Clinical Team Leader Position Description

Te Whatu Ora – Waitaha, Canterbury is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies.

Position Title:	Clinical Team Leader, *Social Work,* Christchurch Campus	
Reports to:	Allied Health Clinical Manager, *Social Work*, Christchurch Campus	
Key Relationships:	**Internal:** ・Social Work Services Clinical Manager ・Social Work Clinical Team Leaders ・Social Work staff ・Director of Allied Health ・Executive Director of Allied Health ・Clinical Nurse Managers, nursing and medical staff ・CDHB Allied Health Leaders and AH staff ・Administration and support staff ・Child and Family Safety Service	**External:** ・Patients and their families ・Social Work profession colleagues from other District Health Boards/organisations ・Social Work profession regulatory bodies and education providers ・Social Work Professional organisations ・Associated Government and voluntary agencies ・Other relevant stakeholders e.g. suppliers, funding agencies
Organisational Vision:	Te Whatu Ora – Waitaha, Canterbury's vision is to promote, enhance and facilitate the health and well-being of the people of the Canterbury District.	
Organisational Values & Philosophy:	Te Whatu Ora - Waitaha Canterbury is committed to being an excellent and caring funder / provider of health and hospital services. Integral to the achieving our vision, goals and objectives of the DHB are the values of the organisation: ・ Care & respect for others ・ Integrity in all we do ・ Responsibility for outcomes	
Role Purpose:	The Clinical Team Leader of Social Work is accountable for the provision of clinical leadership to a group of Social Work professionals across the Christchurch Combined Campus The Clinical Team Leader ensures the delivery of a high-quality Social Work service to allocated areas within an interdisciplinary team environment.	
	The Clinical Team Leader maintains a designated clinical case load as agreed with the Social Work Clinical Manager. The Clinical Team Leader leads the operational delivery of Social Work services and is responsible for assisting the Social Work Clinical Manager with the	

	development, provision and monitoring of quality cost-effective clinical services which meet the accountability requirements of patient services, financial targets, service purchasers and the overall strategic direction of the CDHB.
Scope and Complexity	Number of Direct Reports: Ranges from approximately 6-14 Total Budget: 0 Limitations on Authority: Refer to Social Work Clinical Manager Security breaches and quality standards failures • Any actions that may lead to any discontinuity of the service. • Any matters which do not comply with CDHB policies and procedures Most challenging duties typically undertaken or most complex problems solved: • Ensuring high quality, timely services are delivered to meet current and future demands • Dealing with and solving team issues

KEY ACCOUNTABILITIES ACROSS THE CHRISTCHURCH COMBINED CAMPUS INCLUDING BEACON HOUSE:

Clinical and Team Leadership

- Provides clinical leadership to a team of Social Work professionals.
- Takes part in a 24/7 Duty Manager roster alongside the other Clinical Team Leaders.
- Is accountable for the daily operational management of direct reports within the team.
- In partnership with Social Work Clinical Manager, Team Leaders and staff, establishes the shared vision and operational strategy for the Social Work Allied Health profession across the Christchurch Combined Campus that is aligned with the CDHB strategy and goals and delivers a patient and family focused service that optimises health outcomes.
- Builds a culture of excellence in professional conduct, personal responsibility and accountability, leading by example.
- Creates and nurtures intra and inter-disciplinary team environments which encourage and support team approaches to achieve a high level of productivity, efficiency and clinical effectiveness.
- Facilitates an environment which allows respect and sensitivity to be demonstrated towards the rights, beliefs and choices of patients and their families and to other members of the interdisciplinary team.
- Fosters an environment and culture that supports innovation and creativity in practice, continuous quality improvement, research, teaching, supervision and training and development of staff

- Ensures that within delegated team their clinical and cultural competency requirements, professional and credentialing standards and supervision requirements are met
- Demonstrates in practice the principles of the Treaty of Waitangi, partnership, protection and participation and leads culturally responsive clinical practice within the team.
- Provides advice to Social Work Clinical Manager on professional, strategic and operational issues relevant to scope of professional responsibilities.
- Maintains and develops professional networks with stakeholders e.g. relevant professional bodies and training institutions, professional colleagues, NGOs, MOH locally and nationally.
- Leads and co-ordinates any specified projects/portfolios as delegated by the Social Work Clinical Manager within the Social Work profession and/or Allied Health across the Christchurch Combined Campus.

Service Planning and Delivery

- Ensures the provision of high quality inpatient, outpatient and community clinical Social Work services within the broader Social Work Team, aligned with professional standards and evidence based practice, as specified by contract and service level agreements for the Christchurch Combined Campus.
- Promotes effective multidisciplinary approaches to patient care and organisational management to ensure patient outcomes are maximised.
- Assists the Social Work Clinical Manager with the establishment of agreed measures for Social Work service delivery.
- Maintains clinical and statistical reporting required by service and ensures direct reports understand and comply with reporting requirements.
- Provides timely and appropriate advice to the Social Work Clinical Manager on service provision and clinical matters e.g. clinical risk and patient safety, changes in clinical practice relevant to clinical responsibilities of team
- Works collaboratively to promote effective use of relevant resources and be fiscally responsible.
- Ensures in consultation with Social Work Clinical Manager and the team that relevant Social Work procedures and clinical standards are established and reviewed on an ongoing basis to ensure quality services are maintained.
- Proactively enables training, support and development of the Social Work team to ensure there are appropriate competencies and skill mix across the professional group to deliver service requirements.
- Implements planned strategies in collaboration with others to improve the quality effectiveness and efficiency of service delivery.
- Reports staff and patient related incidents and complaints to Social Work Clinical Manager and assists in undertaking corrective action.
- Undertakes delegated responsibilities from Social Work Clinical Manager during absence to ensure the ongoing professional and operational management of the Social Work profession.

Budgetary performance

- Complies with delegated levels of authority.

Quality and Risk Management – Clinical Quality and Professional Governance

- Assists the Social Work Clinical Manager with the development and maintenance of quality management systems to optimise the quality of patient care
- Contribute to the specification of service quality measures in line with levels of funding , generally accepted standards and patient expectations
- Develop and recommend initiatives to address differential access to healthcare services for Māori and high needs populations
- Participates and contributes to quality improvement activity, including peer review, clinical audit and research.
- Ensure that team members are supported to participate and contribute to quality improvement activity, clinical audit, research, accreditation within Social Work, peer review within and across interdisciplinary teams and that learnings are shared and applied.

Workforce

- Works in partnership with the Social Work Clinical Manager and in partnership with other Clinical Team Leaders to ensure the appropriate skill mix and numbers of staff to meet current and future service demands.
- Ensures team members are informed of current and new/revised CDHB Social Work policies and procedures and obligations to comply
- Assists the Social Work Clinical Manager with the recruitment, selection, induction, training and development, performance management, annual performance appraisals and supervision of Social Work workforce.
- Supports and assists the Social Work Clinical Manager to undertake performance appraisals, coaching, mentoring of direct reports.
- Ensures legislative requirements are met in relation to professional practice and registration of direct reports
- Ensures professional supervision of direct reports is undertaken as required by the profession and CDHB Supervision Policy.

Clinical and Professional Practice

- Undertakes a clinical case load within a defined area of service delivery as agreed with the Social Work Clinical Manager, undertakes own clinical supervision and fulfils responsibilities for own performance appraisal.
- Demonstrates effective clinical reasoning and evidence based practice and is a role model for ongoing professional development.

- Maintains wide general knowledge of all clinical areas to whom Social Work services are provided and contemporary Social Work practice.
- Acts as a resource/consultant for the Social Work workforce and across the CDHB Divisions regarding professional practice, standards and policies.

- Supports and facilitates team attendance and participation in internal and external professional development opportunities, mandatory training and competency training that is aligned with personal, service and/or organisational goals.

- Supports career growth and development of staff aligned with the CASP framework

- Ensures the provision of a professional development programme for the Social Work workforce that meets professional and service requirements and encompasses concepts of interdisciplinary learning.

- Provides teaching to students and colleagues in other disciplines as required.

- Assists Social Work Clinical Manager with the coordination of student training in a supportive learning environment with appropriate clinical supervision.

- Fosters a learning environment that develops the cultural competency and capability of the Social Work workforce to positively impact on the health status of those consumers with diverse backgrounds and with special needs.

Other duties

- The Clinical Team Leader will undertake other duties as reasonably requested by the Social Work Clinical Manager from time to time.

HEALTH & SAFETY:

Managers are to take all practicable steps to ensure the health and safety of employees at work and maintain knowledge of CDHB health and safety systems and policies.

This will be achieved by ensuring:

- Health and safety programmes are sustained by allocating sufficient resources for health and safety to function effectively. This includes regular liaison with the Health and Safety Advisor.
- Employee participation is encouraged and supported in processes for improving health and safety in the workplace and by employee attendance at health and safety meetings.
- A system is in place for identifying and regularly assessing hazards in the workplace and controlling significant hazards.
- All employees are provided with information about the hazards and controls that they will encounter at work.
- Regular workplace audits are carried out.
- All employees receive and have signed off an induction to their workplace and to health and safety policies and procedures.
- All employees receive relevant information and training on health and safety including emergency procedures relevant to their area of work and the appropriate use of personal protective equipment they may need to use.
- All accidents and injuries are accurately reported, investigated and documentation is forwarded on to the Health and Safety Advisor within agreed timeframes.
- Support and participation occurs in employee's rehabilitation for an early and durable return to work following injury or illness.

QUALITY:

Every staff member within CDHB is responsible for ensuring a quality service is provided in their area of expertise. All staff are to be involved in quality activities and should identify areas of improvement. All staff are to be familiar with and apply the appropriate organisational and divisional policies and procedures.

QUALIFICATIONS & EXPERIENCE:

Qualifications

- Qualification in the Social Work profession that is recognised by the Social Work Registration Board and professional body.

Essential

- Registration with Social Work Registration Board.
- A current annual practising certificate.
- Demonstrated broad experience as a Social Work Clinician

Desirable

- Experienced Social Work Leadership position
- Has or is working towards post graduate qualification relevant to profession.

Experience

- Broad clinical practice and professional experience
- Proven ability in managing a clinician workforce
- Experience with clinical teaching/supervision, training and development of staff
- A broad knowledge of the health and disability sector
- Project and quality improvement experience
- Demonstrated use of audit and evaluation
- Awareness of the application of research and innovation that has resulted in improved clinical practice and service delivery models
- Experience in fostering team development
- Human resource management skills

PERSONAL ATTRIBUTES:

- High level of interpersonal skills.
- An understanding of the nature and aims of the services contracted for
- Outstanding leadership skills, capable of managing diverse professional teams in a challenging environment of political, media and public attention
- High degree of communication and interaction skills at all levels
- Demonstrated problem solving, negotiation and advocacy skills
- A client focus for both internal and external clients
- A working understanding of the Treaty of Waitangi, and demonstrated commitment to multi-culturalism
- A commitment to adopting and operating good employer policies and practices
- Initiative and ability to work under pressure

Key Behaviours:

- Ability to "work together" in a truthful and helpful manner.
- Ability to "work smarter" by being innovative and proactive.
- Accepts responsibility for actions.
- Ability to provide inspirational and motivational leadership.

Leadership Capability

Display self knowledge: Actively seeks feedback and opportunities to improve

Establish the change imperative: Manage change

Build relationships and mobilise support: Build relationships and navigate organisational policies

Think and act strategically: Identify short term opportunities

Communicate a vision and sense of purpose: Lead others to achieve agreed vision and goals

Empower others to act: resolve conflict and remove barriers to action

Stimulate innovative and creative immediate wins: Lead innovation and creative processes

Consolidate and continuously improve on strategic change: Consolidate improvements and remove barriers to change

Foster a positive culture: Promote collaborative and ethical decision making

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by staff in this job classification. Staff members may be requested to perform job related tasks other than those specified.