

## **A Day in the Life of:**

### **A Team Coach – Wellington Community Services**

You will usually start your day at the office base with the rest of your team and plan your day. We have teams based in Thorndon Quay, Wellington and in Raumati on the Kapiti Coast. The initial time in the office is spent checking phone messages and reading communication via file notes, diaries and emails to ensure that you will have all the information you require for the day. It is also a time to check in with your team members to ensure that any health and safety issues are attended to before they start their day.

You will spend time outside of the office, which may include attending review meetings, other stake holder meetings and from time to time you will engage in direct work with the people we support. You need to be comfortable and competent driving in all conditions and in all types of roading around our region and you need to be a fully licensed driver as you will be expected to take others in the car with you as part of your role. Our cars are predominantly hatchbacks with automatic transmission.

The role of the Team Coach is to lead a team of staff to meet our contract responsibilities in a way that is consistent with Pathways values and meets our employment responsibilities, including safety and wellbeing.

Whilst each day may be different the tasks that a team coach may fulfil are:

- Individual coaching of direct reports
- Personal coaching with Service Manager
- Facilitating team meetings
- Facilitating entry and exit processes for people we support
- Accessing risk management information
- Assisting team members with service planning and review processes
- Oversighting team 90 Day planning cycle and individual 90 day planning
- Auditing files to ensure quality
- Investigating incidents
- Managing performance
- Managing team safety and wellbeing
- Report writing
- Being a member of our on call after hours service for the community service.