POSITION DESCRIPTION
Oranga Tamariki—Ministry for Children

Title:	Team Leader Operations - Residential Services
Group:	Care Services / Youth Justice Services
Reports to:	Residence Manager
Location:	As specified
Direct Reports:	Yes
Budget:	No

OUR ORGANISATION

About us	Oranga Tamariki—Ministry for Children is a Ministry dedicated to supporting any child in New Zealand whose wellbeing is at significant risk of harm now, or in the future. We also work with young people who may have offended, or are likely to offend. Our belief is that in the right environment, with the right people surrounding and nurturing them, any child can, and should flourish.
Our vision	Our vision is: New Zealand values the wellbeing of tamariki above all else.
Our purpose	Our purpose is: To ensure that all tamariki are in loving whānau and communities where oranga tamariki can be realised.
The Oranga Tamariki way	We're introducing a new way of doing things. A way of looking at the world that guides everything we do:

Our core outcomes	Our core outcomes are: - All children and young people are in loving families and communities where they can be safe, strong, connected, and able to flourish - Improved outcomes for all children, especially tamariki and rangatahi Māori.

POSITION PURPOSE

The purpose of this role is to provide leadership to, and management of, the Care team. The Team Leader Operations has the responsibility to ensure that the Care team provides effective 24 hour a day 7 days a week support to implement the plans and programmes for each child and young person, ensuring that units and shifts are consistently and appropriately staffed at all times. The Team Leader Operations is also responsible in ensuring that on-shift safety, security and risk management practices are maintained.

KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities

Management of the Residence	– Ensure that the Care team provides effective 24 hour a day 7 days a week support to implement the plans and programmes for each child and young person
	
	– Provide effective leadership to, and management of, the Care team by:
	  o Monitoring practice and reinforcing role responsibilities and practice expectations through direct observation
	  o Ensuring accurate documentation and administration
	  o Ensuring Care Team staff receive performance and development feedback and coaching to assist professional development, strengthen on-job performance and ensure training needs are identified and addressed
	  o Ensuring practice or performance issues are identified and appropriate action plans are put in place to remedy issues
	  o Ensuring that there are arrangements in place to provide for the provision of individual supervision as required by professional bodies
	
	– Facilitate and monitor adherence to, and consistency with:
	  o The Residences service model
	  o Service principles and standards
	  o Legislative requirements
	
	– Allocate staff and resources to best meet the needs of the child and young people, and mitigate risk
	
	– Support the designated shift co-ordinators to undertake their tasks and responsibilities
	
	– Provide oversight of on-shift safety, security and risk management practices, by ensuring that all risks and issues are identified and communicated
	
	– Perform designated quality assurance processes for standard operating procedures, Residential care regulations and other safety/security functions in order to ensure staff compliance
	
	– Ensure that:

Key Result area	Key Accountabilities

	o All new staff undergo induction and orientation training
	
	    o Regular training is provided to Care team staff on team days and in other forums
	
	    o Coaching arrangements are put in place for all staff
	
	– Fulfil the administrative and management requirements of the role
	
	– Demonstrate an ongoing commitment to continuous development aimed at improving the effectiveness of their own role.

Leadership and management	– Future builder - help staff and the organisation navigate the future – People builder – develop people and identify talent – Deliverer - make things happen, with and through others – Steward - lead in a public service context, contributing to a better New Zealand – Understand and implement your manager Health, Safety and Security accountabilities – Ensure health, safety and security policies and procedures are understood, followed and implemented by all employees.
Being part of the Oranga Tamariki team	– Actively and positively participate as a member of the team – Proactively look for opportunities to improve the operations of Oranga Tamariki – From time to time, you may be required to perform other reasonable duties as requested by your manager – Comply with and support all health and safety policies, guidelines and initiatives – Ensure all incidents, injuries and near misses are reported into our H&S reporting tool – Comply with all legislative and regulatory requirements, and report any breaches as soon as they become known – Adhere to all Oranga Tamariki procedures, policies, guidelines, and standards of integrity and conduct – Commitment to the Treaty of Waitangi and respect and incorporate these into your work.

KEY RELATIONSHIPS

Internal	
Internal	– Manager Clinical Services, Residences – Team Leader Clinical Practice – Case Leaders – Care Team Social Workers and Youth Workers – Employment & Programmes Coordinator – Residential Services National Office Team

	–	Oranga Tamariki staff
External	–	On-site or contracted allied professional service providers (School Principal/school/education, medical, mental health).
	–	Allied agencies involved in cases (Work and Income, Housing NZ, community providers).
	–	Other Residential Services practitioners in public and private sector organisations.
	–	Iwi/Māori
	–	Tangata Pasifika

QUALIFICATIONS & EXPERIENCE

Qualifications	–	A recognised qualification or studies/papers completed in fields such as psychology, education, social work, nursing, management, business administration, sport & recreation management, or other related fields
	–	A clean, current driver's licence is essential.
Knowledge and experience	–	Proven experience in effectively leading and managing people
	–	Experience at a team leader level in the operations and service delivery aspects of the social services sector within Oranga Tamariki or a comparable organisation
	–	Experience in managing a multi-disciplinary team
	–	Sound understanding of, and preferably experience in working within the statutory obligations of Oranga Tamariki; and a strategic overview of the business of Government and the State Sector environment
	–	Proven practical background in process planning – including how to set up systems and processes to ensure efficient service delivery with a focus on quality and risk management
	–	Demonstrated ability to work in collaborative peer and other stakeholder relationships
	–	Experience in the development, preparation and monitoring of service delivery performance measures and of reporting against these
	–	Experience in leading and managing a team successfully during a period of change.
Skills and behaviours	–	Excellent verbal, written and interpersonal communication skills
	–	Ability to communicate complex ideas to a variety of audiences and build and maintain rapport with others
	–	Understanding and appreciation of cross cultural issues and concerns, in particular, knowledge of tikanga Māori, and Pacific peoples' culture
	–	Tolerance, understanding and empathy for working with children and young persons

- The ability to lead and actively promote a pro-social environment
- Proven leadership and management skills, including the skills and behaviours needed to:
    o Proactively engage and inspire staff
    o Develop skills and build confidence levels amongst staff
    o Effectively manage performance
    o Build and reinforce a positive and professional team culture
- Excellent oral and written communication skills. Ability to appropriately communicate complex ideas and data to a range of audiences
- The ability to collaborate with others, across the spectrum of Oranga Tamariki functions, to achieve mutually agreed goals
- Sound understanding of the Social Services environment
- Ability to resolve conflicts or differences by finding areas of agreement that benefit the organisation and individuals
- Ability to maintain performance under stress
- Ability to build and maintain rapport with others based on their own integrity and honesty, demonstrating effective interpersonal skills
- Commitment towards positive outcomes for children, young people and their families
- Ability to anticipate and resolve problems making decisions based on risk management analysis
- High level computer and keyboard skills including Word, Excel, email and data entry
- The ability to manage sensitive and confidential information in an appropriate manner

POSITION COMPETENCIES

Competency	Description of success profile behaviour
1. Client Focus The desire and willingness to understand and meet or exceed client expectations. Clients are those groups or individuals, internal or external, who use the services of Oranga Tamariki.	- Delivers superior service to clients - Understands, empathises with, and identifies the needs, concerns and priorities of clients and ensures that services are delivered to take account of these - Takes personal responsibility for correcting client service problems and/or "championing" client issues - Corrects problems promptly, without getting defensive - Attempts to give added value to the client - Actively supports the interests of the client by making choices and setting priorities to meet their needs.
2. Communication	- Work shows recognition of the importance of

Competency	Description of success profile behaviour
The ability to clearly convey thoughts and ideas effectively. This may include listening, interpreting, formulating and delivering verbal, non-verbal, written, and/or electronic messages.	communication in achieving results
	– Seeks to understand others' frame of reference and uses this understanding to identify the most effective method of conveying information
	– Uses different ways of conveying a message to add clarity and meaning to communications
	– Adapts communications to the views and level of knowledge of the audience
	– Prepares and structures communication well. Is able to make complex issues understandable
	– Sets out arguments clearly and logically; persuades and influences others.
3. Teamwork The ability and willingness to work with others co-operatively and productively in order to achieve group objectives. This may include informal work groups, advisory groups or committees and project teams.	– Acts to promote a welcoming, productive climate, good morale and co-operation within and between teams
	– Genuinely values others' input and expertise
	– Contributes own expertise to the team
	– Facilitates and influences positive outcomes that support team goals
	– Promotes team co-operation, even during heated discussions
	– Is willing to set aside personal agenda in order to support the team consensus
	– Assists in mediating between team members to resolve conflict.
4. Relationship Management The ability to interact with and develop effective working relationships with a wide range of people of different types and in different situations. This includes establishing formal and informal working relationships, developing win/win relationships and assessing and responding to individual behaviour.	– Builds good rapport with people at all levels
	– Actively seeks opportunities to contribute to positive outcomes for clients, stakeholders, staff and colleagues
	– Approaches issues or disagreements with the objective of reaching win/win solutions
	– Develops relationships with the intent of achieving effective delivery of relevant services.
5. Planning and Organisation The ability to identify objectives and develop effective action plans to achieve them. This may include using sound personal organisation disciplines; using a methodical and	– When prioritising own work, is aware of impact on others
	– Balances conflicting priorities as necessary
	– Anticipates future demands and prepares appropriately
	– Anticipates difficulties and develops contingency plans
	– Contributes to the preparation of plans for the team

Competency	Description of success profile behaviour
systematic approach towards planning workloads; using project management skills; exhibiting appropriate initiative and persistence; focusing on work that is of high quality.	– Demonstrates effective project management skills and breaks down large tasks into separate milestones and deadlines – Introduces complex systems and monitors their use.
6. Results Orientation The ability to take personal responsibility for the delivery of results. This includes delivering required results consistently and successfully, exhibiting appropriate initiative and persistence and focusing on work that is of high quality.	– Takes full responsibility for making things happen, including in situations that are very demanding or not clearly defined – Tenacious in finding alternative means to meet a goal if difficulties arise – Regarded as totally dependable to achieve planned results.
7. Information gathering The ability to collect and manage information relevant to an issue through a variety of methods. This includes research, networking with others, observation, computer databases and sharing knowledge and information with others.	– Systematically collates information from a wide range of sources and assesses its relevance – Ensures the procedures for gathering information are effective and efficient – Has personally established channels and systems for gathering up-to-date information (e.g. networking, informal meetings).
8. Problem solving and judgement The ability to apply an objective, logical reasoning process to a problem or work situation in order to develop a conclusion or recommendation.	– Breaks down complex situations into manageable parts in a systematic way – Recognises several likely causes of events – Does not stop at first answer; strives to find out why something happened – Considers all aspects of a situation, weighing up different options to arrive at the best solution – Makes clear decisions based on a logical analysis of the options – Acquires new information and applies knowledge to analyse issues and resolve problems.
9. Team Management The ability to provide direction and leadership to others and to maximise the effectiveness of a team.	– Empowers and encourages people to perform better – Brings out the best in people through setting challenging objectives – Uses a range of strategies to promote team morale and productivity – Holds people accountable for performance and consistently compares performance against standards – Addresses performance issues effectively, including taking disciplinary action where appropriate.

Desirable competencies

Competency	Description of success profile behaviour
1. Change Orientation The ability to think about a situation, issue or process in new or varying ways and to generate new ideas. This includes the willingness to seek out and implement better ways of doing things and to embrace change.	– Stretches to continuously improve activities and results beyond work unit – Helps to establish a climate that encourages innovation and receptivity to change – Demonstrates consistent ability to generate new ideas and initiatives – Shifts focus and activities quickly in response to changing organisational priorities.
2. Self-Development The ability and desire to take ownership of one's development and to proactively pursue opportunities to learn and develop. This may include recognising opportunities for self-development, taking responsibility for remaining competent and learning from mistakes and successes.	– Learning is focused on current role and also on career development – Designs a personal action plan to address own issues constructively and understand the most appropriate learning style for self – Uses a range of sources to develop own knowledge and skills – Seeks feedback from others with the intent of self-improvement.
3. Integrity The ability to maintain confidences and trust, and to act in an honest, ethical and professional manner.	– Takes action based on a clearly stated set of values, even if such action might disadvantage oneself – Does not lie to cover up disadvantageous facts – Challenges or confronts abuse of power.
4. Technical Skills and Knowledge Demonstrates specialist or technical knowledge and skills within one's functional area (e.g. Finance, HR, Policy, QA, etc).	– Possesses expert knowledge in the most complex and advanced aspects of functional area – Serves as a subject matter expert and is recognised as a source of expertise within and across divisional groups – Challenges current policies and practices.
5. Cultural Responsiveness Shows cultural sensitivity, awareness and understanding of diversity. Builds and maintains effective relationships with Māori and other cultural groups. Is responsive to the needs of Māori and other cultural groups, effectively relating to clients from diverse cultural backgrounds and ensuring opportunities for Māori input into decision-making.	– Demonstrates an understanding of the key concepts embodied within the Treaty of Waitangi and their application to Oranga Tamariki. – Understands the social, ethnic and behavioural characteristics of those from different cultural backgrounds and is able to translate that knowledge into work practices and delivery of services – Collaborates with different cultural communities regarding service delivery and demonstrates a willingness to work together – Demonstrates that cultural responsiveness is valued, clearly defined, understood and applied within Oranga

Competency	Description of success profile behaviour
	Tamariki.