

Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

Title	Service Lead - LLDS			
Reports to	Service Manager - LLDS			
Location	Nelson and Richmond			
Department	Live Life Disability Services			
Direct Reports	Up to 10	Total FTE	Up to 10	
Budget Size	Opex	To be confirmed	Capex	To be confirmed
Delegated Authority	HR	To be confirmed	Finance	To be confirmed
Date	May 2026			
Salary band (indicative)*	480 IEA G16-01			

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the role is to:

Work 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.

This role is a leadership position and an integral part of the wider Disability Support Services team. The role includes administration tasks and positive communication flow.

The position involves:

- Internal and external relationship building
- Leading teams
- Guiding and embedding strength based practices in teams
- Facilitating effective service coordination and collaboration

Key Result Area	Expected Outcomes / Performance Indicators
<p>Service Delivery</p>	<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. • 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.
<p>Operational</p>	<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.

	<ul style="list-style-type: none"> • 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.
<p>Positive Behaviour Support</p>	<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.
<p>Staff Support</p>	<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. • 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.
<p>Professional Development</p>	<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.

<p>Financial Management</p>	<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.
<p>Quality Improvement</p>	<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. • 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.
<p>Children's Team</p>	<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.
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.
Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses.
LEADERSHIP ROLES ONLY - Culture and People Leadership	<ul style="list-style-type: none"> • Leads, nurtures and develops our team to make them feel valued. • Prioritises developing individuals and the team so Health New Zealand has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others. • Provides leadership that shows commitment, urgency and is visibly open, clear, and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally. • Implements and maintains People & Culture strategies and processes that support provide an environment where employee experience, development, and performance management drive achievement of the organisation’s strategic and business goals. • Ensures Business Unit culture develops in line with expectations outlined in Te Mauri o Rongo, ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained & strengthened.
Innovation & Improvement	<ul style="list-style-type: none"> • Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to ‘do it better’ to the table. • Models an agile approach – tries new approaches, learns quickly, adapts fast. • Develops and maintains appropriate external networks to support current knowledge of leading practices.
Collaboration and Relationship Management	<ul style="list-style-type: none"> • Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same. • Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services.

Health & safety	<ul style="list-style-type: none"> • Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. • Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. • Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	<ul style="list-style-type: none"> • Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

Matters which must be referred to the SERVICE MANAGER - LLDS

- Significant concerns regarding the levels of coverage for the service and individual support.
- Any matter requiring HR support or the instigation of a disciplinary process.
- Ensure all relevant information regarding the people we support is current and available.

Relationships

External	Internal
<ul style="list-style-type: none"> • People we support and families • Health Sector providers • Suppliers • Union partners 	<ul style="list-style-type: none"> • Support Workers • Team Leaders • Service Managers • Key Stakeholders • People Leaders • Union delegates • People & Culture specialist functions • Finance functions • Health and Safety functions

About you – to succeed in this role

You will have

Essential:

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.

Desired:

- Experience in implementing Te Tiriti o Waitangi in action.

You will be able to Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- With the support of Health NZ, proactively take care of your own health and safety, to ensure a safe and supportive work environment.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

**The reference to salary band in this position description is for internal benchmarking and role sizing purposes only. The salary band designation does not form a term or condition of employment and may be changed by the employer at any time. In accepting a Health NZ employment agreement you acknowledge and accept this. Changes to the salary band will not affect an employee's current salary or remuneration.*