te Oranganui is an Iwi governed Health and Social Service Organisation. Established in 1993, Te Oranganui has eight service lines and covers the iwi boundaries of Ngāti Apa/Ngā Wairiki, Te Ātihaunui a Pāpārangi and Ngā Rauru Kītahi. The eight services are;

Waipuna	Primary Health & Medical
Taihāhā	Disability Support Service
Waiora Hinengaro	Vocations, Mental Health and Addiction Services
Toiora Whānau	Whānau & Community
Puawai Whānau	Tamariki Wellbeing
Waiora Whānau	Healthy Families
Whakahaumanu Mana Tāne	Clinical Services Corrections
Taituarā	Business Unit

### Vision

Korowaitia te puna waiora, hei oranga motuhake mō te iwi

### Mission Statement

To empower whānau into their future

### Values

Tika	Excellence in how we do things
Whānau	At the centre of everything we do
Pono	Act with honesty and integrity
Mahitahi	Committed to working together for the betterment of our Whānau, Hapū, Iwi and communities

#### KRA 1: Team Leadership

Provide leadership and guidance to the Taituarā team and support to Kaihautū Taituarā

- 1.1. To provide strong leadership to kaimahi that will ensure an integrated business support service working across the organisation.
- 1.2. To develop a team with strong systems and processes around achieving key deliverables for the Unit.
- 1.3. To lead the team in creating strong community networks, including collaborative partnerships.
- 1.4. To ensure that kaimahi understand the social determinants of whānau, hapū and iwi hauora regionally and nationally.
- 1.5. To ensure that kaimahi understand the lwi of the region and their relatedness to each other and to this service.
- 1.6. To lead, and monitor kaimahi performance as well as escalating any performance concerns to the Manager.
- 1.7. Identify training and education gaps that will improve the performance of the team, designing and delivering training to address needs as required.

#### Key Performance Indicators

- Lead staff to meet the organisation's expectations for training, productivity, quality, continuous improvement, and goal accomplishment.
- Establish and maintain relevant controls and feedback systems to monitor the delivery of service
- Provide oversight and direction to staff in accordance with Te Oranganui's policies and procedures, and other key guiding documentation

#### KRA 2: Kaihautū Support

Ensure "right hand" service level support to Kaihautū Taituarā

- 2.1. Assist Kaihautū with prioritising, planning and monitoring workloads;
- 2.2. Provide exceptional administrative support to Kaihautū including document control, general office organisation and meeting coordination;
- 2.3. Initiate first draft correspondence responses on behalf of Kaihautū where appropriate;
- 2.4. Provide all relevant information and documentation available to Kaihautū prior to all meetings;
- 2.5. Highlight priority pieces of work required for completion by Kaihautū;
- 2.6. Provide HR support to Kaihautū relating to the coordination of staff leave requests and preparation of performance appraisals;
- 2.7. Assist Kaihautū with contract submissions, document formatting, developing presentations and assisting with technical troubleshooting as and when required;
- 2.8. Extract and complete tasks from meetings on behalf of Kaihautū as required;
- 2.9. Populate Kaihautū reports as required;
- 2.10. Assist Kaihautū to develop strategy, systems and undertake analysis.

#### Key Performance Indicators

- Duties completed within agreed timeframes to accurately meet requirements
- Seeks to continually improve the quality and efficiency of services provided
- Ensure the best use is made of technology to provide efficient and effective administrative services

### **KRA 3: Quality & Risk Management**

Establish a quality and risk management framework across the organisation to ensure management systems across the whole organisation which will result in improved performance

- 3.1. Maintenance (and further development) of the Quality Framework, including review and further development when necessary:
  - 3.1.1. Coordination of all external audits in collaboration with the appropriate service managers and/or quality representatives;
  - 3.1.2. Completion of all internal audits including the review and development of internal audit tools;
  - 3.1.3. Ongoing monitoring and progressing of the Quality Plan including review and further development when necessary;
  - 3.1.4. Work collaboratively with service managers to complete regular consumer engagement (satisfaction surveys or other) and/or provide analysis on engagement activities post-service completion;
  - 3.1.5. Maintain records of all audits, engagement and other key quality activities;
  - 3.1.6. Monitor currency and compliance of policy on behalf of the CEO, notifying the appropriate persons when review or development is pending;
- 3.2. Management (and further development) of the Incident Reporting system, including review and further development when necessary, follow up with appropriate persons, record keeping and reporting;
- 3.3. Management (and further development) of the Complaints system, including review and further development when necessary, investigation follow up with appropriate persons, record keeping and reporting;
- 3.4. Maintenance (and further development) of the Document Control Register, including review and further development when necessary;
- 3.5. Maintenance (and further development) of the Risk Manager Framework, including review and further development when necessary including policy and register management.

#### **Key Performance Indicators**

- Quality and Risk frameworks are relevant to the needs of the organisation and understood by management
- Quality and Risk Plans are current and reflects the strategic outcomes of the organisation
- Incident reporting system is accurate with reports received on time
- No complaints go to the Health & Disability Commission as a result of poor process

### **KRA 4: Relationships**

Build strong community links that enhance the service provided to tamariki and their whānau

- 4.1. Facilitate regular team meetings to ensure responsibilities and key obligations are met
- 4.2. Attend internal and external meetings that are relevant to this area of work, representing Taituarā and Te Oranganui as appropriate e.g. Audit & Risk, Health, Safety & Wellbeing, MHOAG
- 4.3. Participate in sector forums or groups that add value to the purpose of Te Oranganui
- 4.4. Work in an integrated manner with other Te Oranganui Kaitātaki

#### **Key Performance Indicators**

- Organise monthly team meetings and minutes
- Provide regular relevant feedback on external hui at monthly team meetings as an agenda item
- SMT agreement that collaborative working relationships are present across the services of Te Oranganui

#### KRA 5: Whānau Ora

Uphold the principles of Whānau Ora across the Taituarā team

- 5.1. Provide leadership and use Whānau Ora in work
- 5.2. Uphold the principles of Whānau Ora – working across teams and functions; acknowledging the unique skills and abilities all kaimahi bring
- 5.3. Engage and contribute with other Kaitātaki / Kaihautū to ensure an integrated approach in working with Whānau Ora within Te Oranganui

#### Key Performance Indicators

- 80% of kaimahi have completed Whānau Ora training

#### KRA 6: Te Oranganui Kaimahi General Provisions

Uphold the values of Te Oranganui

- Actively participate in Te Oranganui kaupapa activities including attending hui, karakia, whakawhanaungatanga, waiata sessions etc
- Ensure you maintain an accurate and up to date understanding of Te Oranganui policies and that you uphold these at all times
- Ensure the health & safety of yourself as well as others in your working environment, upholding organisational health and safety policies and procedures at all times
- Proactively promote Te Oranganui in a positive light in all activities
- Always behave in a professional manner, providing a good role model for others
- Actively participate in professional supervision and ongoing professional development
- Embody Tikanga Māori in all aspects of your work

*The above statements are intended to describe the general nature and level of work being performed by the job holder. They are not intended to be an exhaustive list of all responsibilities, duties, or skills required of the job holder. From time to time, personnel may be required to perform duties outside of their normal responsibilities as needed.*

## Person Specification

### Qualifications

- Tertiary level qualification (Level 7 Bachelor or higher) in Business Management or Administration

### Experience

- A minimum of five (5) years in a similar team leadership or management role
- Substantial and proven experience in the leadership of a large and diverse team, development, training and performance management of staff.
- Experience of reporting (including written reports) and monitoring to tight deadlines

### Personal Attributes and Skills

- Transformational leadership
- Ability to effectively lead, coach and grow staff to achieve outcomes
- Ability to work positively under pressure and continuously re-prioritise workload while maintaining a high level of accuracy
- Planning and implementation skills
- Excellent interpersonal skills and the ability to communicate with a wide range of stakeholders
- Sound judgement and analysis capable of modifying practice to achieve results and targets
- Excellent organisational skills with the ability to coordinate activities
- Excellent written, literacy, numeracy and IT skills
- Ability to persevere with a task and to display the required energy to achieve the objectives despite obstacles
- Commitment to whānau, hapū and iwi
- Ability to converse and understand Te Reo Māori me ona tikanga
- Strong integrity and professionalism
- Excellent time management
- Ability to work autonomously and is driven to achieve results
- Able to simultaneously manage a diverse range of projects
- Ability to build and maintain credible relationships internally and externally
- A friendly “Can Do” attitude

### Physical Attributes – Administration/Management

- Occasional lifting up to 10 kg.
- Must be able to work in an office environment.
- Manual dexterity needed for keyboarding and other repetitive tasks.
- Sitting for extended periods of time
- Hearing and speech sufficient to communicate with others enabling direct and telephone communication
- Visual ability sufficient to read accurately, write/record in a legible manner and perform normal duties of this position.

### Other Requirements of this Position

- Non-smoker/Non-vaper – or a full commitment to remain smoke/vape-free during the hours of work
- Current clean, full NZ driver licence
- Must be able to pass Te Oranganui’s background, vetting and child protection checks
- New Zealand citizenship, permanent resident status, or a NZ work permit
- Zero tolerance toward family violence