Role Title: Operational Team Leader (OTL)

Business Unit: Child & Family Services

Reports to: Manager, Te Poutama Ārahi Rangatahi

Direct Reports: Shift Team Leaders, Residential Youth Workers

Salary Band: Social Services Band H

Barnardos is New Zealand’s leading children’s charity, doing more for Kiwi kids. Every year our services and people make a real and positive difference in the lives of thousands of children, young people and their families.

Our vision / moemoeā
An Aotearoa New Zealand where every child shines bright.

Our mission/kaupapa
Be the voice and greatest fan of the next generation
Shape brighter futures via early education and targeted social services
Create insightful ways to empower tamariki/children to shine bright

Our Guiding Principles
Kotahitanga – Unity
Ata Whakarongo – Hear with Intent
Māiatanga – Realise Potential
Kaikōkiritanga – Progress with Purpose
Mahi tōtika – Do the Right Things Well

Barnardos is committed to the Treaty of Waitangi as a founding document of New Zealand

Purpose of the role:

The purpose of the role is to provide leadership and management to residential staff whilst contributing as an active member of the Senior Leadership Team at Te Poutama Ārahi Rangatahi.

The OTL ensures effective 24/7 support is provided to residential teams to ensure that best practice plans and programmes are provided to all residents within the facility, whilst supporting staff to maintain on-shift safety, security and risk management practices. The OTL will also facilitate and monitor adherence to all legislative requirements, policies, procedures, systems, frameworks and standards; ensure the
efficient and cost effective use of resources, and will fulfil the administrative and management requirements of the role.

**Purpose of the Business Unit:**

Te Poutama Àrahi Rangatahi is the national residential treatment unit for adolescent males who have engaged in harmful sexual behaviour and cannot be safely managed in the community. The programme at Te Poutama Àrahi Rangatahi provides specialist, intensive, and comprehensive treatment, supervision, residential care and education for such youth within a therapeutic community environment.

**Key Result Areas**

**Management Responsibilities**

**Outcome:** Confidently manage practice and reinforce role responsibilities and practice expectations.

**Key responsibilities include:**

- Actively support the Senior Leadership Team in meeting financial targets.
- Support and promote the strategic direction of the unit and actively participate in the senior leadership of the residence.
- Ensure services delivered are within allocated budgets, and monitor and report against expenditure.
- Provide direct line management support to identified staff, whilst ensuring that staff receive and participate in internal supervision for their clinical, cultural and team practice.
- Support Shift Team Leaders and Resident Youth Workers to undertake their tasks and responsibilities.
- Ensure that recruitment, induction and training for residential staff encompasses the learning needs that will support staff to facilitate excellence in residential treatment for youth.
- Complete regular and comprehensive reporting on staff for Manager.
- Manage shift rosters ensuring work/life balance is maintained for all staff and all shifts are effectively and efficiently staffed.
- Demonstrate strength and confidence in the performance management, development feedback, and coaching, mentoring and supervision of staff to strengthen performance ensuring that training needs are identified and addressed.
- Ensure that areas of individuals strength are recognised, and that staff are given opportunities to utilise their skills and knowledge.
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Ensure that practice and performance issues are identified and that appropriate action is taken to support staff member to remedy the issues.

Complete all administrative responsibilities for recruitment of staff, people management, training retention and development of staff and other administrative/management requirements in a timely manner.

Leadership

Outcome: Support the existence of a therapeutic culture and environment where youth receive and participate in a high quality residential treatment programme for adolescent males who have engaged in harmful sexual behaviour.

Key responsibilities include:
- Ensure the residential youth workers provide effective 24/7 support and maintain best practice plans and programmes for all youth.
- Provide rostered first-line on-call support for the residence
- Allocate staff and resources to best meet the needs of the youth and to mitigate risk.
- Build and reinforce a positive and professional team culture
- Develop skills and build confidence levels amongst staff
- Proactively engage and inspire staff

Relationships

Outcome: Successful professional working relationships with diverse cross section of people is sustained across a range of organisational levels.

Key responsibilities include:
- Develop and maintain effective liaison networks across Barnardos and Oranga Tamariki.
- Develop effective working relationships with youth, families/whanau, relevant external agencies (public and private sector) and community and stakeholder groups
- Develop, build and foster relationships with Iwi, Māori and Pacific peoples and other client groups within service delivery contexts to ensure that delivery of services are proactive, timely and appropriate.
Monitoring & Compliance

Outcome: Monitor the delivery of and review of all residential practice standards, methods, protocols and systems to ensure compliance

Key responsibilities include:
- Perform designated quality assurance processes for standard operating procedures, regulations, legislation and other safety and security functions in order to ensure staff compliance.
- Ensure case coordination and planning for each youth is achieved.
- Monitor and approve all residential programming – all documentation is accurate and completed within a timely manner.
- Investigate and respond to complaints in accordance with Barnardos/Oranga Tamariki procedures and ensure that all recording is completed within required timeframes.

Practice Standards

Outcome: Ensure systems are in place and implemented to provide safe practices so youth experience a non-abusive environment.

Key responsibilities include:
- Demonstrate an advanced knowledge of residential practices, and model this in all interactions with staff and youth.
- Demonstrate the principles of integrated residential treatment.
- Demonstrate an advanced knowledge of the residential model of treatment.
- Use a wide range of intervention roles and strategies within the working environment.
- Displays practice that is consistent with the Te Poutama Àrahi Rangatahi philosophy, models, methods and protocols.

Safety and Security

Outcome: Oversight of safety, security and risk management practices is maintained by ensuring all risks and issues are identified and reported.

- Ensure adequate security equipment for effective operation of the residence is maintained, regularly checked and serviced as required.
- Manage and monitor risk management and outings approvals
- Ensure accountability and responsible practice is maintained with all security equipment.
- Oversees the physical security of the residence.
Ngā Pou e Whā (Māori Strategy)

Outcome: Ensure all relationships are built with consideration of the Barnardos values, core principles and Ngā Pou e Whā (Māori Strategy).

Key responsibilities include:

- Play a leadership role in ensuring all employees engage in Barnardos values, Ngā Pou e Whā (Māori Strategy) and strategic plan.
- Have a sound understanding of the principles of Ngā Pou e Whā, the Treaty of Waitangi and the ability to apply them to everyday practice.
- Ensure that all relationships are built with consideration of the Barnardos values, core principles and Ngā Pou e Whā (Māori Strategy).

Health, Safety and Environment

Outcome: A safe and healthy working environment is maintained at all times.

Key responsibilities include:

- All Managers are personally accountable for:
  - Complying with occupational health and safety legislation and regulations.
  - Being familiar with and observing all Barnardos safe work policies, procedures and instructions.
  - Promoting and participating in health and safety, maintaining a safe workplace, and ensuring that all equipment is used correctly at all times.
  - Taking personal responsibility for own health and safety and ensure no action or inaction on your part harms others in the workplace.
  - Continuing to update their knowledge and management competence in health and safety.
  - Ensuring that all employees and contractors understand and accept their responsibility to adhere to and promote a safe and healthy workplace.

Other Duties as Required

Outcome: Perform other duties which may reasonably be required which fit the role’s purpose, and for which the position holder is qualified or has received adequate training or instruction.

The key responsibilities of the role may change from time to time to ensure that Barnardos is able to adapt and respond to changes in the business environment. Any significant changes would be discussed between the jobholder and their manager.
Key Relationships
All Barnardos employees have a responsibility for developing and maintaining excellent relationships. In this role, the key relationships to be developed are as follows:

<table>
<thead>
<tr>
<th>Within Barnardos NZ</th>
<th>Outside Barnardos NZ</th>
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</thead>
<tbody>
<tr>
<td>Residence Manager</td>
<td>Oranga Tamariki staff</td>
</tr>
<tr>
<td>Kaihautu</td>
<td>Whanau/families</td>
</tr>
<tr>
<td>Clinical &amp; Educational Team Leaders</td>
<td>Community based allied agencies</td>
</tr>
<tr>
<td>Shift/Residential Team Leaders</td>
<td>Treatment providers – Ministry of Health</td>
</tr>
<tr>
<td>Residential Teams including Night Shift and casual staff</td>
<td>Ministry of Education, NZ Police</td>
</tr>
<tr>
<td>Education, Clinical and Administration team staff</td>
<td>Hapu/Iwi, Tangata Pasifika</td>
</tr>
<tr>
<td>People &amp; Capability Advisor</td>
<td>On-site or contracted site visitors</td>
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</tbody>
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Delegations and Authority

Human Resources
- Has full supervisory / managerial responsibility, includes allocation of work, accountability for outputs, quality and review of performance and development.

Financial – Budgetary and Expenditure Limits
- Authorised to spend from Manager’s operating expenditure budget.
  - Purchase Orders
    - Maximum authority to approve/issue purchase order to the value of: $500
  - Purchase Card (Fraedom Card)
    - Monthly limit of $1000 and per transaction limit of $200

Correspondence
- Authority to sign external correspondence
**Person Specification**

Qualifications (or equivalent level of learning)

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<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Recognised qualification or studies/papers completed in Human services or Education, or Management, or Business Administration or other related fields</td>
<td>1st Aid Certificate</td>
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<tr>
<td>Current full clean NZ Driver's licence</td>
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</table>

Experience

<table>
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<tr>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Proven experience in effectively leading and managing people and/or multi-disciplinary team.</td>
<td>Background in process planning, including setting up systems and processes to ensure efficient service delivery with quality and risk management focus</td>
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<tr>
<td>Leadership level experience in operations and service delivery aspects of social services sector</td>
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</table>

Knowledge

<table>
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<tr>
<th>Essential</th>
<th>Desirable</th>
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</thead>
<tbody>
<tr>
<td>Experience developing, preparing and monitoring of service delivery performance measures and reporting against these</td>
<td>Knowledge or the ability to rapidly acquire knowledge of the Residential Care Regulations (1996).</td>
</tr>
<tr>
<td>An understanding of therapeutic community models of residential treatment and the role of residential staff in the environment</td>
<td>Experience working with adolescents who have engaged in harmful sexual behaviour or adolescents with challenging behaviours</td>
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Skills and Competencies

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<tr>
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<tr>
<td>High level oral and written communication skills</td>
<td>High level computer skills</td>
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<td>Resilience and the ability to maintain performance under pressure &amp; stress</td>
<td>Cultural sensitivity towards Māori, Pasifika and persons from other cultures</td>
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<tr>
<td>Ability to manage sensitive and confidential information in an appropriate manner</td>
<td>Ability to resolve conflicts or differences by finding agreement that benefits the organisation and individuals</td>
</tr>
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Vulnerable Children Act 2014: This role is a Core Children’s Worker under the Vulnerable Children Act 2014.
Authorisation of Position Description

Positions in Barnardos may change over time as the organisation evolves and priorities change. Responsibilities for this position may change as the job evolves over time and such change may be initiated as necessary by the manager of this position. All changes must be approved by the relevant Executive Leadership Team (ELT) member.

| Authorised by: | General Manager, Child & Family Services | Date authorised: | April 2017 |