

## Position Description | Te whakaturanga ō mahi

<b>Title</b>	Service Clinical Director – High and Complex Needs and Rehabilitation Service (Buchanan Rehabilitation Centre and Assertive Community Outreach Service)
<b>Reporting manager</b>	Tracy Silva Garay
<b>Department</b>	Kāhui o te Ihi Directorate
<b>Location</b>	Buchanan Rehabilitation Centre, Pt Chevalier
<b>Full time equivalent (FTE)</b>	0.4FTE (plus clinical component agreed)
<b>Date reviewed</b>	October 2025

### **Kia kotahi te oranga mo te iti me te rahi o te hāpori** **Healthy communities | World-class healthcare | Achieved together**

Te Toka Tumai recognises and respects Te Tiriti o Waitangi as the founding document which encapsulates the fundamental relationship between the Crown and Iwi. This established the New Zealand Government and defined Aotearoa as a bi-cultural nation. As a bi-cultural organisation, Te Toka Tumai understands that as Tangata Tiriti we have a Tiriti o Waitangi responsibility for Māori health improvement and a legislative responsibility to eliminate health inequities.

Our **vision** is to support our local population to achieve the outcomes determined for themselves, their whānau and their community, and to ensure high quality, safe and equitable services are accessible when needed. Our approach is patient and whānau-centred healthcare, which means people are at the heart of everything we do.

Our **purpose** is to support our population to be well and healthy, with special emphasis on accelerating health gain for Māori and achieving equitable health outcomes across our community. We commission health and disability services across the whole system from problem prevention to end of life care. We provide specialist healthcare services to patients and whānau from across districts, Aotearoa, and the Pacific.

### **About our values**

Our shared values are the foundation to how we do things at Te Toka Tumai. It is about how we treat people, and about how we make our patients, whānau and each other feel.

<b>Haere Mai Welcome</b> <i>we see you, we welcome you as a person</i>
<b>Manaaki Respect</b> <i>we respect, nurture and care for each other</i>
<b>Tūhono Together</b> <i>we are a high performing team: colleagues, patients and families</i>
<b>Angamua Aim High</b> <i>we aspire to excellence and the safest care</i>



### **Our values in action**

#### **See me for who I am**

When my team understands who I am, and where I come from, I feel accepted

#### **My voice counts**

When I know my voice is heard I feel a valued part of the team

#### **Thank you goes a long way**

When I'm thanked it motivates me to keep doing great work

#### **Be kind to each other**

When I'm respected, I'm happier in the workplace

#### **I have your back**

As a team we support each other and lend a helping hand when it's needed

#### **I am part of a team**

I give more of myself when we work together as one big whānau

## Context for the role

Clinical Service Leadership is important to support our teams to provide best care for our tangata whai ora.

The Assertive Community Outreach Service (ACOS) provides a range of mental health assessment, treatment and support services to adult residents in the Te Toka Tumai area (Auckland City). ACOS provides specialist assessment and treatment for individuals with an existing or suspected mental illness, with associated risk and/or impairment. The ACOS model of service delivery is engagement and recovery focussed, multi-disciplinary in approach and offers a broad range of evidence-based support options and/or interventions.

Buchanan Rehabilitation Centre (BRC) is a specialist inpatient mental health service for 40 people aged 18-65 years. The majority of people are under 30 years and all experience serious mental illness with associated high and complex needs. Many have significant physical health needs. BRC provides a therapeutic, recovery-oriented environment utilising evidence-based practice in response to peoples' clinical and rehabilitation needs.

## About the role

In partnership with the Operations Manager, you will manage your service to ensure implementation of Te Toka Tumai vision and strategy within the day to day operation of the Department. Develop and lead the service to achieve the agreed service delivery objectives in line with the Te Toka Tumai goals and objectives:

1. To ensure the clinical safety of the service;
2. Actively provide clinical leadership and effective management of the service's performance and productivity improvements;
3. Safeguarding high standards of care by creating an environment in which excellence in clinical care can flourish;
4. Provide leadership of the service's workforce fostering excellence in practice standards and professional conduct; and
5. To take responsibility for projects as allocated from time to time by the Director (Service) or their delegate.

Key result area	Expected outcomes / performance indicators for all Te Toka Tumai employees
Te Tiriti o Waitangi	<ul style="list-style-type: none"><li>• Supports the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori</li><li>• Supports tangata whenua/mana whenua led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care</li><li>• Supports Māori oversight and ownership of decision making processes necessary to achieve Māori health equity</li><li>• Support the expression of hauora Māori models of care and mātauranga Māori</li></ul>
Equity	<ul style="list-style-type: none"><li>• Commits to helping all of our residents achieve equitable health outcomes</li><li>• 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</li><li>• Supports the dismantling of policies, procedures and practices that cause inequity</li><li>• Supports Māori-led responses</li><li>• Supports Pacific-led responses</li></ul>
Digital	<ul style="list-style-type: none"><li>• Supports digital tools that foster organisational effectiveness</li></ul>

Whānau-centric	<ul style="list-style-type: none"> <li>• Supports improved service engagement with whānau</li> <li>• Supports people and service user experience in the design, delivery and evaluation of services</li> </ul>
Resilient services	<ul style="list-style-type: none"> <li>• Demonstrates performance improvement and efficiency</li> <li>• Supports the implementation of agreed continuous improvement initiatives</li> </ul>
Health & Safety	<ul style="list-style-type: none"> <li>• Takes responsibility for keeping self and others free from harm at work</li> <li>• Complies with the requirements of the Health and Safety policy and procedures of Te Toka Tumai</li> </ul>
Risk	<ul style="list-style-type: none"> <li>• Actively participates in Te Toka Tumai's approach to risk management</li> </ul>
Digital	<ul style="list-style-type: none"> <li>• Supports digital tools that foster organisational effectiveness</li> </ul>
Recordkeeping	<ul style="list-style-type: none"> <li>• Creates accurate and appropriate records to support and evidence business activities and regularly files to ensure that corporate information is secure, unchanged and not removed until its compliant disposal date.</li> </ul>

## Authorities

Direct Reports	<ul style="list-style-type: none"><li>• Operations Manager</li><li>• Clinical Team Leaders</li><li>• Lead Clinicians</li><li>• </li></ul>
Delegated Financial Authority	<ul style="list-style-type: none"><li>• In conjunction with the service accountant take accountability for development and management of the service budget</li></ul>

## Relationships

External	Internal
<ul style="list-style-type: none"><li>• Other Districts</li><li>• Police</li><li>• Other relevant clinical services and NGO's</li><li>• Other relevant organisations, e.g. ARC</li><li>• GP's and other primary health care providers</li><li>• School of Medicine</li><li>• Training Institutes</li><li>• Drug and Alcohol Services</li></ul>	<ul style="list-style-type: none"><li>• Operations Managers</li><li>• Nurse Unit Managers</li><li>• Chief Medical Officer</li><li>• Kāhui o te Ihi Directorate leadership team</li><li>• Other Service Clinical Directors and Te Toka Tumai Services</li><li>• Tangata whai ora &amp; whānau</li><li>• Emergency Department and ACH wards</li><li>• Service Clinical Governance Groups</li></ul>

## About you – to succeed in this role

### You will have

#### Essential:

- Hold an Annual Practice Certificate and meet the requirements of the Health Practitioners Competence Assurance Act 2003 (HPCA).
- Be a highly experienced and respected clinician
- Demonstrated experience in leadership
- Proven commitment to quality, safety and clinical governance
- Have excellent communication skills and collaborative ability
- Demonstrable knowledge of NZ Health Sector
- Sound understanding of Professional Ethics

#### Desired:

- Previous Management and / or leadership experience in a relevant clinical setting is desirable
- Hold a commitment to Te Whatu Ora and Te Toka Tumai espoused values

### 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
- Demonstrate alignment with Te Whatu Ora and Te Toka Tumai values

## Critical competencies

<b>Financial / Business Management</b>	<ul style="list-style-type: none"><li>• Demonstrated ability to translate strategic goals into Service Business Plans</li><li>• Ability to achieve service delivery objectives within the strategic guidelines</li><li>• Lead and inspire staff to develop new Business Case initiatives and demonstrate Project Management Skills</li></ul>
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<b>Leadership</b>	<ul style="list-style-type: none"> <li>• Partnership approach to the senior team, demonstrating a consultative and inclusive management style</li> <li>• Leads and supports staff in undertaking new challenges</li> <li>• Encourages a high standard of clinical practice within the team by setting the example</li> <li>• Understands the importance of patient care processes and systems and actively seeks improvements</li> <li>• Encourages staff to continually seek care improvements</li> <li>• Equitably balances the pressures of clinical care with resource availability and business objectives</li> </ul>
<b>Change Management</b>	<ul style="list-style-type: none"> <li>• Contributes to agreed service and organisation-wide change management projects by coaching staff, championing issues and providing feedback to the directorate leadership team as needed</li> <li>• Supports staff in undertaking new challenges and initiatives</li> </ul>
<b>People Management</b>	<ul style="list-style-type: none"> <li>• Actively listens to staff and provides constructive feedback. Actively recognises the contributions of others</li> <li>• Clearly communicates with staff and provides a working culture which is supportive and positive</li> <li>• Builds a supportive team environment through listening, and being flexible within organisation guidelines</li> <li>• Actively implements induction, orientation and retention strategies which are in line with organisation-wide objectives</li> </ul>
<b>Value Diversity</b>	<ul style="list-style-type: none"> <li>• Understand significance of Treaty of Waitangi</li> <li>• Display cultural responsiveness and values diversity</li> <li>• Displays a willingness to work positively to improve outcomes for Maori</li> </ul>

### Document Control [remove this section if not required]

<b>Issued by:</b>	Tracy Silva Garay	
<b>Date issued:</b>	October 2025	
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