Our Vision: People who experience mental illness and addictions living well.

Our Mission: To contribute positively to the recovery of people who experience mental illness and addictions through the provision of quality community services, social housing and by supporting mental health sector development.

Job Description

Title:	**Team Leader Te Tumu Waiora**
Location:	334 Lincoln Road Christchurch
Reports to:	Community Services Manager

Main Purpose of Position:

This role will supervise the Tumu Waiora team ensuring quality service delivery and adherence to contract requirements to funders and stakeholders.

Functional Relationships:

Internal	External
Te Tumu Waiora Team	TTW Programme team
Triage Practitioner	Specialist Mental Health Services
Clinical Lead	Community and NGO services
	Primary care providers

Authorities: As per Delegations policy

Functions	Key Responsibilities
Te Tumu Waiora Leadership, Strategic Vision and Line Management	• Liaise with Medical Practices to ensure effective integration of services. • Collaborate with the Te Tumu Waiora project team to support the implementation and sustainability of the model. • Partner with NGO stakeholders for shared service delivery. • Attend review and socialisation meetings at Medical Practices with Comcare and Te Tumu Waiora teams. • Provide operational leadership for Health Coaches and Support Workers. • Create a cohesive, collaborative, and supportive team environment. • Regular coaching and mentoring of staff, including managing workloads. • Implement and monitor individual staff development plans. • Manage performance and conduct disciplinary procedures as necessary. • Oversee leave approvals and ensure adequate staffing. • Assist with recruitment, role reviews, and orientation of new team members. • Lead the development and communication of a shared vision for Te Tumu Waiora. • Foster reflective practice and evidence-informed service delivery.
Stakeholder Relationships	• Establish and maintain strong relationships with referrers and stakeholders. • Develop and implement effective communication and information sharing strategy. • Monitor the sustainability of client support services through evaluation processes. • Monitor the sustainability of ongoing client support services through robust evaluation.
Databases & Information Management	• Maintain accurate and timely data entry in the relevant Client Management Systems and databases. • Support data collection and analysis for service improvement.
Reports	• Assist in compilation of contract performance monitoring reports. • Contribute to contract performance reports and audits. • Provide regular internal and external service and budget reports, including monthly updates.

Risk Management	• Identify risks and where required, arrange appropriate resources to be put in place to manage identified risks • Ensure Community Support Services Manager is fully informed of risks, issues, and successes of service.
Digital Capability and Innovation	• Promote effective use of digital tools and virtual service delivery. • Explore tech-based solutions to improve access and engagement.
Quality Improvement	• Champion opportunities for innovation and continuous improvement. • Use co-design methods to include voices of clients, whānau, and community.
Measurement and Outcomes	• Implement and refine tools to measure outcomes and impact. • Use data to inform decision-making and funding strategies.
Workforce Development and Wellbeing	• Monitor and promote staff wellbeing and resilience. • Support credentialing and ongoing professional development. • Foster team-based learning and peer support.
Honouring Te Tiriti o Waitangi	• Work in partnership with clients and/or whānau to provide culturally responsive and appropriate support to improve outcomes and reduce inequities. • Promote engagement with Te Ao Māori concepts and practices. • Embed mana-enhancing practices and uphold Te Tiriti o Waitangi commitments • Work collaboratively with Māori with lived experience and their whānau to provide culturally appropriate care. • Strengthen partnerships with iwi, hapū, and community organisations.
Development	• Actively participate in professional development to meet identified learning needs that promote and support excellent performance in the position. • Over time employees will, through the natural process of gaining confidence in their ability and understanding of the systems, operate more quickly and efficiently in the job they hold. This will free up time that could be used to develop and enhance their skills, knowledge and abilities. As a consequence of this, and because Comcare is interested in developing each employee to their full potential, each employee will from time to time be asked to take on extra duties that are designed to upgrade their skills, knowledge and abilities.
Health and Safety	• Proactively support and follow our Health and Safety programmes, Polices and Procedures.

	• Ensure services are delivered in line with Comcare's Health and Safety Policies and Procedures. • Ensure the Wellbeing of Comcare's clients, tenants and staff are at the forefront of any decision taken. • Assess and mitigate and manage risk, including no cultural harm. • Ensure accidents and incidents in the workplace are reported in a timely manner.
Anei ā mātou whanonga pono / Our Values	 **We Statement** 'We offer a safe space to enable tāngata whaiora to find their own empowerment and support them to be leaders of their own journey.'
	 **We Statement** "We take a person-centred approach and nurture a sense of belonging through shared experiences and strengthening ties between whānau and communities.'
	 **We Statement** "We ensure that our mahi reflects a mana enhancing approach to strengthen hope for tāngata whaiora, with aroha, respect, integrity and trust.'
	 **We Statement** 'We support the mana of each other through respect, collaboration and communication.'
	 **We Statement** 'We protect and preserve taonga for whānau and genera-tions to follow.'

This Job Description is intended to describe the duties/responsibilities that the staff member will be expected to undertake in this position. It should not be considered as a complete and exhaustive list of all responsibilities, duties, or skills required of the position holder. From time to time, the position holder may be required to perform duties outside of their normal responsibilities as needed. This job description will be reviewed regularly in order for it to continue to reflect the changing needs of Comcare.

Person Specification

Qualifications/Background:

- Relevant tertiary qualification.
- Minimum 2 years leadership experience.
- Significant clinical and/or relationship management experience working alongside or in general practice settings.

Experience / Knowledge / Skills:

- Leadership and People management skills.
- Exceptional stakeholder relationship management.
- Proficient in the Microsoft Office Suite.
- Proven attention to detail.
- Excellent written and verbal communication.
- Proven ability in time management, prioritisation and organisational skills.
- Displays integrity, empathy and professionalism.
- Sound judgement and decision making.
- Able to communicate effectively with a wide range of individuals.
- Flexible and adaptable to change.
- Innovative and able to develop and implement new processes and ideas.
- Experience of recruitment and staff development.
- Demonstrated experience of effective management of risk.
- Demonstrated high level of communication and influencing capability and adaptability at all levels, in aspects of contract service delivery.

Desirable:

- Experience working in the NGO sector.
- Experience in the leadership or delivery of Te Tumu Waiora.
- Understanding or Recovery principles and strengths approach.

Date: May 2026

	Signed by:	**Date:**
Employee:		
Employer:		