

## Position Description – Team Leader - Community

Position Title:	Team Leader – Community
Team:	Client Services
Responsible to:	Community Lead
Staff responsibility:	Coaching, mentoring and supervisory responsibilities

### Who we are

The Laura Fergusson Trust (LFT) is a not for profit charity providing residential, community based, rehabilitation, and respite services for adults with physical or neurological impairments. Our focus is on providing client centred support in a collaborative manner in line with our vision and mission.

The Trust is committed to being responsive to Te Tiriti o Waitangi/ Treaty of Waitangi acknowledging the unique place of Tangata Whenua in Aotearoa/New Zealand.

**Our Vision:** Active participation and contribution in all aspects of life - *He whakaohooho aheinga me te mauminamina*

**Our Mission:** We inspire opportunities and belonging - *Te āta whakauruuru me te whakaohaoha i ngā anganga katoa o te ao*

### Our Values:

<b>Empathy/Aroha</b> – we are kind, have a desire to know and understand others	<b>Embracing Diversity/Kanorau Awhitanga</b> – we respect people, value difference and are committed to equity	<b>Courage/Kia Maia</b> – we are prepared to change and lead the way by being the best we can be
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### Purpose

To support the Community Lead with the smooth functioning of the community team. In your role as an allied health professional, you will have oversight of the provision of relevant contracts and the community team members that work within them.

### Key responsibilities

Responsibility	Indicators of success
<b>Leadership and management</b>	<ul style="list-style-type: none"> <li>Provides leadership and clinical supervision to our Community Coaches</li> <li>Provides support and guidance to Allied Health</li> <li>Co-ordinates and manages tasks and projects as required by Community Lead e.g. equipment ordering support</li> <li>Contributes to the knowledge and skill development of others by assisting with the induction of new employees, students etc as required</li> <li>Proactively seeks solutions to potential problems or challenging situations</li> <li>Role models and fosters strong working relationships across teams</li> </ul>
<b>Quality Improvement</b>	<ul style="list-style-type: none"> <li>Undertakes TI audits</li> <li>Implements effective, efficient and safe clinical practice in accordance with LFT policies and funder specifications</li> </ul>

	<ul style="list-style-type: none"> <li>Participates in LFT audit plan as appropriate and ensure improvement actions are completed in a timely manner</li> </ul>
<b>Service Provision</b>	<ul style="list-style-type: none"> <li>Triages new referrals as requested</li> <li>Develops and maintains therapeutic relationships with clients and their support network, specifically their whānau where appropriate</li> <li>Provides education and best practice advice to enhance, maintain, or promote independence within the clients functional capacity</li> <li>Actively participates and contributes to interdisciplinary team (IDT)</li> <li>Refers to and engages with external professionals/ providers in order to support the achievement of clients goals</li> </ul>
<b>Workforce Development</b>	<ul style="list-style-type: none"> <li>Identifies and supports staff education and professional development based on knowledge of service needs</li> <li>Develops resources and delivers training to staff where qualified and deemed competent to do so</li> </ul>
<b>Risk Assessment</b>	<ul style="list-style-type: none"> <li>Participates in ongoing risk assessment for clients and own safety while out in the community</li> </ul>
<b>Health and safety</b>	<ul style="list-style-type: none"> <li>Complies with and role models health and safety policies and procedures</li> <li>Reports health and safety incidents</li> <li>Contributes to maintaining a safe and healthy environment that best meet the needs and interests of clients, staff and visitors to LFT</li> </ul>

### What behaviours do we expect?

We expect everything that you do at LFT to be guided by our values of **Empathy/Aroha; Embracing Diversity/Kanorau Awhitanga** and **Courage/Kia Maia**. In addition, there are a number of competencies which are essential to performing this role well.

### What is a competency?

A competency is the combination of skills, knowledge, attributes and behaviours than enable you to perform a task or activity successfully.

### Competencies

	Competency	Indicators
Core	<b>Person-centred/ He tangata e arotahi ana</b> - clients are at the heart/centre of everything we do	<ul style="list-style-type: none"> <li>Assists in the creation of team structures, systems and procedures that assist individual contributors achieving person centred behaviours</li> <li>Offers adaptive solutions to achieve individualised and person centred supports</li> <li>Ensures all documentation and plans are in place to support a person centred approach</li> <li>Reminds their team at all opportunities to think about clients' needs</li> <li>Anticipates constraints in the delivery of services and identifies solutions</li> </ul>
	<b>Teamwork/ Mahi tahi</b> – work as a team. Value one another	<ul style="list-style-type: none"> <li>Ensures that his/her team complies with all legislative aspects of the environment</li> <li>Builds effective teams, bringing together individuals with diverse backgrounds, skills and expertise</li> </ul>

		<ul style="list-style-type: none"> <li>• Recognises and seizes opportunities to create a collaborative team in support of achieving LFT's objectives</li> <li>• Articulates decisions in a way that fosters support for the decision</li> </ul>
	<p><b>Communication/ Whakawhiti korero</b> - share information effectively. Uphold our values</p>	<ul style="list-style-type: none"> <li>• Keeps staff informed of decisions, presenting them in a manner that generates understanding and buy-in - in consultation with other decision makers,</li> <li>• Shares information and ideas, and encourages others to share their views and concerns</li> <li>• Uses tact and discretion in dealing with sensitive information.</li> <li>• Provides constructive feedback to the team</li> <li>• Complies with LFT's policies including operating within delegated authorities</li> </ul>
<b>Functional</b>	<p><b>Learning and sharing knowledge/ He akoranga me manaakitanga, matauranga hoki</b> - seek opportunities to grow. Share knowledge with others</p>	<ul style="list-style-type: none"> <li>• Identifies critical areas and develops methods to manage, share and preserve knowledge</li> <li>• Encourages staff members to participate in informal discussions, coaching, cross-training and knowledge sharing activities, and dedicates the required resources</li> <li>• Identifies the team's learning needs and creates development opportunities</li> <li>• Identifies, develops and nurtures learning networks and communities</li> <li>• Ensures their team are knowledgeable about confidentiality requirements under LFT's policies related to sharing information</li> </ul>
	<p><b>Resilience/ Manahau</b> – remain calm in tough situations</p>	<ul style="list-style-type: none"> <li>• Makes and carries through unpopular or difficult decisions that are in the best interest of LFT</li> <li>• Resists pressure to make quick decisions where due consideration is required</li> <li>• Stands firmly by a position protecting the best interest of LFT and the need to comply with LFT's policies and procedures, in spite of the resistance and pressures faced</li> <li>• Responds to challenges with logic and reason, avoiding emotional reactions</li> <li>• Manages conflicting pressures and tensions</li> <li>• Supports team members who may need help during difficult times</li> <li>• Acknowledges emotional and professional limits and seeks help and feedback when necessary</li> </ul>
	<p><b>Supervising and taking leadership/Kia tiro tiro me whakaaarahitia</b> - take responsibility for self and demonstrates initiative</p>	<ul style="list-style-type: none"> <li>• Provides direction, guidance and clarity on roles and responsibilities</li> <li>• Promotes flexibility and empowers others to support LFTs Mission, Vision and Values Promotes a culture of</li> </ul>

		<p>learning and development, with a focus on continuous improvement</p> <ul style="list-style-type: none"> <li>• Empowers their team to generate creative ideas and solutions</li> <li>• Manages the performance of their team and ensures compliance with LFT policies and procedures</li> <li>• Ensures that power and authority are not abused</li> </ul>
	<p><b>Knowledge to do their job/ Matauranga mo ou koutou mahi</b> - apply knowledge and keep up-to-date</p>	<ul style="list-style-type: none"> <li>• Keeps abreast of the latest developments in the field of their expertise</li> <li>• Provides authoritative advice to senior management in their area of expertise</li> <li>• Guides operational practices and advises senior management on the validity of relevant and new methods and procedures in the achievement of required outputs for clients</li> <li>• Acts as a technical resource and supports the development of new skills by colleagues</li> <li>• Promotes cross-functional partnerships for knowledge and resource sharing</li> <li>• Encourages staff to engage and work together with partners and stakeholders</li> <li>• Ensures that information shared when developing partnerships is in compliance with LFT's policies</li> </ul>

### Person specifications

<b>Essential</b>
Allied Health Professional including membership of relevant professional organisation
Knowledge of legislation applicable to this role including but not limited to the Privacy Act, the Health and Disability Commissioner Act 1994, and the Code of Health and Disability Services Residents' Rights and relevant health and safety legislation
Demonstrated ability to apply the Code of Health and Disability Services Consumers' Rights in the context of a Community service
Computer literacy in Microsoft Office software including Word and Outlook (email)
Hold a valid work visa
Be able to gain a satisfactory NZ Police vetting check
Full NZ driver's licence or legally licensed to drive in New Zealand
Understanding of basic te reo Māori (including greetings)

<b>Desirable</b>
2 years' Experience in a similar role
Permanent resident or NZ citizen
Te reo Māori proficiency
Sound knowledge of tikanga Māori (practice) and taha Māori (the way)

### Finally

This position description is a general summary and is not a complete list of tasks and duties. Each individual may be asked to undertake other tasks as reasonably. It is a living document and may change as the organisational needs or clients support needs change.

<b>Name (in block capitals):</b>	
<b>Signature:</b>	
<b>Date:</b>	