



## POSITION DESCRIPTION

<b>Position Title:</b>	Life & Wellbeing Team Leader	<b>Location:</b>	14 Silverfield Estate
<b>Reports to:</b>	Cluster Coordinator	<b>Date:</b>	July 2011

Purpose of Position	
<p>Working from an empowerment model, a Team Leader's role is to help provide a supportive and safe environment for clients so that they can achieve and enjoy their lives. Client's life skills are developed and knowledge and skills in areas they wish to grow in are gained through the help and guidance of a consistent, well coordinated and functioning house team.</p>	
Key Accountabilities	Critical Success Factors
<ul style="list-style-type: none"> <li>Team Leadership</li> </ul>	<ul style="list-style-type: none"> <li>Leadership is provided to the house team which creates an environment that:                             <ul style="list-style-type: none"> <li>Encourages individual actions and contributions</li> <li>Values individual effort, innovation and creativity</li> <li>Enhances the success of the team in all areas of operations</li> <li>Provides effective motivation and coaching</li> <li>Promotes honesty and transparency</li> </ul> </li> <li>One-to-One meetings with team members and Supervision Meetings with the Cluster Coordinator are attended as scheduled and contributed to honestly and openly</li> <li>Team Leader can demonstrate respectful and cooperative team work practice</li> <li>Team Leader acts as a role model for team members and leads by example</li> <li>Feedback from team members is positive regarding the Team Leaders care of clients and their contribution to the team</li> <li>Regular communicative meetings are held with:                             <ul style="list-style-type: none"> <li>House Team</li> <li>Cluster Coordinator</li> <li>Members of the Management Team as required</li> </ul> </li> <li>Timesheets are in alphabetical order by last name, ready for collection fortnightly</li> <li>Assistance and information is provided to the Cluster Coordinator relating to the Performance Appraisal process</li> <li>Training needs are identified and discussed with the Cluster Coordinator</li> <li>Time keeping of team members is monitored and managed effectively in conjunction with the Cluster Coordinator</li> <li>Strong working relationships are built and knowledge is gained of team members and clients</li> <li>Knowledge and resources are shared and exchanged</li> </ul>

Key Accountabilities	Critical Success Factors
<ul style="list-style-type: none"> <li>Positive working relationships are developed and maintained with clients receiving support</li> </ul>	<ul style="list-style-type: none"> <li>Clients supported can report a positive working relationship</li> </ul>
<ul style="list-style-type: none"> <li>Support and aid in all physical cares required by the clients is provided to a high standard</li> </ul>	<ul style="list-style-type: none"> <li>Clients supported are clothed appropriately for the weather and social situation</li> <li>Clients oral and personal hygiene is maintained to a high level, including, but not limited to, care of nails, hair, skin, eyes, ears and teeth</li> <li>Medication is administered correctly following the 5R Principle (right person, right medication, right dose, right time, right route)</li> <li>Medication Records are signed and updated immediately after giving any medication</li> <li>Wheelchair cleanliness is attended to daily for each client</li> <li>Clients personal space e.g. bedroom is clean and tidied and anything personal (bags etc) are kept in a proper state of cleanliness</li> </ul>
<ul style="list-style-type: none"> <li>Support services are provided that will enable clients to continue to enjoy quality of life within a safe and happy environment</li> </ul>	<ul style="list-style-type: none"> <li>Clients are supported with activities including domestic work, gardening, shopping, leisure activities, meal preparation and any other such duties as directed by the Cluster Coordinator</li> <li>Clients are supported with financial management as directed by the Cluster Coordinator</li> <li>Client Support Information (Service Delivery Plans) are followed and clients are encouraged and supported to reach their identified goals</li> </ul>
<ul style="list-style-type: none"> <li>Company manuals, which includes Policies, Procedures and In House Rules is complied with at all times</li> </ul>	<ul style="list-style-type: none"> <li>Team Leader and House Team Members are aware of and have access to company manuals and demonstrate the Policies and Procedures in their work practice</li> <li>Required documentation is completed accurately and within the specified time frames</li> </ul>
<ul style="list-style-type: none"> <li>Support is provided to clients that is culturally sensitive and safe</li> </ul>	<ul style="list-style-type: none"> <li>Clients supported can report that respect is shown for the clients individual culture and beliefs</li> <li>Team Leader seeks guidance from Cluster Coordinator when required</li> </ul>
<ul style="list-style-type: none"> <li>Communication and interaction with Family/Whanau members is positive and professional</li> </ul>	<ul style="list-style-type: none"> <li>Feedback received from family / whanau members and other team members is positive</li> <li>Relevant information is passed to the Cluster Coordinator</li> </ul>
<ul style="list-style-type: none"> <li>Productive working relationships are built and maintained</li> </ul>	<ul style="list-style-type: none"> <li>Ability to communicate with and work effectively with managers and employees across the services is demonstrated</li> <li>Positive feedback is received from peers, Cluster Coordinators and Managers</li> </ul>
<ul style="list-style-type: none"> <li>Client Support Information (Service Delivery Plans)</li> </ul>	<ul style="list-style-type: none"> <li>Assistance and information is provided to the Cluster Coordinator when they are maintaining and reviewing Client Support Information (Service Delivery Plans)</li> </ul>

Key Accountabilities	Critical Success Factors
<ul style="list-style-type: none"> <li>Liaison with the Cluster Coordinator regarding property maintenance requirements</li> </ul>	<ul style="list-style-type: none"> <li>Cluster Coordinators are advised promptly of any property maintenance requirements</li> </ul>
<ul style="list-style-type: none"> <li>Application of the Code of Health &amp; Disability Services Consumer Rights</li> </ul>	<ul style="list-style-type: none"> <li>Work practices are consistent with and demonstrate the enactment of the Code of Health &amp; Disability Services Consumer Rights</li> </ul>
<ul style="list-style-type: none"> <li>Health and Safety policies and procedures are observed and applied to ensure a safe, secure and healthy environment</li> </ul>	<ul style="list-style-type: none"> <li>A safe, secure and healthy environment is maintained</li> <li>All accidents, incidents and hazards are accurately reported within the specified timeframes</li> <li>Individual responsibility is taken for all health and safety in the work environment by carrying out work-related activities in accordance with safe operating procedures</li> <li>All Risk Management Plans are adhered to</li> </ul>
<ul style="list-style-type: none"> <li>Application of the principles of Te Tiriti o Waitangi (Treaty of Waitangi)</li> </ul>	<ul style="list-style-type: none"> <li>Work practices are consistent with and demonstrate the policy of Creative Abilities &amp; Associates Ltd on the Treaty of Waitangi, including recognition of Maori values and beliefs and cultural safety for all people</li> </ul>
<ul style="list-style-type: none"> <li>Work to and uphold the Privacy Act 1993 and associated amendments</li> </ul>	<ul style="list-style-type: none"> <li>Full confidentiality is maintained and the principles of the Act are adhered to</li> </ul>
<ul style="list-style-type: none"> <li>Personal Development</li> </ul>	<ul style="list-style-type: none"> <li>Updated knowledge and skills are gained through completion of Career Force Level 2</li> <li>Compulsory Monthly Company Meetings and House Meetings are attended</li> <li>Training needs are identified and communicated during the performance appraisal process and on an as required basis throughout the year</li> <li>The performance appraisal process is contributed to and completed within the specified timeframes</li> </ul>
<ul style="list-style-type: none"> <li>Contribute to the wider organisation by undertaking other duties as requested and directed by the Cluster Coordinator/ Management, in a timely and efficient manner.</li> </ul>	<ul style="list-style-type: none"> <li>Duties are undertaken and completed within the specified time frames. Commitment and flexibility is demonstrated</li> </ul>

This position description is designed to give an indication of the type of work and performance expected of the jobholder. It does not provide an exhaustive list of duties or performance standards and the jobholder agrees to undertake any other tasks that are consistent with the position and the provision of quality service to the company.

### Person Specification

#### Qualifications / Experience

- National Certificate in Health Disability & Aged Support Level 3 (or willingness to obtain) or related Social Services/Health qualification
- One year minimum experience in leading and managing effective teams

## Skills / Attributes

- Ability to relate to and build relationships with people with diverse needs
- Well developed written and verbal communication skills
- Ability to role model and lead effectively with a consistent approach
- Ability to work under limited supervision, either individually or in a team
- Well developed problem solving and observation skills
- Ability to manage change and work well under pressure
- Interpersonal skills and empathy to relate well with all employees, clients and external parties
- Ability to work as part of a team who promotes the client as number one
- Ability to have fun