

Team Leader – Adult Service

Reports to: Lead Manager

Delegation Level: HRD: Nil

Location: Christchurch

FIN: Nil

Direct Reports: 9

Position Summary

The Team Leader – Adult Services is responsible for the integrated leadership of clinical and operational functions across the Adult Service in all Stop locations ensuring that the expertise of other Specialist positions within Stop are utilised to achieve this.

This role holds primary accountability for clinical leadership and oversight, practice quality, and service outcomes, alongside responsibility for people leadership, service delivery, and operational management.

The Team Leader provides advanced clinical oversight, leads complex decision-making, and ensures the delivery of safe, effective, and high-quality services. The role is responsible for embedding clinical leadership within the team, strengthening internal capability of staff.

Expectations and Deliverables

This role will be responsible for the leadership of the adult team across all of Stop's regions from a clinical, people management, administrative, operational, and service delivery perspective as well as working strategically on the clinical service we provide to our clients and stakeholders. They will play a pivotal and leading role in the ongoing service development and management of the delivery of our services across the Agency. They will support and work with the Lead Manager in managing and maintaining key stakeholder and funder relationships to contribute to the successful running of the agency along with ensuring contractual volumes and KPI's are met. The role encompasses the following key result and principal accountability areas.

Key Responsibilities

Clinical Leadership

- Lead and maintain clinical leadership and oversight, ensuring safe, ethical, and evidence-informed practice.
- Hold accountability for clinical quality, consistency, and client outcomes across Adult Services.
- Provide clinical oversight and act as the escalation point for complex and high-risk cases.
- Support clinicians in complex assessment and intervention planning.
- Ensure appropriate use and interpretation of psychometric tools.
- Monitor and manage clinical risk.
- Drive continuous quality improvement within clinical practice.

People Leadership & Capability Development

- Lead and develop a high-performing clinical team
- Provide regular clinical supervision

- Manage performance and development planning
- Build internal capability and reduce reliance on external expertise
- Foster a positive and values-based culture

Service Delivery & Operations

- Ensure effective delivery of clinical services.
- Manage enquiries, referrals, caseloads and resource allocation.
- Ensure documentation meets standards in accordance with policy, procedures and best practice.
- Deliver services aligned with contracts to meet service contractual expectations
- Achieve service utilisation targets
- Participate in audit and reporting tasks

Strategy, Planning & Performance

- Contribute to organisational strategy and priorities
- Lead service planning and performance monitoring
- Identify improvement opportunities

Stakeholder Engagement & Collaboration

- Maintain relationships with stakeholders and partners.
- Represent Stop in sector forums
- Ensures services reflect Te Tiriti o Waitangi principles

Organisational Leadership

- Contribute to Senior leadership Team
- Support organisational initiatives and change.
- Supports the delivery of Stop's strategic and plan
- Champion a high-performance culture

Other

- Be a positive and supportive member of the senior leadership team, ensuring Stop values and culture are an intrinsic part of all leadership actions.
- Contribute to the wider management of the organisation through involvement and participation in the senior leadership team and Team Leader meetings.
- Contribute to other areas of operations, as and when required by the Lead Manager
- Requirement to travel as required

Your Education & Experience

Education / Professional Qualifications

- A postgraduate qualification in education, counselling, social work, psychology or related field.
- Current registration with a relevant professional body.
- Advanced Clinical practice
- Supervision training and capability
- Psychometric knowledge

Technical Skills /Work Experience

- Proven competency in clinical assessment, report writing and formulation
- Understanding of therapeutic models relevant for the service and client group
- Extensive face to face experience in assessment and intervention of people who have engaged in HSB
- Strong Communication Skills
- Strong understanding of NZ context, cultural practice, and Te Tiriti o Waitangi.

Your Working Relationships

Internal

- All Kaimahi/Staff
- Clinical Teams
- Senior Leadership Team
- Clinical Quality Manager

External

- Statutory agencies
- Community organisations and NGOs
- Iwi, hapū, and Māori providers
- Sector partners and professional networks