

POSITION DESCRIPTION: CLINICAL TEAM LEAD, TE ARA RAU ACCESS AND CHOICE (TARAC)

Background	<p>THINK Hauora is a network that designs, delivers and supports primary health care services across Ōtaki, Horowhenua, Manawātū and Tararua.</p> <p>THINK Hauora has a strong focus on equity and a commitment to collaborating and partnering with others to improve outcomes for our communities.</p> <p>This position description (PD) captures the expected functions of the position and is refreshed periodically. The PD is supported by an annual work programme.</p>	
Primary Functions	<p>The TARAC Clinical Team Lead is responsible for collaborating with THINK Hauora and its partners to ensure the smooth operation of TARAC services. This includes:</p> <ul style="list-style-type: none"> • Overseeing the daily functions of TARAC services in coordination with the TARAC Manager, Clinical Team Lead, and other key kaimahi. • Providing consistent, transformative guidance , coaching and clinical support to TARAC kaimahi throughout the rohe. • Leading transformational initiatives related to TARAC services. • Engaging in continuous discussions about WAIORA, He Ara Oranga, and Pae Ora to integrate these concepts into Primary Mental Health. • Promoting service enhancement and exploring opportunities for collaboration with internal and external stakeholders. 	
Reports to	TARAC Manager	
Direct reports	<ul style="list-style-type: none"> • Mātanga Whai Ora • Health Coaches • The Tūturu Service kaimahi 	
Functional Relationships	Internal <ul style="list-style-type: none"> • Clinical and Network Services • Strategy and Enablement Services • Integrated Support Team • Data & Digital Services • Connecting Communities • THINK Hauora teams located throughout the MidCentral rohe. 	External <ul style="list-style-type: none"> • Tāngata Whaiora • External providers of specialised brief therapy • External Group Providers • General Practice Teams (GPTs)/ Integrated Family Health Centre (IFHC) Teams • NGOs • Te Whatu Ora MidCentral Mental Health & Addiction Services • Specialist and acute care teams • Community organisations • Iwi and Māori providers • Pacific health services • Te Whatu Ora • Te Pou • Other Service providers

Primary Location	Located within the THINK Hauora region, responsive to the needs of the TARAC service across Papaioea, Ōtaki, Horowhenua, Manawatū and Tararua.
Salary Range	Based on skills and experience
Nature of Position	Fixed-term (12 months), full-time (1.0 FTE)
Hours	Forty (40) hours per week (1.0 FTE), Monday to Friday.
Status as described in the Vulnerable Children's Act 2014	In line with the Vulnerable Children Act 2014 and our service agreement with MidCentral DHB, this position has been identified as a Core Worker position.
Health and Safety	<p>All staff and governance at THINK Hauora participate in health and safety management practices, ensure that work is done in a safe environment, reports and works to eliminate, isolate, or minimise any hazards, and applies THINK Hauora's health and safety policies and procedures.</p> <p>Staff must act to ensure that THINK Hauora complies with its responsibilities under the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation. Be able to demonstrate actions in an emergency situation that are specific to the workplace and are designed to keep individuals safe.</p>
ORGANISATIONAL VISION, MISSION and VALUES	
Our Vision Our Purpose Our Strategic Goals	<p>Tūhonotia te hapori ki te Ora – Connecting Communities for Wellbeing</p> <p>Strengthening primary and community care to improve health and wellbeing for people and whānau</p> <ol style="list-style-type: none"> 1. Strengthening hauora Māori and equity 2. Enabling primary care services in the right place at the right time 3. Facilitating integrated community, primary, and secondary systems 4. Strengthening collective action for hauora through partnerships 5. Advancing organisational excellence, discipline and capabilities.
Our Values	<p>Tūturu: We act with trust and integrity in all that we do</p> <p>Manaakitanga: We respect and care for our people</p> <p>Kotahitanga: We work in partnership and unity</p> <p>Mana: We are responsible and accountable to our people</p> <p>Māia: We act with courage</p>
Commitment to Te Tiriti o Waitangi:	<p>Te Tiriti o Waitangi is the founding document of Aotearoa New Zealand. It established a partnership between Rangatira and the British Crown and placed obligations on the Crown to iwi and hapū. The longstanding clearly evidenced disparities in health and other socio-economic outcomes for iwi and hapū reflect the Crown's failure to uphold these obligations.</p> <p>As a Primary Health Organisation (PHO) providing primary health services, we acknowledge those same obligations. This reflects our commitment to uphold them, which we summarise below:</p>

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	Article 1: Kāwanatanga	We are responsible stewards of our network, enabling and connecting health services to provide for all our communities
	Article 2: Tino Rangatiratanga	We are honourable Tiriti partners, recognising the hauora sovereignty of mana whenua
	Article 3: Ōritetanga	We are committed to equitable health access, treatment, and outcomes for Māori
	<p>Our commitment to Te Tiriti also encompasses the five Treaty principles identified in the Waitangi Tribunal's WAI 2575 Stage One Hauora report: Tino rangatiratanga, Equity, Active Protection, Options, and Partnership.</p> <p>These principles influence every interaction we have - with whānau, partners, communities, and each other.</p>	

Equity	<p>THINK Hauora is committed to improving access to services and achieving equity of health outcomes across communities. We provide support and guidance to the wider workforce to do the same. THINK Hauora believes in equity and requires staff to “stop, look, listen and think” about how they can design, develop, and deliver services that create and maintain equitable environments to effect change and ensure that whānau flourish.</p>
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KEY RESPONSIBILITIES		
Key Competency	Activities	Expectations

Management of Clinical Care	<ul style="list-style-type: none"> • Utilises comprehensive knowledge of the symptoms, development, underlying biological mechanisms, and expected outcomes of prevalent mental health conditions. • Employs extensive understanding of treatment methods, including the application of pharmacology and medication management in patient care. • Recognises the broader factors affecting health and their influence on individuals' well-being and circumstances. • Utilises and develops pathways that are centered around tāngata whaiora, their family, and whānau. • Uses and encourages kaimahi to use research-based practices in decision-making to promote the autonomy, respect, and choices of whānau. • Has a strong understand of risk, has ability to notice when mental health is worsening, and supports tāngata whaiora to access suitable services, in conjunction with kaimahi. • Triage referrals and coordinates necessary care when needed. • Understands and uses cross-cultural communication techniques to improve therapeutic and professional interactions. • Makes sure that the service tackles disparities and barriers to access for whānua. • Fosters solid professional connections with Te Whatu Ora 	<ul style="list-style-type: none"> • Evidence of working in collaboration with kaimahi. • Evidence of review and evaluation of assessment within agreed timeframes. • Kaimahi receive training in and adhere to the latest best practice guidelines. • They are supported in achieving professional standards and organizational objectives that contribute to the well-being of the community. • Staff are assisted in proper risk management and in coordinating the provision of care when necessary. • Assessments are audited, and the resulting recommendations are implemented. • All referrals are processed correctly, following the Ministry of Health and New Zealand Guidelines.
	<p>MidCentral, Iwi & Māori Organizations, NGOs, and local communities.</p>	

Strategic and Professional Leadership	<ul style="list-style-type: none"> • Encourage a culture of professionalism and positivity among team members. • Regularly engage team members in discussions about the organisation's vision, mission, and values. • Help team members excel in their roles by providing support and ensuring all work meets: <ul style="list-style-type: none"> ○ Best practice standards ○ Evidence-based methodologies ○ Contractual obligations ○ Health and safety best practices • Collaborate with kaimahi and the TARAC Manager to manage cases and workloads efficiently, upholding health and safety standards. • Conduct frequent one-on-one meetings with direct reports for reflection, feedback, performance evaluations, and coaching. • Implement performance development plans in line with organisational policies, which may include: <ul style="list-style-type: none"> ○ Providing professional supervision when necessary ○ Offering coaching, mentoring, and support ○ Addressing performance issues and escalating them to the TARAC Manager as needed • Participate in hiring processes to select candidates who align with TARAC's goals. • Oversee both internal and external communications. • Organise meetings related to TARAC services as required, both within and outside the organisation. • Contribute to the creation and enhancement of innovative projects or initiatives, in collaboration with stakeholders and the TARAC Manager to improve community outcomes and resource utilisation. 	<ul style="list-style-type: none"> • Staff will demonstrate their commitment to the organisation's vision and values through various channels, such as satisfaction surveys and team meeting feedback. • Assist team members in setting professional objectives and developing performance development plans. • Ensure that annual performance evaluations and development plans are completed punctually and submitted to HR and the CPD team. • Create opportunities for dialogue and the sharing of best practices in evidence-based healthcare. • Manage team members' caseloads efficiently. • Team members will thrive with the guidance and mentorship of the Clinical Team Lead. • Achieve a balance in workload through strategic prioritisation. • Spot service delivery gaps and advise the TARAC Manager on improvements. • Effectively identify, track, and handle clinical risks. • Ensure all documentation complies with legal standards. • Address performance issues according to company policies. • Guarantee comprehensive orientation for team members to their specific roles and work environment. • Cultivate strong partnerships with service providers and agencies aligned with service goals. • Foster a high-performance team culture. • Strengthen and sustain relationships with THINK Hauora and external stakeholders.
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	<ul style="list-style-type: none"> • Ensure that appropriate professional supervision is available for each team member when applicable. • Assist the TARAC Manager and other essential TARAC staff in orienting new employees, implementing orientation and induction programs consistent with TARAC services. 	
Driving Service Improvement	<ul style="list-style-type: none"> • Collaborate closely with the TARAC Manager to facilitate change management, ensuring that service delivery standards are met and improved upon. • Leverage data to drive enhancements in service performance and quality. • Support the advancement of operational processes and workflows within the TARAC team alongside the TARAC Manager and other key TARAC personnel. • Apply creative and innovative thinking to develop new and effective programs or pathways that achieve organisational goals, particularly in the realm of clinical service provision, while also supporting the TARAC Manager in the implementation of change management strategies. 	<ul style="list-style-type: none"> • Collaborate with team members to meet and exceed service delivery standards. Use data to drive continuous improvement in service performance. • Support the enhancement of operational processes and workflows. Work alongside the TARAC Manager and key TARAC kaimahi to refine these processes within the team. • Engage in creative and innovative thinking to develop new programs or pathways that align with organizational goals, especially in clinical service provision. Assist the TARAC Manager with change management initiatives, ensuring smooth transitions and effective implementation of new strategies and processes.
Wellbeing, Responsibility, Choice, Freedom	<ul style="list-style-type: none"> • Support team members to apply the organisation's Health and Safety policies and procedures in their own work to maintain the safety of staff and visitors and mitigate risk. 	<ul style="list-style-type: none"> • Staff will be safe in their working practice and be enabled to mitigate risk. • Support the development of a positive environment where wellbeing is valued.
Improve Health Outcomes for Maori, Pasifika and other priority populations	<ul style="list-style-type: none"> • Strengthen and expand relationships with Iwi/Māori, Pasifika, Rainbow, RIMA, and whaikaha communities to enhance community engagement and improve health outcomes. • Play a role in creating a workforce that is effective, culturally aware, and able to respond to diverse needs. • Ensure that the cultural needs of team members are addressed 	<ul style="list-style-type: none"> • Establish strong connections with the local Iwi, Pasifika, Rainbow, RIMA, and Whaikaha organisations. • Ensure that staff are culturally proficient and understand the principles of equity. • Provide support for kaimahi cultural requirements. • Implement an equity-focused approach throughout all stages of service delivery and patient care.

	<p>within the organization's structure, policies, and procedures.</p> <ul style="list-style-type: none"> • Through strategic workforce planning and recruitment, contribute to a workforce that mirrors the diversity of the community. • Support the organization's enduring commitment to Whānau Ora, Ka Ao Ka Awatea, and the Outcomes Framework, in partnership with the TARAC Manager and Clinical Team Lead colleague. 	
Other Duties	<ul style="list-style-type: none"> • Readily performs any other duty as requested by your Manager. • Complete impromptu work requests. 	<ul style="list-style-type: none"> • Readily responds to requests and completes tasks in timely manner.
Health and Safety	<ul style="list-style-type: none"> • Report and work to eliminate, isolate or minimise any hazards. • Participate in health and safety management practices for all employees 	<ul style="list-style-type: none"> • Ensure that work is done in a safe environment. • Apply the organisation's health and safety policies and procedures.
PERSONAL SPECIFICATIONS		
Qualifications	<ul style="list-style-type: none"> • A formal nursing qualification in mental health and/or addictions field with at least 2 years' senior experience is desirable. • Registered health professional regulated under the Health Practitioners Competence Assurance Act (2003). • Current Annual Practicing Certificate (APC). 	
Essential	<ul style="list-style-type: none"> • Experience in leading and managing a high performing clinical team. • Can deliver effective communication, both written and verbal. • Ability to build and maintain a cohesive team culture. • Adopts a transformational and innovative work approach. • A resilient and agile leader with the ability to engage a team. • Thinks analytically and critically. • Goal orientated. • Seen to be acting fair and reasonable. • Embraces diversity and change. • Demonstrates a clear understanding of, and commitment to, cultural competency including Te Tiriti o Waitangi and Pasifika in all aspects of performance. • Demonstrates the THINK Hauora values of trust, respect, unity, accountability, and courage. • Current Full NZ Drivers Licence 	
Desirable	<ul style="list-style-type: none"> • Proven experience motivating and driving a team to achieve organisational objectives and department frameworks. • Experience improving, and/or exceeding healthcare standards. • Able to analyse successes and failures for ways to make improvements, be relentless and a versatile learner. • Ability to implement innovative ideas and solutions to overcome obstacles. 	

EMPLOYEE ACCEPTANCE

This Position Description has been agreed between:

Management Representative (print then sign)

Date:

And

Employee (print then sign)

Date: