

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

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.

Title	Team Leader		
Reports to	Service Lead and/or Manager		
Location	Nelson		
Department	Live Life – Disability Support		
Direct Reports	Up to 10	Total FTE	Up to 10
Budget Size	Opex	Capex	
Delegated Authority	HR	Finance	
Date	30 July 2026		
Salary band (indicative)ⁱ	L4 of the DSS SECA PSA, dependent upon qualifications and house.		
Children's Worker roleⁱⁱ	Yes		

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The primary purpose of the role is to:

The Team Leader role combines direct hands on support for people with a range of administrative and supervisory functions including:

- Provide support services to people with a disability with respect, courtesy and dignity.
- Through active person-centred services oversee Support Workers in facilitating opportunities for the people we support to live the life they want and promoting self-determination of choice, power and control.
- Ensure quality of life outcomes for people we support through coaching and mentoring Support Workers.

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

Key Result Area	Expected Outcomes / Performance Indicators
Service Provision	• To provide professional, high quality individualised support to the people we support in Disability Support Services.
Respect & Relationships	• Respect and develop relationships with the people we support, families, natural support networks, co-workers and other key people you may come in contact with using appropriate terminology and creating safe and comfortable environments.
Physical Assistance	• Ensure staff attend appropriate training in order to provide personal cares and when required provide a high level of physical assistance to the people we support including all aspects of manual handling, lifting, bending and stretching and physical transfers of the people we support.
Personal Care	• Ensure staff are well orientated to each person so they are able to safely work alongside the people we support and when required provide assistance with toileting, showering, meal assistance, medication, grooming, dressing, household chores and other tasks as required that will enable the person you support to live a dignified life.
Daily Support	• Support and promote ongoing independence and review support needs on an ongoing. Oversee staff and delegate tasks for assisting in daily planning, advocacy, communication and transportation as required by the people we support and in accordance to their funding agreements. Assist the people

	we support to access and purchase items with their own money in accordance with the LLDS policy.
Administration	Read and update house diaries, communication books, wellbeing plans, risk management plans as required and ensure relevant documentation is available to outside agencies in accordance to DSS policy and guidelines. Complete all administrative tasks required, and roster and authenticate staff on duty in Actor. Maintain financial records, providing this information when required. Provide assistance as required to Manager, including but not limited to accounts payable/receivable, rostering and general administrative support.
Models of support and service delivery	Understand service delivery models in disability and proactively embed these in your practices. These include ILP's, Positive Behaviour Support, Active Support, Person Centred Support and the Social Model.
Leadership	- Empower colleagues by providing coaching, mentoring and development opportunities. - Provide clear vision, strategies, direction and support staff on site whilst working in a way that is central to the values and culture of LLDS. - Develop and supervise a team of staff effectively using a range of human resource skills and the techniques. - Provide support workers with timely support and promote reflective practices.
Team Work	- Contribute to maintaining an effective team. - Attend and participate in meetings and reviews as required. - Seek and provide guidance and feedback from others for work performance including co-workers, volunteers and students.
Growth & Representing LLDS	- Develop and maintain positive communication links with other service providers and support networks for the people we support. - Build community connections and opportunities for community participation. - Assist if required to provide communication support in order for the people we support to interact with others. - Build and maintain positive and welcoming relationships with family, friends and other service providers of the people we support. - Communicate verbally or in writing, any observations that may affect the person we support's activities and the running of the service. - Interact with external agencies e.g. Support Works, Oranga Tamariki, Police, ACC, Hospice, and Schools in a collaborative way. - Liaise and engage with external health providers e.g. GP's, OT's, Physio's, Mental Health Services, and other Specialists.

Cultural Safety	• Provide culturally appropriate support and identify and foster appropriate community and health resources. Interact and engage appropriately with other team members, ensuring behaviour is respectful and supportive. • Embed the principles of partnership, protection and participation into all aspects of our work. We walk in partnership with Tangata Whenua to meet the cultural needs of the people we support.
Professional Development	• Participates in annual performance review process including review of performance goals and identification of areas for professional development.
Quality Improvement	• Participates in quality improvement processes in your area of work. • A quality, customer-focused service is provided at all times, which follows best practice.
On Call	• Participate in the On-Call roster dependent on: ○ On-Call guidelines and training ○ Previous experience & knowledge ○ Length of service • Roster pattern.
General	• Additional duties as below. • Other duties as negotiated with your Manager.
Access and Outcomes	• Supports efforts to improve access to services and achieve better outcomes for the communities we serve. • Uses evidence and insights to identify barriers and opportunities for improvement. • Contributes to inclusive, responsive, and effective service delivery.
Te Tiriti o Waitangi	• Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. • Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. • Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.
Health & safety	• 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	• 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.
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Culture and People Leadership

- Provides visible, effective leadership that aligns people, resources, and effort to organisational priorities and outcomes.
- Builds high-performing teams through coaching, development, succession planning, and a commitment to continuous learning.
- Creates an inclusive and engaging workplace where people are supported to contribute, grow, and succeed.
- Builds trusted relationships with stakeholders and works collaboratively to deliver sustainable outcomes.
- Fosters a culture of accountability, innovation, and continuous improvement, ensuring people and organisational performance support strategic objectives.
- Champions values-based leadership and promotes a positive organisational culture that supports wellbeing, performance, and service excellence.

Matters which must be referred to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
- Any / All serious incidents and adverse events.

Relationships

External	Internal
• Advocacy organisations e.g. People for Us • GPs /primary Care • ACC • NGO Maori Providers	• Service Leads • People we support • Families and whanau • Needs Assessment Service Co-ordination • Public Health Services

About you – to succeed in this role

You will have

Essential:

- A relevant graduate and post-graduate qualification.
- Experience in implementing Te Tiriti o Waitangi in action.
- A Full New Zealand Drivers Licence is a mandatory requirement.

Full Non-NZ licences may be accepted for up to 12 months if assessed as valid by NZTA.

Restricted NZ licences may be accepted for up to 12 months whilst achieving a Full licence

- NZ Certificate Health and Wellbeing Level 4 (or equivalent recognised by Careerforce).
- First Aid Certificate.

If not held then training will be provided and must pass to acceptable standard.

- Previous practice working with people with disabilities.
- Experience in financial management and rostering of staff.
- Experience leading a team.
- Ability to perform all physical aspects of the role without causing injury to themselves or others, please refer to guidance below regarding typical physical and mental demands.
- Ability to communicate effectively with all members of the community and actively participate in building an inclusive environment for all.
- The ability to problem solve and be solution focused.
- Demonstrate a good level of organisation, planning and time management skills.
- Manage and control resources to meet demands and changing priorities, ensuring financial viability.
- Develop viable plans and organise staff and other resources to deliver objectives within agreed timeframes.
- Intermediate knowledge of Microsoft Office applications i.e.: Word, Excel, PowerPoint and Outlook.
- Understands and complies with Health NZ Information Technology policies.
- A genuine interest in the well-being and inclusion of people with disabilities.
- Demonstrate a high level of commitment and responsibility whilst understanding and respecting the people we support, their families and other people involved.
- Works effectively within a team and within a leadership role, communicates well and shows continued enthusiasm for developing LLDS.
- Strong support, training and communication skills in order to provide support, development and assistance to colleagues.
- Ability to maintain professional boundaries and stay in role.
- Well-developed conflict resolution skills.
- Ability to identify problems, seek to understand their underlying causes, escalate as appropriate to Manager and/or to act quickly and decisively to resolve them.

You will be able to Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.

ⁱ Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

ⁱⁱ The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.