

POSITION DESCRIPTION

Position Title:	Hospital Services Team Leader
Location:	Dunstan Hospital, Clyde
Reports:	23
Reports to:	Operations Manager
Date:	December 2023

Our Vision

To be a lead provider and educator of rural healthcare for our communities

Purpose of Role

The key purpose of the role is to effectively contribute to the smooth running of Hospital Services by providing sound leadership in conjunction with the other Team Leader. To be responsive and flexible to the needs of the organisation.

LIVING CENTRAL OTAGO HEALTH SERVICES LTD VALUES

Proactively demonstrate COHSL values in all aspects of the role	<ul style="list-style-type: none"> • Demonstrates behaviours that we want to see from each other, at our best. • Contributes positively to a culture of appreciation, a learning culture, where people feel safe to speak up. • Contributes positively to the team and other initiatives that seek to improve patient and whanau experiences and/or staff experience of working 		
KINDNESS	EXCELLENCE	TRUST	CONNECTION
Kākau Māhaki	Whāia te iti kahurangi	Whakapono	Te Taukaea Takata

COMPETENCIES

Organisational Competencies

Role Model	Be ready to embrace change for the improvement of patient and whanau care. Be single minded and determined.
Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
Integrity & Trust	Is widely trusted, recognises the importance of confidentiality and works with upmost discretion; admits mistakes and does not misrepresent themselves for personal gain.
Drive for Results	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.

Role Specific Competencies	
Leadership and Motivation	Be action-orientated and motivating, have a proven collaborative approach to achieve innovative solutions to issues, adopt an open and supportive relationship with management and the team, being involved with them in planning and decision making where appropriate.
Customer Service Orientation	Proactively develops customer relationships by making efforts to listen to and understand customers (both internal and external). Anticipates and provides solutions to customer needs, giving high priority to customer satisfaction.
Process Management	Good at figuring out the processes necessary to get things done; knows how to organise self and activities; understands how to separate and combine tasks into efficient workflow; knows what to measure and how to measure it.
Informing	Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit, and/or the organisation; provides individuals information so that they can make accurate decisions; is timely with information. Ensures clear lines of communication with Team Leaders and colleagues.
Organisational Agility	Knowledgeable about how the organisation works, understands the origin and reasoning behind key policies, practices, and procedures; understands the cultures of the organisation.
Problem Solving	Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and does not stop at the first answers.
Decision Quality	Makes good decisions based upon a mixture of analysis, wisdom, experience, and judgment; most of their solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
Communication	Communication conveys an understanding of the context of the situation/circumstances. Presents information clearly in a language and style appropriate to the audience. Ability to listen.

KEY RELATIONSHIPS

Internal	External
<ul style="list-style-type: none"> Operations Manager 	<ul style="list-style-type: none"> Patients, Family / Whanau & Community
<ul style="list-style-type: none"> Hospital Services staff 	<ul style="list-style-type: none"> Suppliers of Hospital Services goods
<ul style="list-style-type: none"> All COHSL Staff 	<ul style="list-style-type: none"> Contractors & Community organisations eg: MOW delivery services
	<ul style="list-style-type: none"> Compliance organisations eg: CODC
	<ul style="list-style-type: none"> Te Whatu Ora staff

PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role:

	ESSENTIAL	DESIRABLE
Education and Qualifications	<ul style="list-style-type: none"> Minimum NCEA Level 3 	Basic Food Safety & Hygiene Certificate

Experience	<ul style="list-style-type: none"> At least 1-2 years administrative experience 	<ul style="list-style-type: none"> Experience leading a Team Experience within the health sector
Knowledge & Skills	<ul style="list-style-type: none"> Knowledge of the hospitality sector Good knowledge of administration policies, systems and procedures Excellent active listening skills High attention to detail 	
Personal Qualities	<ul style="list-style-type: none"> Sets high standards of performance An open and supportive leadership style Has a high standard of interpersonal communication skills Able to work independently as well as in a team Has initiative and the ability to proactively seek solutions to problems Is self-motivated with excellent organisational and time management skills Is willing to support and assist other staff as required Is adaptable and flexible – open to change Maintains an exceptionally high level of confidentiality and respects the privacy of individuals when dealing with them 	

KEY RESULT AREAS	
Key Accountabilities	Examples of Successful Delivery
Team Management	
<ul style="list-style-type: none"> Staff recruitment and staff management follows COHSL HR processes Effective staff rostering & payroll processes Supply ordering and annual stocktakes undertaken Maintains an eye for detail. Identifies potential improvements to processes to ensure the continuous improvement of food service and cleaning provision. Identifies existing or potential problems and opportunities to remedy. 	<ul style="list-style-type: none"> Staff are employed and orientated appropriately following COHSL & legislative processes Electronic rostering system utilised to create Rosters with appropriate notification to staff Timely completion of payroll processes Follows processes to ensure adequate stock and stock rotation Demonstrates attention to detail & accuracy. Work with checklists and routines to deliver timely and efficient services. Demonstrates a willingness to adapt to changing needs of the service. Demonstrates excellent & friendly customer service skills.
Health, Safety & Wellbeing	
<ul style="list-style-type: none"> Takes practicable steps to ensure personal safety and the safety of others while at work, in accordance with the COHSL's Health, Safety and Wellbeing policies, procedures and systems. Recognises individual responsibility for workplace Health & Safety under the Health and Safety at Work Act 2015. Effort is made to strive for best practice in Health and Safety at all times. 	<ul style="list-style-type: none"> You understand and consistently meet your obligations under COHSL's Health & Safety policy/procedures. You actively encourage and challenge your peers to work in a safe manner. Create an atmosphere where staff support each other, and workplace violence and bullying are not tolerated.

Cultural Safety	
<ul style="list-style-type: none"> • Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your day-to-day interactions with others. • Honouring cultural diversity. 	<ul style="list-style-type: none"> • Respect, sensitivity, cultural awareness is evident in interpersonal relationships. • Our cultural differences are acknowledged by respecting spiritual beliefs, cultural practices and lifestyle choices.
Professional Development – Self	
<ul style="list-style-type: none"> • Identify areas for personal and professional development. • Actively seeks feedback and accepts constructive criticism. 	<ul style="list-style-type: none"> • Training and development goals are identified and agreed with your manager. • Performance objectives are reviewed with your manager.
Other Duties	
<ul style="list-style-type: none"> • Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience. 	<ul style="list-style-type: none"> • You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.

CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes.

Acknowledged / Accepted:

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Employee

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Date

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Manager

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Date