

Position Description ***TEAM LEADER – Youth Services***

Responsible to: Service Manager

Responsible for: Development of a skilled and professional support team that can best enable great outcomes for the rangatahi 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

Responsiveness

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 high performing Team Leader will provide leadership and support to the staff team in a manner that best enables a professional, competent, informed and well-resourced team.

The Team Leader will work collaboratively with internal and external stakeholders to ensure that support for rangatahi is flexible to their changing needs, and supports their therapeutic journey to reach and maintain optimum physical, emotional and spiritual wellness.

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KEY ACCOUNTABILITIES

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

KEY ACCOUNTABILITIES

EXPECTED OUTCOMES

<ul style="list-style-type: none"> • Skill development and learning 	<ul style="list-style-type: none"> • Provision of systematic support and regular opportunities to learn and use skills
<ul style="list-style-type: none"> • Consent and choice 	<ul style="list-style-type: none"> • TL will value and respect the right of individuals to make informed choices about issues that affect their life and the life of the community of which they are a member, and where necessary, to have support when such decisions need to be made. Also understanding there is a duty of care and where necessary, to have support when such decisions need to be made on their behalf
<ul style="list-style-type: none"> • Rights of the individual 	<ul style="list-style-type: none"> • TL recognise that young people have rights and upholds and supports those rights
<ul style="list-style-type: none"> • Advocacy 	<ul style="list-style-type: none"> • TL will recognise that it is important for rangatahi to express their feelings and have a say about issues that affect their lives. Assist the person to speak up on their own behalf
<ul style="list-style-type: none"> • Relationships 	<ul style="list-style-type: none"> • TL values and fosters supportive relationships for and among those with whom they work, their communities, family/whanau, Oranga Tamariki, Police, Schools and other agencies involved in the young person's life
<ul style="list-style-type: none"> • Team work 	<ul style="list-style-type: none"> • TL supports a team approach to the provision of support; working with members of their team, others within the organisation and people outside the organisation to achieve the best possible outcomes
<ul style="list-style-type: none"> • Facilitate/delegate service meetings and minutes 	<ul style="list-style-type: none"> • Monthly service meetings have a focus on the young person and quality support • Plans and protocols are reviewed and understood by the team in conjunction with the behaviour specialist team
<ul style="list-style-type: none"> • Safe rostering 	<ul style="list-style-type: none"> • Ensures safe rosters are managed to provide safe work practices following the CCT roster guidelines without exception and with any risks identified

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| <ul style="list-style-type: none"> • Professional conduct

 • Confidentiality

 • Community

 • Key Workers

 • New services

 • Complaints

 • Quality improvement | <ul style="list-style-type: none"> • TL will behave in a positive way that directly influence the quality of the lives of the young person(s) and the reputation of CCT. Staff are committed to conducting themselves in a way that demonstrates respect for the people with whom they work

 • TL acknowledges and respects the trust that has been placed in them and maintains confidentiality

 • TL supports the team to ensure the child/young person has access to, and is actively engaged in their community

 • Key Workers (KWs) are appointed and understand the expectation of the KW role

 • Timely response to new referrals. Documentation and set up completed by agreed date

 • All complaints are satisfactorily investigated within timeframes as detailed in the CCT Complaints Flowchart and Youth Complaints Procedure

 • Continuous improvement in service delivery and systems |
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2. Recruit, retain, orientation, support, leadership, and well-resourced support to staff

KEY ACCOUNTABILITIES

EXPECTED OUTCOMES

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| <ul style="list-style-type: none"> • Recruitment and retention

 • Induction and orientation

 • Team training, support and development | <ul style="list-style-type: none"> • TL has a strategy in place that covers all service delivery and includes a good mixture of full-time, part-time, casual, and permanent reliever staff that enables the Team Leader the ability to provide the levels of support agreed to each person

 • New staff are well supported in their induction and orientation • All staff will be fully vetted and oriented prior to starting shift and have a three month support plan that is up to date

 • New staff are tracked and are on time for their Competency Based |
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| <ul style="list-style-type: none"> • Quarterly Review Meetings (QRM) • Supervision • Staff performance issues | <p>Training (CBT) completion and any other training requirements</p> <ul style="list-style-type: none"> • All staff have a professional development plan in place • Quarterly review meetings with all staff occur • Staff are reflective and professional in their practice • Ensures all staff have attended at least one supervision in the past three months • Any staff performance issues are raised and dealt with in a fair, timely and professional manner |
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3. Efficient use of limited resources

KEY ACCOUNTABILITIES

- Rostering and timesheet authorisation
- Annual leave

EXPECTED OUTCOMES

- Roster(s) and or/contact hours spreadsheets are delivered as per hours contracted
- Team Leader is responsible for staying in budgeted hours within CCT policies
- There are no staff with a collective leave balance over five weeks

4. Professional development

ACCOUNTABILITIES

- Supervision/Self care
- Professional development
- Leadership Forum

EXPECTED OUTCOMES

- TL attends monthly external supervision and uses systems in place to address any issues. Self-reporting any personal difficulties in the work place or stress that may impact
- Completes Competency Based Training, Child Protection Training and identifies and attends other relevant training as per CCT requirements
- TL competencies completed
- TL actively participates and contributes to the Leadership Forum

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5. Other duties

KEY ACCOUNTABILITIES	EXPECTED OUTCOMES
<ul style="list-style-type: none"> Policy and Procedures Documentation, CCT practices 	<ul style="list-style-type: none"> TL will follow and adhere to all CCT Policy and Procedures TL will complete all required documentation in a respectful, objective, accurate and professional manner at all times. People are supported in a non-aversive and age appropriate manner. CCT is an evidence based organisation

PERSON SPECIFICATION

- Knowledge and Experience:**
 - Leadership experience in the social services and/or youth sector
 - Problem solving skills in a challenging work environment
 - Ability to maintain professional boundaries at all times
 - An understanding of trauma informed support
 - Experience utilising de-escalation strategies
 - A high level of professional and ethical conduct
 - An understanding of the importance of clear boundaries
 - Knowledge of youth justice and Oranga Tamariki processes (beneficial but not essential)
 - A full New Zealand driver's licence
 - The ability to build and maintain positive relationships with peers and external stakeholders
 - The ability to advocate and promote the voice of the young person at professional meetings
 - Strong organisational and time management skills
- Skills and Attributes:**
 - Highly developed sense of integrity
 - Ability to listen actively
 - Solution focused problem solving skills
 - Highly self-motivated, directed, flexible and well organised
 - Ability to work independently and to actively contribute in a team-orientated, collaborative environment
 - A desire to make a difference
 - Be flexible and able to respond to a young person's changing needs
 - Passionate about the work they do and a commitment to person-orientated approaches to planning and provisions of service
 - A sense of humour
 - Has average fitness and physical health
 - Able to plan, prioritise and manage complex workloads effectively
 - Be flexible and able to respond professionally when faced with sudden change and/or unexpected deadlines
 - Strong skills in leadership, developing a team and matching
 - Ability to write detailed reports and a good knowledge of the English language
 - Has a working knowledge of relevant legislation relating to Youth

Qualifications:

- Has undertaken management training (desirable)
- Has a relevant tertiary qualification (desirable)
- Holds a current first aid certificate (essential)

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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.

RELATIONSHIPS

INTERNAL

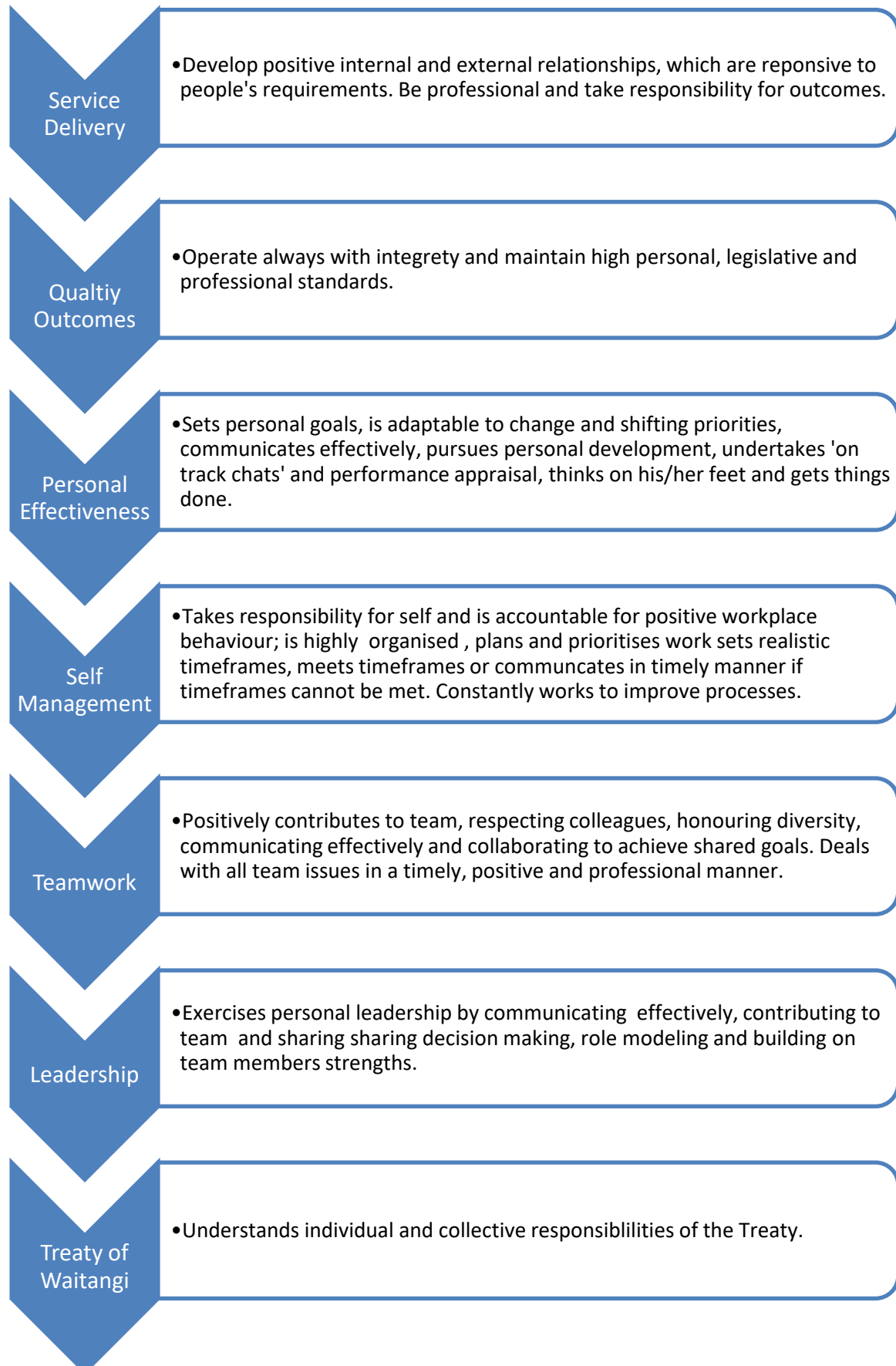
- Chief Executive
- Senior Leadership Team
- Service Managers
- Behaviour Specialist Team
- CCT staff
- Rangatahi receiving support from CCT
- Other people receiving support from CCT

EXTERNAL

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

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GENERIC CAPABILITIES EXPECTED OF ALL STAFF



***Position Description
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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.

Employee Signature:

Date:

Managers Name:

Date:

Managers Signature: