

# 'Here to help u' – Team Lead

## POSITION DESCRIPTION

### About the Wise Group

The Wise Group is a Peak Performing organisation. Peak Performance is about enabling individuals and organisations to continuously exceed their best in the pursuit of an inspiring purpose. It's a journey not a destination and it's about becoming the best we can be. Every day we can all do just a little bit better.

### About Here to help u

'Here to help u' is a community-led solution that makes getting the right help, at the right time. 'Here to help u' provides an online system where people can easily and safely request the help they need. People can select from categories including food (food parcels and prepared meals), essential household items, mental health support, collection service, local general support, and safe social connection, employment, financial support and more. 'Here to help u' is interface between the person requesting help and the community provider.

### About the role

#### Reports to

Service Delivery Lead – Mental Health Solutions/'Here to help u'

#### Position purpose

The role of Team Lead is focused on the day-to-day leadership of the 'Here to help u' Connectors. This role requires driving results for on the ground service delivery.

This role also strives to support team members and identify areas for growth. This is a key role for problem solving and elevating any issues to the senior leadership team.

### Focus and Responsibilities

- Day-to-day team leadership of the 'Here to help u' Connectors
- Individual development conversations (one on ones) with Connectors
- Troubleshoot and support team with any internal or external relationship issues
- Support the onboarding of new providers
- Support promotion of 'Here to help u' in existing regions
- Manage, support, and participate in regional projects, as required
- Facilitate peer review and maintain assessment quality for staff
- Responsible for planning rosters, creating leave plans and approving leave
- Facilitate team briefings and external stakeholder engagement

- Monitor capacity and elevate trends to the senior leadership team
- Onboard community providers to 'Here to Help u'
- Responsible for clearing the 0800 number at least three times a day
- Recruit the best people that fit our values to join the team and provide them with a thorough induction
- Take responsibility for executing assigned tasks and development of 'Here to help u'
- Be committed to safety and wellbeing by following the Wise Group roles and responsibilities table (located on The Well).
- Ensure all staff are meeting the needs of the people coming to 'Here to help u' by providing the correct assessment and connecting them with the right services for them

## Attributes

**Achiever.** We get things done.

**Fresh.** New and different ways of achieving success

**Foresightful.** Anticipating future needs.

**Connectors.** Bringing together people and ideas encouraging creativity.

**United.** We are joined together through our commitment to a shared purpose and philosophy.

**Energising.** Has an abundance of energy to contribute to people and projects.

## Requirements

### Essential

- Working knowledge of the community and social services sector
- Proven ability to inspire and lead a team effectively
- Excellent communication skills – ability to communicate complex information plainly.
- Excellent attention to detail
- Experience in leading and coaching a team
- Organised, systematic, and methodical in approach.
- Highly responsible and able to identify risk
- Working knowledge of Microsoft Office suite, including Word, PowerPoint and Excel.
- A 'completer/finisher' who can work with others to support them to get things done.
- Demonstrable practice of the Treaty of Waitangi principles
- Demonstrable experience working with Māori and Pasifika and culturally diverse communities.
- New Zealand Full Drivers Licence

### Preferred

- Work experience in a similar role in the health sector.
- Experience working within the mental health, addiction, disability and/or public health sector.