



# Team Leader

Position description



LinkPeople

# Leadership Position

<b>Reports to:</b>	Regional Manager
<b>Location:</b>	
<b>Purpose:</b>	<ul style="list-style-type: none"><li>• Lead a team linking people experiencing homelessness to housing and support services.</li><li>• Work in partnership with other agencies, including housing, health and social services sectors.</li><li>• Staff engagement and workforce development.</li></ul>
<b>Relationships (Internal):</b>	Housing case workers, tenancy managers, business support staff, other team leaders, LinkPeople Chief Executive and senior leadership team, Wise Property Solutions, Wise Management Solutions (HR and finance teams), other relevant people and teams across the Wise Group.
<b>Relationships (External):</b>	People we support and their family/whānau, mental health and addiction services, WINZ, Kāinga Ora, budgeting services, family violence services, Police, community organisations, property owners, landlords and developers, Housing First Auckland, Community Housing Aotearoa, other Community Housing Providers.

## Introduction

**E whakapono ana mātou ko ngā tāngata te mea nui o te ao. At LinkPeople we believe that people are the most important thing in the world.**

**This guides us in our work as a community housing provider supporting people into healthy homes with individualised supports, so they are best positioned to navigate mental health and addiction challenges.**

**With whānau at the centre of everything we do, our staff me āta whakarongo, kōrerero, ako, mahia te mahi – carefully listen, dialogue, learn and do the work.**

**Deeply committed to equity, at LinkPeople we understand that connected communities are healthier and stronger and that a home is a foundation for people to thrive.**

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.

## Guiding whakataukī

*Hutia te rito o te harakeke*

*If you strip away the heart of the flaxbush*

*Kei hea te Kōmako e kō?*

*Where will the Bellbird sing?*

*Kī mai ki ahau*

*If you were to ask me*

*He aha te mea nui o te ao?*

*What is the most important thing in this world?*

*Māku e kī atu*

*I will reply*

*He tangata, he tangata, he tangata! It is people, it is people, it is people!*

This whakataukī has been chosen for LinkPeople as it relates to our spirit and character as an organisation. The flax bush represents the family. The new leaf at its centre is the child and the leaves on the outside are older relatives. For us at LinkPeople the rito represents the people we support who need a home and on the outside are all of us who support them, inclusive of their whānau.



## Inspirational purpose | Why we exist

Supporting people into healthy homes and to have the right connections to thrive.

### Beliefs | What we stand for

Ko nga tangata te mea nui o te ao

*People are the most important thing in the world*

- Whanau are at the centre of what we do
- Connected communities are healthier and stronger
- Equity for all is fundamental
- A home is a foundation for people to thrive
- Diversity is a strength
- Whanaungatanga - *strong relationships make anything possible*
- Small actions can make a big difference
- Positioning for the long term, while navigating current complexities

### Spirit and character | Who we are

He tangata manaaki matou

*We are people who uplift and celebrate others*

- Doers
- Tenacious
- Real
- Humarie - *Humble, kind, respectful, friendly, generous*
- Whakaaro whanui - *Broadthinking/ exible*
- Ngakau nui - *Big hearted, caring, empathetic*
- Trustworthy
- Playful

### Focus | How do we get there

Listen, link, deliver

### Greatest imaginable challenge | What we are going to achieve within 5 years

LinkPeople provides the right housing support service for Maori and our diverse community experiencing mental health and addiction challenges.

**LinkPeople purpose**



**LinkPeople**

## 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

- Being a conscientious and inspirational leader, while managing the complexities and adversities associated with our work to ensure successful outcomes
- Ensuring all staff are meeting the needs of the people coming to LinkPeople by undertaking assessment activities and connecting them with the right services
- Developing knowledge and expertise in the Housing First philosophy and monitoring service alignment with model principles
- Managing positive relationships across the sector to increase access and remove barriers for the people accessing our service
- Take a lead role in all sector relationships and respectfully challenge practices that are detrimental to our people
- Recruiting the best people that fit our values to join the team and providing them with a thorough induction
- Providing effective coaching, support, and ongoing development of the team members
- Manage your team's operating budget
- Representing LinkPeople and the Wise Group in a professional manner
- Taking responsibility for executing assigned tasks and the development of LinkPeople
- Being committed to safety and wellbeing by following the Wise Group roles and responsibilities table
- Collecting and reporting service data as required by LinkPeople
- Doing whatever is required to ensure that we are making a difference for the people in our community.

# Requirements

## Essential

- 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
- Relevant qualification in health, management or related
- 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 The 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.

*This job description is only a general summary of the functions of the job, not an exhaustive list of all job responsibilities, tasks or duties. It is a living document and may change as the organisation's or client support needs change. Individuals may be asked to undertake other tasks as reasonably required within their role.*