

Position Description **TEAM LEADER**

Responsible to: Service Manager

Responsible for: Development of a skilled and professional support team that can best enable great outcomes for the people they are supporting.

CCT Vision

A world full of connected communities that truly values and celebrates diversity

CCT Mission

Working in Partnership with People to Enable Great Lives

CCT Values

Respect

Reliability

Transparency

Integrity

Solution Focussed

Every employee's work will reflect CCT principles, the intention of the New Zealand Disability Strategy, and the United Nations Convention on Rights of Persons with Disabilities.

PURPOSE AND SCOPE OF THE POSITION

A good performing Team Leader will provide leadership and good communication to both the people in their services and the staff team in a way that best enables them to lead a team that is professional, competent, well informed and resourced to best enable the people/person to live their life. This will be in an efficient and purposeful manner.

Position Description TEAM LEADER

KEY ACCOUNTABILITIES

- 1. People supported by CCT are provided with a quality, relevant, individual and well-resourced service.**

KEY ACCOUNTABILITIES	EXPECTED OUTCOMES
<ul style="list-style-type: none"> Ensures all Individual Service Plans are current within six months. Ensures Weekly Data Sheets and Daily Data Sheets are relevant to Individual Service Plans and current needs. Facilitate/Delegate staff meetings and minutes that reflect Daily Data Sheets and/or Weekly Data Sheets scores to show discussions relating to these. Multi-element Model reviews. OK Health Checks. Periodic Service Review work plan and reports monthly to the Quality Manager on progress. Ensures there is an improvement in each Periodic Service Review Report of at least 10% from the previous report's score until a score of 80% is achieved. Is proactive in direct observations of services to monitor expected outcomes. 	<ul style="list-style-type: none"> People supported have current Individual Service Plans. Peoples support reflects current goals and needs. Staff meetings are focussed on current support plans and staff are meeting or looking to improve persons individual plan requirements or outcomes. Person's Multi-element model reflects current goals and needs and is within timeframes expected. This is reported in Team Leader's monthly report to Service Manager. OK Health Checks are completed and up to date as per CCT standard. To increase the likelihood that they are provided with appropriate support around their health needs. PSR reviews are completed on time People's information is available and current work plans are written and monitored for improvements in timely manner. So people are more likely to receive ongoing quality improved services. People are provided with support that matches their individual plans and CCT values.

Position Description TEAM LEADER

2. Orientation, support, leadership, and well-resourced support to staff.

KEY ACCOUNTABILITIES

- Ensures that all staff employed in the previous three months have a current document for their three month support plan that is completed and on schedule.
- Ensures training and professional development required is planned for all staff.
- Ensures that all new employees are being tracked and are on time for their Competency Based Training (CBTs) completions.
- Ensures all staff have attended at least one Professional Supervision in the past three months.
- Ensures all staff have had an opportunity to meet with their direct manager for support, problem solving and planning monthly.
- Ensures work practices of staff and resources are managed effectively to ensure support is timely, appropriate and provided in a safe manner.
- Any suspected or reported actual abuse reported is followed up and investigated in a timely manner that focuses on the safety of all involved.
- Ensures all staff have Annual Leave Plans.
- Actively promotes their own and staffs' professional relationships between staff, external organisations and family members.

EXPECTED OUTCOMES

- New staff are supported well in their induction and orientation to CCT.
- Staff have Personal Development Plans that are regularly monitored for their progress.
- Staff are competently trained within agreed timeframes. There will be no stand downs.
- Staff are reflective and professional in their practice.
- Staff have monthly opportunities to have "on track chats" to raise questions, seek clarification or make plans.
- Staff have safe work practices and resources, and that staff are rostered following CCT roster guidelines for good work/life balance.
- Abuse concerns are professionally investigated, documented and resolved in a manner that ensures everyone's safety in the process.
- Staff have regular annual leave in a timed manner.
- Staff are professional in both internal and external relationships.

3. Efficient use of limited resources

KEY ACCOUNTABILITIES

- Ensures all hours allocated are delivered within budget across Services and fortnightly variances explained.
- Household budgets.
- Staff team mixture.

EXPECTED OUTCOMES

- People are supported by a sustainable, transparent service provider.
- People's finances are fiscally managed and penalties are not incurred. Audits occur 3 monthly.
- Mixture of Full-time, Part-time, Casual, and Permanent Reliever staff that enables you the ability to provide the levels of support agreed to each person.

Position Description TEAM LEADER

4. Other Duties

KEY ACCOUNTABILITIES

- Undertakes all other requests from the Chief Executive that are a reasonable expectation of this job.

EXPECTED OUTCOMES

- Requests are professionally, timely and accurately responded to.

PERSON SPECIFICATION

Knowledge and Experience:

Required

- Able to plan, prioritise & manage complex workloads effectively.
- Be flexible and able to respond professionally when faced with sudden change and/or unexpected deadlines.
- Experienced in leading, inspiring, motivating and managing a team.
- Passionate about the work they do and a commitment to person-orientated approaches to planning and provisions of service.
- Drive to build stronger communities with people who have an intellectual disability.
- Experienced in forming effective working relationships both internally and externally.
- Experienced in working to agreed quality standards.
- Ability to write detailed reports and a good knowledge of the English language.
- Experience in working in a co-operative team environment.
- Ability to maintain professional boundaries at all times.
- A sound and up to date knowledge of word processing using MS Word and Excel.
- A full New Zealand driver's licence.
- Holds a current first aid certificate.

Desired (Optional)

- Previous experience working in the Disability Sector.
- Has a sound understanding of CCT Policies and Procedures.
- Has completed CBT Levels 1 and 2.
- Has a good understanding of the purpose of PSR.
- Has working knowledge of the IDCC & R Act – Essential if working with people under the Act.
- Has a working knowledge of relevant legislation relating to Intellectual Disability.

Qualifications:

- Has undertaken management training (desirable).
- Has a relevant tertiary qualification (desirable).

Skills and Attributes:

- Highly developed sense of integrity
- Ability to listen actively
- Demonstrated passion for excellence about the work they do
- A high level of professional and ethical conduct
- Highly self-motivated, directed, flexible and well organised
- Ability to effectively prioritise and execute tasks in a high-pressure environment
- Ability to work independently and to actively contribute in a team-orientated, collaborative environment
- Innovative and solution focussed
- A strong sense of humour
- Has average fitness and physical health
- Able to take responsibility of self-learning

Position Description TEAM LEADER

PERFORMANCE MEASURES

Performance will be appraised against the accountabilities and outcomes on this document and specific performance measures as negotiated.

AUTHORITIES

The position has the delegated authorities set out in CCT policies including financial signing authority to levels set in the Financial Delegations Policy.

The position has authority to performance manage and/or discipline staff following our fair play procedure.

HEALTH AND SAFETY

Everyone is expected to share CCT's commitment to avoid all accidents which may cause injury, property damage or loss of any kind. Each employee is expected to play a responsible and vital role in maintaining a safe and happy work place and are reported proactively.

Under the Health and Safety at Work Act 2015, every employee shall take practicable steps to ensure:

- The employee's safety at work.
- That no action or inaction of the employee while at work causes harm to any other person.
- All people with relevant knowledge and expertise can help make the work place healthy and safe.

Specifically for the Team Leader responsibilities are inclusive under Key Accountabilities Section 2 of this Position Description as per text in blue font.

RELATIONSHIPS

INTERNAL

- Chief Executive
- Senior Leadership Team
- Service Managers
- Behaviour Specialist Team
- CCT staff
- People with an intellectual disability who receives services from CCT

EXTERNAL

- Parents, families/whanau and advocates of people receiving support
- Other service agencies
- NASC – Access Ability
- Community networks/links

Position Description TEAM LEADER

GENERIC CAPABILITIES EXPECTED OF ALL STAFF

Service Delivery

- Develop positive internal and external relationships, which are responsive to people's requirements. Be professional and take responsibility for outcomes.

Quality Outcomes

- Operate always with integrity and maintain high personal, legislative and professional standards.

Personal Effectiveness

- Sets personal goals, is adaptable to change and shifting priorities, communicates effectively, pursues personal development, undertakes 'on track chats' and performance appraisal, thinks on his/her feet and gets things done.

Self Management

- Takes responsibility for self and is accountable for positive workplace behaviour; is highly organised, plans and prioritises work sets realistic timeframes, meets timeframes or communicates in timely manner if timeframes cannot be met. Constantly works to improve processes.

Teamwork

- Positively contributes to team, respecting colleagues, honouring diversity, communicating effectively and collaborating to achieve shared goals. Deals with all team issues in a timely, positive and professional manner.

Leadership

- Exercises personal leadership by communicating effectively, contributing to team and sharing decision making, role modeling and building on team members strengths.

Treaty of Waitangi

- Understands individual and collective responsibilities of the Treaty.

Position Description
TEAM LEADER

I _____ have read and understand this position description and I am aware of the responsibilities, requirements and duties of the role and I accept this position.

Signature:

Date:

People & Capability
Signature:

Date: