

Position Description

DUNEDIN TEAM LEADER | FINAL

Position	Dunedin Team Leader
Number of positions	Two positions
FTE	1.0 full-time equivalent per position
Direct reports	Social Service Practitioners and other staff allocated by the Practice Manager
Reports to	Practice Manager
Location	Dunedin
Portfolio allocation	One or more service portfolios as allocated by the Practice Manager

Vision and Values

Anglican Family Care’s vision is for strong, connected and thriving whānau and tamariki. Anglican Family Care values:

- Whanaukataka: Facilitating relationships, creating a sense of belonging, and strengthening and enhancing connections.
- Kotahitaka: Building common purpose, shared direction, togetherness and unity.
- Manaakitaka: Enhancing mana through care, generosity and respect.
- Mahi Tahi: Working together with shared commitment, skills and knowledge.
- Whakahirahira: Inspiring people to grow and be their best, building on their strengths.
- Awhinatika: Guiding, supporting and nurturing people with empathy and humility.

Anglican Family Care is a social services agency that has served the people of Otago since 1970. Our mission is to work together with Otago whānau to make change that inspires hope for a better future.

Purpose

- Lead, supervise and continuously improve the quality and effectiveness of social services delivered through allocated Dunedin service portfolios.
- Provide consistent, safe and equitable leadership across Dunedin services, working jointly with the other Dunedin Team Leader and the Practice Manager.
- Ensure organisational priorities, contractual obligations, practice standards and service outcomes are achieved while supporting a positive workplace culture and continuous improvement.

Role Context and Portfolio Allocation

This is the position description for both Dunedin Team Leader positions. The positions are not permanently assigned to a single named service or team. The Practice Manager will allocate and review service portfolios, direct reports and operational responsibilities between the two positions according to practitioner numbers, service complexity, contract requirements, supervision demand, referral and allocation workload, practitioner capability, leave cover, stakeholder relationships and service continuity. Each Team Leader may lead one or more portfolios and is expected to work collaboratively and provide cover across Dunedin services where required.

Key Responsibilities

Deliverable	Expected outcomes
1. People leadership and supervision	
Lead and manage allocated practitioners	• Kaimahi understand organisational priorities, service expectations, policies, procedures and professional obligations. • Workloads, leave, availability and wellbeing are actively monitored and managed.

Deliverable	Expected outcomes
	- A supportive and accountable team culture is maintained, with clear communication and psychological safety. - Staff resources are used effectively and service commitments are met.
Provide professional supervision, coaching and development	- Kaimahi receive appropriate and timely supervision in line with organisational policy and professional requirements. - Development plans, coaching and learning opportunities support competent and confident practice. - Complex decisions and high-risk situations receive timely leadership support.
Support recruitment, induction and performance	- Recruitment and induction are completed with the Practice Manager and relevant leaders. - Performance reviews are completed and good performance is recognised. - Performance or conduct concerns are addressed promptly, fairly and in line with policy and employment obligations.
2. Service delivery and workload coordination	
Oversee referrals, allocation, waitlists and caseloads across allocated portfolios	- Referrals are appropriate, prioritised and responded to within required timeframes. - Caseloads and workloads are distributed fairly, with risk, complexity and practitioner capability considered. - Urgent response, leave cover and service continuity are planned and maintained.
Coordinate leadership across Dunedin services	- The two Team Leaders and Practice Manager maintain a shared view of capacity, pressure, risk and service priorities. - Portfolio and direct report allocation can be adjusted when ratios, service demand or operational requirements change. - Cross-cover and consistent decision-making reduce reliance on historical team boundaries.
3. Practice quality, safety and compliance	
Provide oversight of practice quality and client case management systems	- Records are accurate, timely and meet legislation, policy, professional and contract requirements. - Kaimahi are competent and confident in using case management and reporting systems. - Practice audits, quality checks and corrective actions are completed as required.
Maintain child protection, safety and escalation pathways	- Care and protection principles, the Oranga Tamariki Act 1989 and the paramountcy of the child are understood and applied. - Reports of Concern, high-risk matters and other escalations are identified and managed promptly. - Safety checking, privacy, incident reporting and other compliance requirements remain effective.
4. Contract performance, reporting and continuous improvement	
Monitor service delivery, outputs and outcomes	- Teams perform to contract specifications, service manuals, quality standards and agreed targets. - Required reports, data and statistics are accurate and supplied to the Practice Manager within agreed timeframes. - Risks, emerging pressures and performance gaps are identified early and escalated appropriately.
Improve systems and ways of working	- Processes are reviewed to remove duplication, improve consistency and make effective use of organisational resources. - Learning from incidents, feedback, audits and service data is translated

Deliverable	Expected outcomes
	- into practical improvement. - The role contributes constructively to service design and the implementation of organisational change.
5. Organisational leadership and relationships	
Contribute to Leadership Group and organisational forums	- Operational information, service risks and improvement opportunities are shared openly and constructively. - The role contributes to common leadership practice, culture and organisational priorities. - Decisions are implemented consistently across allocated portfolios.
Develop and maintain stakeholder and community relationships	- Strong relationships are maintained with referrers, funders, service partners and community networks. - Services are understood and represented accurately in the social service community. - The role supports partnership development, public visibility and opportunities for sustainable service growth.
6. Other duties	
Undertake other reasonable duties directed by the Practice Manager or General Manager	- Additional duties are consistent with the purpose, capability and responsibilities of the position. - Competing priorities and any capacity concerns are raised promptly.

Delegations of Authority

The Team Leader may approve annual leave, manage performance and approve professional development for direct reports within organisational policy, delegated authority and available budget. Financial expenditure requires approval within the organisation's delegation framework. Any additional delegations will be recorded separately.

Health and Safety

Anglican Family Care is committed to a high standard of health, safety and wellbeing. The Team Leader is expected to model safe work, identify and respond to hazards and risks, support worker engagement, ensure incidents and concerns are reported, and actively monitor workload and wellbeing within allocated portfolios. The role must follow organisational requirements and promptly escalate matters that cannot be resolved within its authority.

Te Tiriti o Waitangi

We honour Te Tiriti o Waitangi, accord value to te ao Māori, support kaitiakitanga and are responsive to the needs of Māori communities. The Team Leader participates in initiatives that embed te ao Māori into the way we work and develops the confidence and capability required to contribute to the organisation's bicultural journey and its commitment to being Treaty responsive.

Person Specification

Area	Essential	Desirable
Qualifications or education	Relevant tertiary qualification.	Training or qualification in professional supervision.
Experience and knowledge	- Experience in social work, family support, counselling, community services or another relevant discipline. - Sound knowledge of care and protection principles, child-centred practice and the Oranga Tamariki Act 1989. - Experience coordinating complex workloads, responding to risk and supporting sound practitioner decision-making. - Current full New Zealand driver licence.	- Previous team leadership, supervision or management experience. - Practical experience of employment and human resources principles. - Experience across more than one social service contract, programme or practice setting.
Skills and attributes	Able to lead across multiple service functions and work collaboratively without fixed team boundaries.	Experience using service data and quality information to improve delivery.

Area	Essential	Desirable
	• Able to work with the Leadership Group and senior leaders on matters of sensitivity and confidentiality. • Strong communication and relationship skills with kaimahi, whānau, referrers, funders and service partners. • Excellent time management, prioritisation, assessment, reporting and planning skills. • Ability to manage workload, conflict, performance and competing demands calmly and fairly. • Commitment to Te Tiriti o Waitangi, cultural safety and continuous learning. • Sound understanding of health and safety responsibilities.	• Experience contributing to service development, contract performance or organisational change.

Personal Competencies

The competencies for the role are drawn from the SHL Unified Competency Framework and reflect the requirements of a flexible, cross-service leadership position.

Competency	Essential	Desirable
1.1 Deciding and Initiating Action	✓	
1.2 Leading and Supervising	✓	
2.1 Working with People	✓	
3.2 Persuading and Influencing		✓
3.3 Presenting and Communicating Information		✓
4.1 Writing and Reporting	✓	
4.3 Analysing		✓
5.1 Learning and Researching		✓
5.2 Creating and Innovating		✓
6.2 Delivering Results and Meeting Customer Expectations	✓	
6.3 Following Instructions and Procedures	✓	
7.1 Adapting and Responding to Change		✓
7.2 Coping with Pressures and Setbacks	✓	
8.1 Achieving Personal Work Goals and Objectives	✓	

Other Attributes

- Has the professional maturity to manage sensitive or confidential information and act appropriately across varied environments and situations.
- Can work outside standard hours when reasonably required to meet role objectives or respond to urgent service needs.
- Can share responsibility, collaborate closely and adapt portfolios without creating unnecessary service boundaries.

Acknowledgement

I have read and understood this position description and am aware of the responsibilities, requirements and duties of the role.

Name	Signature / Date
Manager	Signature / Date