

# Team leader

## *Position description*

### LinkPeople

At LinkPeople, we believe that housing is a fundamental human right, not a reward. We recognise that housing instability and homelessness are highly complex issues that require a community-wide approach to support people to access and retain housing. LinkPeople connects people to housing and support, underpinned by the Housing First philosophy that a stable home is the foundation of wellbeing. Once housed, other issues that may affect people can be understood and addressed with a range of supports that are personalised, culturally appropriate and acknowledge the trauma that is often part of their lives. As choice is central to the Housing First approach, a key aspect of our service is to offer the people we work with choice about their goals and aspirations, and to support self-determination on their recovery journey.

Manaakitanga is a foundation and core driver for LinkPeople and is at the heart of everything we do. From point of first contact with a person and their whānau, we focus on making people feel welcome and cared for through respectful and nurturing interactions. We want all people – including those we support, staff members, stakeholders, and partners - to have an empowering and mana-enhancing experience with us. Our aim is to develop whakawhanaungatanga – relationships where people feel included and able to work collaboratively and collectively towards recovery.

LinkPeople is part of The Wise Group, a family of community organisations sharing a common purpose – to create fresh possibilities and services for the wellbeing of people, organisations and communities. The Wise Group is a Peak Performing Organisation, which has a focus on enabling individuals and organisations to continuously exceed their best in the pursuit of an inspiring purpose.

### Purpose

Be an inspirational leader of a team linking people using our services to housing and support options. This role involves working in partnership with other agencies, including our partner organisations who are working across the housing, health, and social services sectors. You will provide strong leadership through developing supportive peer relationships with other leaders and the community agencies with whom we partner to deliver services. You will seek opportunities for staff to be engaged in their workplace while celebrating the team's achievements and having fun.

### Focus

1. Being a conscientious and inspirational leader, while managing the complexities and adversities associated with our work to ensure successful outcomes
2. Ensuring all staff are meeting the needs of the people coming to LinkPeople by undertaking assessment activities and connecting them with the right services
3. Developing knowledge and expertise in the Housing First philosophy and monitoring service alignment with model principles
4. Managing positive relationships across the sector to increase access and remove barriers for the people accessing our service
5. Take a lead role in all sector relationships and respectfully challenge practices that are

- detrimental to our people
6. Recruiting the best people that fit our values to join the team and providing them with a thorough induction
  7. Providing effective coaching, support, and ongoing development of the team members
  8. Manage your team's operating budget
  9. Representing LinkPeople and the Wise Group in a professional manner
  10. Taking responsibility for executing assigned tasks and the development of LinkPeople
  11. Being committed to safety and wellbeing by following the Wise Group roles and responsibilities table
  12. Collecting and reporting service data as required by LinkPeople
  13. Doing whatever is required to ensure that we are making a difference for the people in our community.

## Attributes

**Enabler** You are a mover and a shaker and make possibilities happen for the people and communities we serve.

**Doer** Demonstrated by your 'whatever it takes' approach, you think beyond yourself and take opportunities to help others.

**Tenacious** You focus on doing the best by the people we serve, which means you never give up and role model perseverance and commitment to a successful outcome.

**Dynamic** You are energetic and proactive and thrive in a changing environment.

**Passionate** You inspire others with energy, enthusiasm, and motivation to take action.

**Respectful** You support people with dignity and respect and ensure that they are provided with choices around services they receive.

**Authentic** You build rapport quickly, engage with people in a warm and genuine way and do what you say you will do.

**Aroha** You hold people at the heart of your work, being non-judgmental and showing unconditional positive regard.

## Requirements

### Essential

- You must be a registered health professional with a current registration (such as an occupational therapist, social worker or nurse) with the ability to work within the mental health field
- Proven ability and experience in inspiring and leading a team effectively
- Knowledge of the area's health sector, in particular the NGO and community sector
- Excellent written and verbal communication
- Ability to develop and sustain positive relationships across a range of networks
- Problem-solving and conflict resolution skills
- Understanding and applying principles of wellness and recovery
- Excellent attention to detail
- Proficient in Microsoft Office suite
- Knowledge of Te Tiriti o Waitangi principles
- Full New Zealand driver licence

## Preferred

- Knowledge and belief in Housing First philosophy and strategies
- Knowledge of relevant standards and legislation
- Knowledge of quality accreditation and certification systems
- First aid certificate