

Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

Title	Team Leader		
Reports to	Hospitality Manager		
Location	West Coast		
Department	Commercial Services		
Direct Reports			Total FTE Approx. 40
Budget Size	Opex	\$2000	Capex \$0
Delegated Authority	HR	NO	Finance \$0
Date	July 2025		
Job band	E tu Service & Food Workers - Supervisor		

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

To lead and coordinate the delivery of high-quality, safe, and efficient food services across the West Coast. This includes oversight of food production, MOW, distribution, café operations, and associated support services. The Supervisor provides support to leadership team and staff, ensures compliance with food safety and legislative requirements, and contributes to continuous improvement in service delivery.

Key Result Area	Expected Outcomes / Performance Indicators
Team Leadership and Staff Support	<ul style="list-style-type: none"> • Provide leadership, mentoring, and operational support to Hospitality Services and frontline staff. • Coordinate alongside the Team Leader the staff rosters, leave planning, and ensure appropriate staffing levels are maintained. • Promote a positive team culture, encouraging accountability, communication, and development. • Work alongside the Supervisors and Hospitality Manager on recruitment, induction, and performance management processes. • Working on day-to-day rosters with Supervisors, ensuring correct capture of staff attendance to ensure team members are paid correctly. • Works alongside the Hospitality Manager on recruitment and selection processes to ensure that staffing levels enable quality service delivery.

<p>Operational</p>	<ul style="list-style-type: none"> • Daily operations including Food, Meals on Wheels, cleaning, Laundry and orderly services throughout the West Coast and respond to issues promptly and professionally. • Planning, workflow, and resource allocation in consultation with the Hospitality Manager. • Support the delivery of culturally responsive services aligned with patient and whānau needs. • Manage feedback with the Hospitality Manager to resolve concerns related to service delivery.
<p>Quality and Service Improvement</p>	<ul style="list-style-type: none"> • Oversee service performance and identify areas for improvement. • Work with the Team Leader on changes to systems, or procedures to improve quality, efficiency, or customer satisfaction. • Contribute to internal audits and reporting requirements.
<p>Financial and Resources Management</p>	<ul style="list-style-type: none"> • Support cost-effective use of resources and manage wastage. • Work alongside the Team Leader budget tracking, stock control, and procurement in line with organisational guidelines. • Support equipment maintenance, reporting, and replacement planning. • Work alongside Hospitality Manager with key service coordination functions, including the accurate recording and monitoring of operational data and associated information required for financial tracking and reporting. This ensures accurate service delivery records are maintained to support financial requirements, invoicing, and service planning processes.
<p>Te Tiriti o Waitangi</p>	<ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.
<p>Equity</p>	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes. • Demonstrates awareness of colonisation and power relationships. • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses.

<p>Culture and People Leadership</p>	<ul style="list-style-type: none"> • Leads, nurtures and develops our team to make them feel valued. • Prioritises developing individuals and the team so Health New Zealand has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others. • Provides leadership that shows commitment, urgency and is visibly open, clear, and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally. • Implements and maintains People & Communications strategies and processes that support provide an environment where employee experience, development, and performance management drive achievement of the organisation’s strategic and business goals. • Ensures Business Unit culture develops in line with expectations outlined in Te Mauri o Rongo, ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained and strengthened.
<p>Innovation & Improvement</p>	<ul style="list-style-type: none"> • Is open to new ideas and creates a culture where individuals at all levels bring their ideas on how to ‘do it better’ to the table. • Models an agile approach – tries new approaches, learns quickly, adapts fast. • Develops and maintains appropriate external networks to support current knowledge of leading practices. • Identifies opportunities and develops plans to implement or escalate ideas for management review where appropriate.
<p>Collaboration and Relationship Management</p>	<ul style="list-style-type: none"> • Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same. • Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services.
<p>Health & Safety</p>	<ul style="list-style-type: none"> • Exercises due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. • Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others’ health, safety, and wellbeing centrally, alongside high-quality patient outcomes. • Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.

Compliance and Risk	<ul style="list-style-type: none"> • Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. • Understands, and operates within, the financial and operational delegations of their role, ensuring peers and team members are also similarly aware.
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Matters which must be referred to the Hospitality Manager

- Authorisation for expenditure
- Decisions to terminate employment
- Decisions which will have a significant impact on the patient experience
- Incident investigation where team member or patient risk is present

Relationships

External	Internal
<ul style="list-style-type: none"> • Union Representatives • Suppliers and Contractors • Equipment maintenance providers • Patients, their whānau and advocates • ITO providers 	<ul style="list-style-type: none"> • Commercial Support Services leadership and staff • Maintenance & Engineering • Health & Safety • People & Communications • Infection, Prevention & Control • Procurement & Supply

About you – to succeed in this role

You will have

Essential:

- A minimum of 2 years' experience supervising large teams
- Confident user of Microsoft Suite and relevant software applications
- Level 5 Management qualification or equivalent
- NZQA Assessor certification
- Demonstrated ability to tailor complex messages to a range of audiences including clinical, management, the public and those who may experience literacy, digital learning difficulties or English as a second language challenges
- Experience in staff rostering, supervision, and operational planning.

Desired:

- Experience in the healthcare or aged care sectors

You will be able to

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

Desired:

- Communicate clearly verbally and in writing with a range of audiences, including those with low literacy or English as a second language.

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.