

Position Description

Centre Team Leader

Reports to:	Centre Manager - Christchurch and West Coast
Location:	West Coast
People Responsibilities:	Yes – approx. 2
Level of authority:	As defined by the Cancer Society’s budgets and delegated financial, operational and staff authorities
Date reviewed:	October 2022

Our Kaupapa

The Cancer Society’s mission is to reduce the incidence and impact of cancer in Aotearoa, New Zealand. We are here for everyone, no matter what cancer. The support we provide is broad and includes counselling, transport, accommodation, health promotion and advocacy. We are also the largest private funder of cancer research in New Zealand.

At a local level Cancer Society, Canterbury-West Coast Division (Cancer Society CWC) are deeply committed to the needs of whānau and has centres in Rangiora, Christchurch Central, Rolleston, Ashburton, Timaru and Greymouth. We work closely with the Canterbury and West Coast communities to generate funding that enables us to offer these services and plan for the future.

Te Tiriti o Waitangi is foundational to our work and the Cancer Society recognises the status of Māori as Tangata Whenua of Aotearoa. Under our Strategic Plan and Equity Charter we are focused on overcoming the inequities facing Māori, Pasifika, and other minority groups impacted by cancer throughout Aotearoa.

Position Purpose - Whāinga te āhukatanga

The Centre Team Leader provides leadership to, and management of, the West Coast Centre and its daily operations, to successfully deliver support and advocacy services to the local community. This includes providing locally based support for national and regional fundraising events and volunteer management. Alongside this, the Centre Team Leader provides supportive care services for their own Client caseload.

Key Accountabilities - Ki Whanaungatanga

Team Leadership

- Provide on-the-ground, visible management to team members based in the region, ensuring they are well supported and empowered to deliver successfully in their roles
- Role model and actively practice our CWC Leadership Tikanga to develop an engaged and high performing team who are committed to the mahi we do and the impact we have in the community
- Maintain open and transparent communication; share organisation information with the team so they remain well informed and engaged
- Work collaboratively with our People Experience team and the CWC Centre Manager to recruit, interview, select, hire and onboard employees and volunteers

Position Description

Operational Management

- Oversee day-to-day operations of the West Coast Centre, ensuring services delivered are of a consistently safe and high quality, and within CWC policies and guidelines; manage incidents on site and maintain vigilance for situations that may cause safety risks taking steps to minimise these as per CWC policy
- Ensure continuous and effective delivery of supportive care and health promotion services on the West Coast
- As directed by the Fundraising team, plan, co-ordinate, and at times lead, regional support for national and local fundraising initiatives, working alongside staff, volunteers and community groups so that funding and community support is generated from the West Coast region
- Work alongside the People Experience team to implement the Volunteer workforce plan, providing great experience for West Coast volunteers and ensuring that appropriate volunteers are available to maintain ongoing delivery of services within the region; ensure supervision and support for volunteers

Supportive care services

- Provide supportive care services to a client caseload – assessing and documenting referrals, providing ongoing information, resources and psychosocial support that enables clients and their family/whanau to make informed choices throughout their cancer experience
- Action accommodation and transport requests and associated documentation

Health and Safety

- All staff have individual responsibility for Health and Safety. You must:
 - Take reasonable care of your own health and safety
 - Take reasonable care your acts and omissions do not adversely affect the health and safety of others
 - Comply with any reasonable instruction
 - Co-operate with reasonable policy and procedures
 - Promote and participate in matters relating to health and safety
 - Identify and raise with management areas and methods to increase work health and safety
- You may refuse to undertake unsafe work if you believe that carrying out the work would expose you, or any other person, to a serious risk to you or another person's health or safety arising from an immediate or imminent exposure to a hazard. You must immediately discuss your concerns with your manager or Health and Safety Representative.

Required skills, experience and qualifications

- Experience supervising a team in an operational environment, while effectively managing your own workload
- Relevant health qualification, such as health, social science or humanities and recent experience working in the community
- Strong communication skills including the ability to empathise and care for people with respect to the sensitive nature of the Society's work
- Experience working in an oncology setting is desirable
- Understanding and commitment to te Titiri o Waitangi
- Computer literate with experience using a patient management system (or similar database)
- Understanding of the unique challenges of working for a non-government agency an advantage
- Full, current drivers' licence

Position Description

Key Competencies

- **Leadership** - inspires others to achieve results. Develops and enables others to realise their full potential.
- **Communication** – able to communicate clearly and effectively and relates well to a wide range of people in both oral and written format. Excels at listening effectively.
- **Planning and Organisation** – effective planning and organisation of initiatives via implementation of the correct sequence of actions. Can flex and adapt to meet changing business needs.
- **Listening and Responding** – practices attentive and active listening and has the patience to hear people out.
- **Whānau Focus** – ability and desire to focus attention on meeting the needs of all whānau and ensure satisfaction using proactive problem solving and responsiveness to whānau needs.
- **Valuing Diversity/Others** – Ability to work successfully with people of all views and preferences, recognising and respecting differences.
- **Peer Relationships** – can quickly find common ground with peers and is pleasant, co-operative, gets along well with colleagues and creates a sense of team spirit.

Disclaimer:

This Position Description is intended to describe the general nature and level of work to be performed. It is not an exhaustive list of all responsibilities, duties, or skills required in this position. From time to time, you may be required to perform duties outside of your normal responsibilities to meet business needs.