



POSITION DESCRIPTION

POSITION: Service Lead

RESPONSIBLE TO: Service Manager

Health New Zealand | Te Whatu Ora Nelson Marlborough

Our vision | Tō tātou manako: All people live well, get well, stay well. *Kaiao te tini, ka ora te mano, ka noho ora te nuinga.*

Our mission | Tō tātou kaupapa: Working with the people of our community to promote, encourage and enable their health, wellbeing and independence. *Kei te mahitahi tātou hei whakapiki te oranga me te motuhaketanga o to tatou hapori.*

Our Values – Ō tātou whanonga pono

Respect | Manaakitanga: We care about, and will be responsive to, the needs of our diverse people, communities and staff. *Kia horahia te manaakitanga ki ngā iwi katoa me ngā hāpori, kaimahi hoki.*

Innovation | Auaha: We will provide an environment where people can challenge current processes and generate new ways of working and learning. *Kia auaha me whakahoutia i ngā pūkenga ākongā, me ngā mahi ki tēnei hāpori.*

Teamwork | Whakarāmemene: We create an environment where teams flourish and connect across the organisation for the best possible outcome. *Kia whakarāmemene i ngā kaipupuni hauora kātoa.*

Integrity | Ngākau tapatahi: We support an environment which expects openness and honesty in all our dealings and maintains the highest integrity at all times. *Kia taea i te ngakau tapatahi i runga i te tika me te pono i ngā mahi kātoa.*

PURPOSE OF THE POSITION

Vision: Supporting people to live well.

Aim: We support people and whānau in our community who live with disabilities to maximise their health, wellbeing, community participation and inclusion. We do this in alignment with 'Enabling Good Lives' by developing strong connections with our community by a team that supports people to be the key decision makers on anything that impact on their lives.

Live Life – Disability Support - guiding principles



People's choice – People are supported to make decisions everyday about how they live their lives; the person is in the driver's seat; usual life outcomes; *'Enabling Good Lives'*



Partnerships & collaboration – building relationships right across the organisation and work as one team; strengthen collaboration with whanau, providers and agencies



Focus on equity – improved access; reduce inequity; maximise health, safety and wellbeing; promote and enable diversity



Communications – people, whanau and the workforce are well connected; our teams are IT confident and competent



Quality – valued workforce; shared learning; evidence based; funding fit – affordable and sustainable



Culture – Appreciate diversity and culture; ensure the service is people and whanau friendly with a customer service orientation

- This role is a leadership position and an integral part of the wider Disability Support Services team. The position is responsible for working in partnership with individuals, families/whanau and staff teams to develop, deliver and coordinate person centred services that empower individuals to achieve life goals regardless of their living circumstances. Every individual accessing services will be supported to reach their full potential which includes but not limited to community participation, independent living skills and support with all personal tasks.
- The position involves involves
 - Internal and external relationship building
 - Leading teams
 - Guiding and embedding strength based practices in teams
 - Facilitating effective service coordination and collaboration
- The role includes administration tasks and positive communication flow

RESPONSIBILITIES	EXPECTED OUTCOMES
Service Delivery	<ul style="list-style-type: none"> • Deliver individualised and needs-led community based services from a person centred approach • Deliver services in a collaborative working arrangement and in close partnership with all key stakeholders relevant to the individual/s • Deliver services that promote a safe environment, meet the needs of the individuals and their support network • Develop and contribute to support plans, life goals and risk managements using expertise/knowledge relevant to the service • Take the lead in championing and building effective working relationships with other agencies/work streams • Promote an integrated approach to the assessment, planning and review of your designated services • Be responsive to referrals identified to designated service • Maintain professional knowledge and remain current with developments in the field assigned to this role especially around Enabling Good Lives, Active Support and Person Centred Planning • Develop specific learning plans, strategies and schedules and support staff to ensure these are achieved

RESPONSIBILITIES	EXPECTED OUTCOMES
	<ul style="list-style-type: none"> • To ensure services meet compliance against auditing requirement and evidence a high quality service • Report and document any concerns in a timely and appropriate manner • To keep line management notified of any risks actual or potential that may cause harm to the person/s or reputation of the organisation.
Operational	<ul style="list-style-type: none"> • Build positive and effective solution focused teams. • Ensure appropriate levels of coverage for the service and individual support through consultation and the maintenance of appropriate rosters by team leaders or delegated support staff • A monthly report is completed for the Manager to identify any gaps in service or possible issues that might arise. Reports to be completed within the specified timeframes • Participate in the roster for On-Call • Ensure all relevant information about the people we support is current and available to On-Call particularly if there are serious concerns of high risk events that may occur outside of business hours • Regularly (as specified or agreed to) visit staff in the homes or other agreed locations to ensure any issues and concerns are acknowledged and actioned • Ensure services provided meet service specifications • Ensure ILP's are completed by the Team Leader/key workers in accordance with Service Specification • Where necessary, instigate the Disciplinary Procedure, on the instruction of the line manager or Human Resources • Mandatory Training Record is checked monthly to ensure it is up to date and follow up as required to ensure the team is working safely • Hold a delegated portfolio of which you will be expected to attend internal and/or external multi-disciplinary team (MDT) meetings and feedback to the wider team.
Positive Behaviour Support	<ul style="list-style-type: none"> • To participate in the development of any training specific to the individual/s • Contribute to the functional assessment of challenging behaviour(s) and the development of proactive and reactive strategies (behaviour plans). Monitor their implementation through reviewing safety 1st and other relevant documentation in partnership with the Behaviour Support Facilitator or external provider • Contribute to the development and implementation of Behaviour Support Plans as needed within your work stream • Ensure robust risk management plans are in place that facilitate safety for the individual, staff, family, visitors or any other person or professional involved in the person's life. Involve the person in developing the plan and ensure it aligns with other behaviour/safety plans • Work with team leaders and/or support workers to identify learning and development needs of individual staff and the team as a whole unit.
Staff Support	<ul style="list-style-type: none"> • Promote and encourage all staff to be solution focused • Ensure robust debriefing and reflective practice models are in place for individuals and the team

RESPONSIBILITIES	EXPECTED OUTCOMES
	<ul style="list-style-type: none"> • Provide monthly supervision to team leaders and record. Follow up any action points with appropriate strategies and monitor the outcomes • To undertake staff appraisals annually • Arrange for staff to attend all 'essential' training designated in the training plan and also specific training as identified for individuals • Coach and mentor staff daily to stay in role, remain consistent to the plans and work as a team • Manage the staff effectively on a daily basis; lead by example and role model expectations. • Deal with conflict as soon as practicable • Monitor sickness and other absence & take appropriate action – is it related to workplace stress or burnout.
Professional Development	<ul style="list-style-type: none"> • Participates in the annual performance review process including review of performance goals • Identification of areas for professional development • Attend courses and training relevant to service • Deliver training as required • Develop presentations to promote the service.
Financial Management	<ul style="list-style-type: none"> • Ensure the team leaders and/or senior support workers keep rosters current and the staff replacement policy is followed at all time • Deliver a high performing, quality service that is cost effective • Service User accounts are managed as per LLDSS policy • Services meet business plan objectives and are within allocated/budgeted resources • The service meets funded quality and output targets • Key performance indicators as agreed with the Manager are met • Manage actively the use of overtime minimising the cost without compromising service quality.
Quality Improvement	<ul style="list-style-type: none"> • Participation in quality improvement processes • Assessing customer feedback and using creative ways to establish, improve and refine services • All Health NZ/LLDSS policies must be followed unless there are Respite specific policies in place. This includes personal spending and purchases from the house account • A quality, customer-focused service is provided at all times, which follows best practice <ul style="list-style-type: none"> • Ensure policies and procedures are in place and embedded in the practices of support workers such as but not limited to <ul style="list-style-type: none"> ○ Safeguarding children and vulnerable adults ○ Code of conduct ○ Professional Boundaries and Ethical Behaviour • Establish ongoing coaching around relevant legislation and acts directly related to the service area you hold responsibility for • Customer surveys to be completed at least yearly and every 6 months random samples • All compliments and complaints to be logged into the database and resolved. Identify trends that are impacting on service delivery and look for solutions. • Undertake regular audits on folders, information, plans at least 6 monthly to maintain expected standards aligned with the Health & Disability Standards and our Service Agreements - be externally audit ready at all times.

RESPONSIBILITIES	EXPECTED OUTCOMES
Children's Team	<ul style="list-style-type: none"> • <i>Children's Action Plan - Children's Teams</i> are a government initiative which support vulnerable children. This position has been identified as being likely to fulfil a role with or alongside the Children's Team (e.g. Children's Team member, Lead Professional and/or provision of support in regard to the development of a child's action plan). If this opportunity arises, Health NZ will provide support and training to enable you to meet the requirements of this responsibility. If you are assigned as a Lead Professional, Health NZ expects you to act within the scope of the <i>Children's Action Plan Lead Professional</i> role profile (copy available from Human Resources).
General	<ul style="list-style-type: none"> • Other duties as negotiated with your Manager • Meets obligations contained in Appendix 1 & 2.

PERSON SPECIFICATION

QUALIFICATIONS

- National Diploma in Human Services (Level 5), or New Zealand Certificate in Health and Wellbeing (Level 4) Advanced Support or equivalent is required
- A tertiary management or related qualification is desirable

EXPERIENCE

- Relevant experience would be an advantage
- Experience in interacting with multi-disciplinary personnel
- Demonstrated success in the initiation and management of change
- Demonstrated success in negotiating agreements between diverse groups
- Demonstrated experience in management, preferably in Health Services
- Can demonstrate effective leadership skills at a senior level
- Able to actively supervise delegate to and mentor staff including the giving and receiving of constructive feedback
- An excellent communicator with both verbal, presentation, reporting and writing skills

KNOWLEDGE AND SKILLS

- Knowledge of and empathy for biculturalism
- Demonstrated knowledge of how to improve the performance of staff through motivation and encouragement
- Demonstrated knowledge of how to prepare plans, establish objectives and set priorities
- Intermediate knowledge of Microsoft Office applications i.e.: Word, Excel, PowerPoint and Outlook
- Keeps up to date with available information technology relevant to position
- Understands and complies with Health NZ Information Technology policies

PERSONAL ATTRIBUTES

- Ability and confidence to work in a management team environment
- Ability to interact effectively with the customer (health professionals, community agencies, etc) with tact and diplomacy
- A demonstrated commitment to the philosophy of quality, client orientated services
- Commitment to ongoing personal development within the field of specialty
- A team player with a “can do” attitude and plenty of energy
- Presents innovative ideas, is able to think clearly and manage own workload

APPENDIX 1

General Responsibilities of an Employee of Health NZ | Te Whatu Ora Nelson Marlborough

1. Professional Responsibilities

As an employee of Health NZ Nelson Marlborough, you are required to:

- Maintain any qualifications, including registrations and practising certificates, required for legal and safe practice.
- Keep yourself up to date on knowledge, best practices and legislation relating to your work.
- Make a personal contribution towards effective and efficient working relationships within your team and with other Health NZ Nelson Marlborough departments.
- Ensure you carry out your work in a way that is customer-focused and meets professional standards.
- In conjunction with your manager, identify your own training needs and plan to meet these needs.
- Manage your own time and prioritise your work effectively.

2. Health, Safety and Wellbeing

- Compliance with all health and safety legislative requirements.
- Compliance with the ACC Partnership Programme requirements.
- Compliance with all organisation-wide health and safety policies and procedures.
- Compliance with the Health and Safety Manual, any relevant chemical information and the emergency plan.
- Work is carried out in a healthy and safe manner and others are encouraged and assisted to work in the same way.
- Unsafe workplace conditions/practices (hazards) are identified, reported and mitigated/rectified early.
- Knowledge of identified hazards is kept up to date.
- Reportable event form is completed (via *Safety First*) for any accident or injury which has taken place at work, ensuring, in the case of injury, that your supervisor or manager is notified within 24 hours.
- Co-operation, support and promotion of occupational health and safety actions and initiatives in the workplace.

3. Right to Raise Concerns

- All employees of Health NZ Nelson Marlborough are expected and encouraged to immediately ask questions and raise any concerns/issues with their colleagues at their place of work, particularly if the care of a patient could potentially be compromised.
- All staff are expected to act professionally and to actively listen to the concerns or opinions of others being raised at the time.

4. Child Wellbeing and Protection

- Health NZ Nelson Marlborough is committed to identifying, supporting and protecting vulnerable children. The prevention of abuse and enhancing the wellbeing of children and their families aims to keep vulnerable children safe before they come to harm so they can thrive, achieve and belong. As an employee you are required to comply with all relevant legislation e.g. the Vulnerable Children Act 2014 and the Children, Young Persons and their Families Act 1989. You are also required to:
- Contribute to and support the organisation's strong commitment to a child centred approach to protect children across the region.
- Act at all times in the best interest of the children and young people, putting their interests first.
- Ensure collaborative working practices and recording and sharing of information to address abuse, suspected abuse or disclosure of abuse in a timely and appropriate fashion.

5. Legislation, Regulations and Board Policies

You are required to be familiar with and adhere to the provisions of:

- All relevant acts and regulations
- All Board, hospital and department policies
- All relevant procedure manuals
- The “Employee Obligations” within Health NZ Nelson Marlborough’s Disciplinary Policy.

6. Confidentiality

You are required to:

- Adhere to the Privacy Act 1993, the Health Information Privacy Code 1994 and subsequent amendments in regard to the non-disclosure of information.
- Maintain strict confidentiality of patient, applicant and employee information at all times.

7. Risk Management

You are required to:

- Support and promote actions and initiatives in your work area which enable risks to be identified and eliminated or reduced.
- Be especially aware of those risks which have high cost or safety implications.
- Complete an accident/incident report for any accident, incident or near miss which has taken place at work.
- Respond to complaints according to appropriate policies.

8. Security

You are required to:

- Wear your identification badge at all times when on site or when carrying out official duties.
- Notify Human Resources of any changes required for your ID badge.
- Report any suspicious or unusual occurrence to the security officer, orderly or telephone operator.
- Complete an incident report for any incident which has or might have compromised the safety of staff, patients and visitors.

9. Treaty of Waitangi

Health NZ Nelson Marlborough is committed to its obligations under the Treaty of Waitangi. As an employee you are required to give effect to the principles of the Treaty of Waitangi: Partnership, Participation and Protection.

10. Smokefree

Health NZ Nelson Marlborough is a Smokefree Organisation. This applies to all staff and contractors working within Health NZ Nelson Marlborough buildings, grounds and vehicles. Staff are required to comply with the policy and ensure all visitors, patients and others are informed of the policy. This also applies to Health NZ Nelson Marlborough staff employed on Board business in the community.

APPENDIX 2

The preferred candidate is required to complete a Pre-Employment Health Questionnaire. The table below outlines the tests to be carried out - depending on the nature of the position applied for.

Condition	Information to include in Position Description
TB Active	No person with active pulmonary or laryngeal tuberculosis (TB) is allowed to be at work in Health NZ Nelson Marlborough
TB Latent	Staff who expect to have contact with patients or infectious materials must have assessment of previous TB exposure at the time of employment
BBV	No person who is susceptible to hepatitis B is allowed to have contact with patients or human materials (e.g., blood) unless they have taken part or agree to take part in a blood-borne virus education, prevention and vaccination program
MRSA	No person colonised or infected with methicillin-resistant <i>Staphylococcus aureus</i> (MRSA) is allowed to work in clinical areas ¹ New staff who will be working in clinical areas should be screened for MRSA if they have: <ul style="list-style-type: none">• a chronic skin condition• been working in an overseas healthcare facility in the last year• been MRSA-positive in the last year
Skin	No person with a skin condition that by virtue of its site and type could be an infection risk is allowed to have contact with patients, food, microbiology samples or sterile items
Measles/Rubella	No person who is susceptible to measles or rubella is allowed to have contact with pregnant women.
VZV	No person susceptible to varicella-zoster virus (chickenpox) is allowed to have contact with newborn babies or pregnant women
EPP	No person who has detectable hepatitis B e antigen or high levels of hepatitis B virus DNA in their serum is allowed to undertake or assist with exposure-prone surgical procedures ²

¹Clinical areas include inpatient medical and surgical wards (includes Medical Units, AT&R Units, Surgical Wards, Paediatrics, Day Stay, Neonates and Women's Health). Screening does not apply to staff working in outpatient areas (e.g., clinics, Radiology, Respiratory Function lab) or in LLDSS, Mental Health or Drug and Alcohol services (transmission of MRSA is less likely and infection is rare in these sites.)

²Exposure-prone surgical procedure = a procedure where there is the potential for direct contact between the skin (usually finger or thumb) of the health care worker and sharp surgical instruments, needles, or sharp tissues (spicules of bone or teeth) in a blind or highly confined anatomic site such as a body cavity or in poorly visualised and/or confined body sites. Such sites include body cavities encountered during emergency and trauma procedures, abdominal, cardiothoracic, obstetric/gynaecological, orthopaedic and oral surgery.