



# Team Coach

*Position Description*

# About Pathways and the Wise Group

At Pathways, we provide community-based mental health and wellbeing services throughout New Zealand. We support people to live well and be part of the communities of their choice by providing a range of support services around practical daily living, leading a healthy life, employment and housing.

Pathways was established in 1989, introducing a new model of care to the mental health sector. Today, with our inspirational dream of 'transforming mental health and addictions through fostering strong, compassionate, self-supporting communities', we're continuing to lead, innovate and pioneer new ways of working.

We believe everyone can recover and we're here to do everything we can to support them in their recovery. Our spirit of 'whatever it takes' is not just a slogan on the wall for us, our employees live this spirit every day.

While mental health is our priority, total wellbeing is our goal. We're all about hope and respect and providing personalised support that changes as people's needs change. We are committed to working in a trauma informed way, recognising the impact trauma may have had on people and working with them to build their resilience and protective factors.

Join us on our journey of helping people live a life they love.

## The Wise Group

Pathways is part of the Wise Group, one of the largest non-government providers in New Zealand. The Wise Group is a family of charitable entities, all linked by a common dream – to create fresh possibilities and services for the wellbeing of people, organisations and communities.

Being part of the Wise Group gives Pathways access to a wealth of resources and support, both from our shared business infrastructure services and from other entities in the group.

## Position

**Reports to:** Service and Relationship Manager

**Location:**

**Purpose:** To provide inspirational leadership to a team who create mental health and wellness opportunities that enable people to live their dreams and flourish. Ensure the efficient and effective use of resources for the team while fostering innovation and improvement in order to ensure our service offering is the best it can be

**Relationships (Internal):** Pathways employees, Wise Group employees

**Relationships (External):** People using services and their families/whanau and support people  
DHBs, other key stakeholders, external suppliers, government and community agencies



## Inspirational Dream

Transforming mental health and addictions through fostering strong, compassionate, self-supporting communities

June 2017

**Spirit**  
*Whatever it takes*

**Focus**  
What do you need today?

**Greatest Imaginable Challenge**

Live, breathe and share trauma informed care



## Attributes

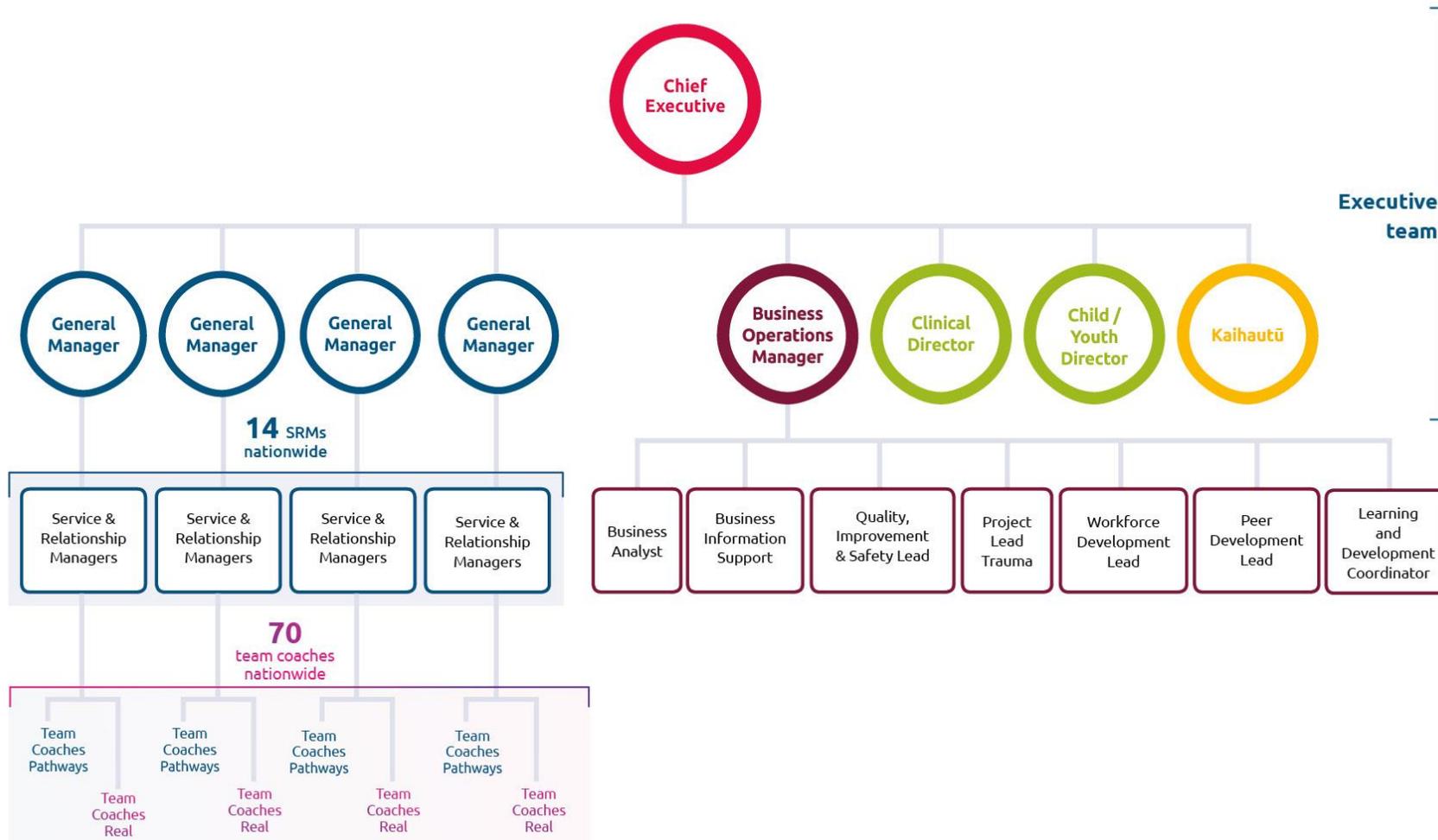
Courageous	Curious	Connectors
Trustworthy	Optimistic	Joyful
Compassionate	Creative	Tenacious

## Beliefs

- At our heart is helping everyone we support to have somewhere to live, something to do, someone to love and something to hope for
- Mental health and addictions is our priority, total wellbeing is our goal
- Through partnerships and participation we are culturally enriched
- Lived experience enhances who we are and how we can help
- Strong, connected, compassionate communities build resilience
- Whānau, family and friends matter
- Our staff are our greatest asset
- People can heal from trauma
- Stories connect us
- Through diversity, comes strength



# Pathways Organisational Structure



# Requirements of the position

Focus	Activities	Outcomes
<p><b>Respond to every person we touch with every resource we have</b></p>	<p><b><u>The service we provide:</u></b></p> <ul style="list-style-type: none"> <li>• Ensure that all staff listen deeply to people using services, hearing clearly and responding to their needs and aspirations</li> <li>• Ensure all staff are committed to a recovery focussed service delivery</li> <li>• Ensure our assessments are accurate, that we gather all reasonable information and that when we do, we move with deliberate speed to transition people into the service.</li> <li>• Ensure that the services we provide meet the needs of the person and their family/support people</li> <li>• Ensure all staff are proficient in Recordbase and that data fields are completed and information is timely and accurate</li> <li>• Review goal plans on a regular basis to ensure the very best service is being designed and delivered</li> <li>• Ensure all staff have the knowledge and skill to support employment plans</li> <li>• Ensure all staff know what other services and supports are available in the community and that they are utilised</li> <li>• Ensure physical resources such as cars, housing and facilities are maintained to a high standard</li> <li>• Monitor caseloads</li> <li>• Build strong relationships with key community mental health staff, GPs and other health professionals and seek their feedback</li> <li>• Gain regular independent feedback from both people using services and their families/whanau regarding the services they are receiving</li> <li>• When people leave our service, do everything we can to assist in making the transition successful</li> </ul>	<ul style="list-style-type: none"> <li>• People using Pathways' services express satisfaction with the service and identify that they have achieved goals</li> <li>• Every member of your team has the skills to engage quickly and get the best possible outcome for the person using services</li> <li>• We have confidence that we provide the right support at the right time</li> <li>• Our greatest imaginable challenge to address poverty is realised by our employment initiatives.</li> <li>• Data is accurate and in-time information is provided to assist decision making</li> <li>• People using services and their families/whanau express delight with the service they are receiving</li> <li>• When we need help from other agencies it is readily given</li> <li>• Entrance, transition and exit of people using services is smooth and straightforward</li> </ul>

***Our resource is the people we employ and key to the success of the team is building and maintaining a highly engaged team***

- All required standards, for example health and disability standards, are met for referrals, assessments, entry, service review, exit and follow up for the people who use our service.

**Inspirational leadership:**

- Demonstrate inspirational leadership in action utilising Peak Performance principles of leadership.
  - Set 90 day team plans to meet the region and organisational challenges.
  - Ensure challenges are reviewed at the end of every 90 day period
  - Form strong relationships with and actively support other Team Coaches to meet the region's needs
  - Develop supportive peer relationships between team members, resulting in one team pulling together.
  - Seek every opportunity for staff to be engaged in their workplace and how it operates.
  - Celebrate achievements and have fun
  - Make Pathways a workplace of choice
- Contemporary leadership skills are modelled.
  - Peak Performance principles are visible and infused throughout the services.
  - Team Coaches work together to ensure the region thinks and acts as one.
  - Staff members feel that they have opportunities to contribute to make their workplace great.
  - Pathways staff demonstrate commitment and passion in their work
  - Every opportunity is taken to acknowledge success no matter how small
  - Low staff turnover, high levels of engagement. Requests from others re position vacancies

**Recruitment and support:**

- Assist in recruiting the very best people that fit with our values and purpose to join the team
  - Induct team members brilliantly, establishing strong connection to the Group, clarity of purpose of role and team, a focus on personal and team peak performance and clarity of expectation of role
  - Ensure coaching occurs with every member of your team no less than once a fortnight for one hour
  - Realise the potential of team members through effective feedback and coaching
  - Ensure every staff member has a current 90 day plan
- We recruit and induct the right people. They feel welcomed, inspired and that they have the knowledge to do a great job.
  - Staff feel challenged and stretched and that they are valued as individuals and as a team
  - The staff resource is effectively and efficiently utilised

- Actively manage annual leave ensuring staff plan leave 12 months in advance
- Manage sick leave and annual leave cover.
- Monitor and review current and future competency/skill requirements within the team
- Work with team members to identify and implement training and development solutions to ensure that best practice standards are maintained
- Look for ways to facilitate learning opportunities (both formal and on-the-job) that contribute to the professional development of staff

**Non-performance:**

- Actively address non-performance issues through effective on time feedback.
- If concerns persist discuss the situation with the service and relationship manager.

- The team coach gives effective on time feedback.
- Escalation of concerns to the service and relationship manager results in rapid attention to the issue.

- Inspire staff to be involved and seek ways in which they can improve services or systems
- Use lean thinking tools to help the team in their work
- Seek ideas from staff and create a culture in your team where innovation is celebrated
- Ensure all requirements of accreditation and certification are met
- Ensure all Pathways staff are familiar and engaged with Pathways' Knowledge Sharing Framework and quality improvement activities

- The team is brimming with new ideas and ways in which they can improve services.
- A culture of continuous improvement exists with all staff contributing ideas and suggestions
- Staff demonstrate awareness of Knowledge Sharing Framework and are engaged in quality activities

***Inspire individuals to exceed their personal and organisational best***

***Be your very best***

- Plan regular uninterrupted times to meet with the Service & Relationship Manager to review your 90 day plan and seek feedback on performance
- Actively develop personal leadership skills
- Develop a learning and personal development plan with your manager and implement this plan as agreed
- Share knowledge gained from professional development experiences
- Work in a culturally safe and respectful manner incorporating the principles of the Treaty of Waitangi, and be mindful of the cultural diversity of the community.
- Role model a healthy lifestyle.

- You are well prepared for any forums and meetings, sharing what's working and what's not and bringing solutions for improvement.
- Your skills are current and your innate curiosity means that you are always seeking new learning opportunities
- You demonstrate behaviour that is consistent with equitable practices.
- Evidence of Treaty of Waitangi principles are reflected in everyday practice and future organisational planning

***Think and Act as One***

- Participate in creating a culture of think and act as one
- Actively participate in and contribute to national leadership forums and regional meetings
- Represent Pathways and the Wise Group in a professional manner at all times
- Provide positive and effective participation and collaboration with other parts of the Wise Group in the achievement of challenges
- Take responsibility for executing assigned tasks and projects in accordance with agreed performance standards

- The Wise Group based services feel connected to each other's work and each other
- You are highly regarded for your contribution nationally within the organisation
- The service continually repositions itself to meet perceived future need
- Projects and tasks are completed within agreed timeframes to agreed standards

***Be committed to safety and wellness in the workplace***

- Take responsibility for personal wellbeing and health management within the workplace
- Comply with legal obligations and safety and wellbeing policies and procedures
- Role model excellent safety and wellbeing practices by reporting identified **workplace incidents, near misses and/or hazards** through the safety and wellbeing system as per Wise Group safety and wellbeing policy and procedure
- Be committed to safety and wellbeing by following the Wise Group roles and responsibilities table (located on The Well).

- Work practices are safe for self and others
- Policies and procedures are understood and followed as designed
- All safety and wellbeing reportable events are accurately reported within specified timeframes
- Review performance of direct reports against safety and wellbeing responsibilities

# Accountabilities

<b>Authority</b>	<ul style="list-style-type: none"> <li>The role operates within standardised practices and procedures, general work instructions and supervision of progress and results. May be permitted to set own work priorities, subject to manager’s approval. Operates under direct supervision.</li> <li>Because of changing work circumstances, latitude is permitted to consider the most appropriate procedure or precedent to follow</li> <li>Financial delegation – team operational budget</li> </ul>
<b>Direct Reports</b>	<ul style="list-style-type: none"> <li>Direct service delivery staff</li> </ul>

# Know how

<b>Practical and Technical Knowledge</b>	<b><u>Essential</u></b>	<b><u>Preferred</u></b>
	<ul style="list-style-type: none"> <li>Relevant qualification in health, management or related</li> <li>Proven ability to inspire and lead a team effectively</li> <li>Understands and applies principles of wellness and recovery</li> <li>Excellent attention to detail</li> <li>Proficient in Microsoft Office suite</li> <li>Knowledge of Treaty of Waitangi principles</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of the area’s health sector, in particular the NGO and community sector</li> <li>Knowledge of relevant standards and legislation</li> <li>Knowledge of quality accreditation and certification systems</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience in leading and coaching a team</li> <li>Ability to inspire others</li> <li>Practical experience providing health or social services</li> </ul>	