

Job Title:	Community Services Team Leader
Function:	Community Services
Reports to:	Community Services Manager
Last review date:	April 2026

He huanui oranga mo ngā mokopuna whakatipuranga roto i ngā hapori heke iho, heke iho -
Setting the path of wellness in our communities for the early years, for generations to come.

Whānau Āwhina Plunket – who we are and what we are about

Whānau Āwhina Plunket is a charity organisation and the largest service supporting the health and wellbeing of tamariki under-five and their whānau in Aotearoa. We're proud to visit over 80% of all newborn babies in Aotearoa and to support pēpē, tamariki and their whānau.

We aim to be a cohesive and effective national organisation grounded in evidence and best practice, with the needs of New Zealand whānau and families at the centre of everything we do.

Our Whānau Āwhina Plunket Goals are:

Pae Ora: Healthy Futures:

- **Mauri Ora:** Healthy babies and children
- **Whānau Ora:** Healthy confident families
- **Wai Ora:** Healthy environments and connected communities

We are on a pro-equity journey where we strive to give life to Te Tiriti o Waitangi principles of Tino Rangatiratanga, partnership, active protection, equity and options in our mahi/work to ensure healthy tamariki, confident whānau and connected communities.

As a Tangata Tiriti organisation we are guided by the articles of Te Tiriti o Waitangi. We are committed to building strong and respectful relationships with Māori communities. We include Māori worldviews in our decision-making processes to ensure that our actions are aligned with Māori aspirations for Hauora. This is reflected in our policies, processes, structures and governance.

Whānau Āwhina Plunket Values

In this role you will be expected to operate in a way that embodies and demonstrates Whānau Āwhina Plunket values as follows:

- **Māia** – to be courageous and lean into discomfort and challenge as we walk the path of pro-equity
- **Tūhono** – to connect and stand in relationship in calm and safe spaces (āhuru Mōwai)
- **Manaaki** – to care, love, nurture, support and mana enhancing. Respects mana atua, mana tīpuna, mana whenua, mana tangata
- **Māhaki** – to be humble as we share our knowledge experience to understand and learn from each other and foster trust.

Overview of the Community Services Team

The Community Services team is a vital part of the wider Service Delivery function, which brings Whānau Āwhina Plunket's trusted support to tamariki and whānau across Aotearoa. We work alongside our clinical colleagues, volunteers, and community partners to strengthen whānau and community wellbeing and help families achieve their aspirations.

Our team supports the delivery of local, regional, and national initiatives that help tamariki and whānau to thrive. We connect community needs, insights, and opportunities with Plunket's national direction, ensuring services are meaningful, welcoming, and responsive, particularly for our priority populations. Together, we are building a legacy of care, connection, and equitable outcomes that will support whānau for generations to come.

We prioritise tamariki and whānau experiencing the greatest inequities. This includes Māori, Pacific, Asian and rural families to ensure our services reach those who need them most. Our priority populations are central to our service design and are reflected in our key performance indicators, ensuring our work remains focused on improving equity and outcomes where they matter most. Our team uses internal insights, local data, and community feedback to guide targeted, culturally grounded service delivery that responds to whānau aspirations.

We lead and support a diverse range of programmes, events, services, and activities that foster deep connection with local communities. We work collaboratively to understand local needs and respond through innovative projects, strong partnerships, and meaningful volunteer involvement.

Volunteers play a vital role in extending Plunket's reach and strengthening our connection to communities. They lead and support local programmes and activities, bringing passion and lived experience to their mahi. Our paid Community Services kaimahi provide leadership and structure by recruiting, preparing, and supporting volunteers, ensuring roles are clear and safe, and creating environments where volunteers feel valued, confident, and set up for success. Together, we uphold Plunket's commitment to whānau-centred support and equitable access.

Purpose of the Position

The Community Services Team Leader provides operational and people leadership for Community Services within a defined geographic area or service portfolio.

The role ensures that services are well organised, effective, financially sustainable and efficiently delivered, in line with national frameworks, regional plans and organization priorities. The Team Leader provides strong people leadership, coordinates operational activity, and manages local delivery, enabling the Community Services Manager to focus on regional leadership, planning, relationships and financial performance.

Key Dimensions of the Position

Delegations: The position's full delegations are set out in the Schedule of Delegations and may be amended from time to time.

Functional relationships: *To follow are the main positions that this role will coordinate with; they are not meant or intended to be exhaustive, exclusive or limiting:*

Internal:

- Community Services Managers
- Community Services Coordinators, kaimahi and volunteers
- National system leadership roles (eg. National Playgroup Advisor, National Volunteer Advisor, National Injury Prevention Manager)
- Clinical teams and other Plunket services
- People and Culture, Finance and other corporate support teams
- Fundraising team

External:

- Community partners and local service providers
- Local organisations who support service delivery
- Funded partners and local stakeholders

Key accountabilities

Operational Leadership and Service Delivery

- Lead and coordinate the day-to-day delivery of Community Services within scope
- Ensure services are well planned, organised and delivered efficiently in line with agreed service models and standards
- Translate regional plans and priorities into effective local operational delivery
- Coordinate operational activity including scheduling, venues, logistics, leave planning and resource allocation
- Ensure services are delivered safely, consistently and in line with contractual, funding and organisational requirements
- Identify operational risks, pressures, and service gaps and escalate appropriately

Financial Sustainability and Efficiency

- Support the financially sustainable delivery of Community Services within scope
- Monitor service activity, utilisation and resourcing to ensure efficient use of people and resources
- Identify opportunities to improve efficiency, reduce duplication and strengthen service viability
- Support the Community Services Manager by providing accurate operational information and insights related to costs, utilisation and delivery pressures to inform planning and decision-making
- Ensure operational decisions consider both service impact and financial sustainability

People Leadership and Performance

- Provide people leadership to kaimahi within scope, including supervision, coaching and performance support
- Build and maintain a positive, inclusive, and accountable team culture aligned to Plunket's uara (values)
- Ensure kaimahi understand role expectations and are supported to deliver to a high standard
- Support recruitment, induction and onboarding of kaimahi as required

- Address performance, attendance, or wellbeing concerns early and constructively, with support from the Community Services Manager

Volunteer Support

- Support the recruitment, coordination and day-to-day functioning of volunteers
- Ensure volunteers are supported locally in line with national volunteer frameworks
- Escalate volunteer-related issues or risks as required
- Work collaboratively with Community Services Coordinators to support positive and safe volunteer experiences

Quality, Reporting and Risk

- Support the collection and accuracy of service data and reporting
- Monitor service quality, attendance and consistency
- Identify emerging trends, risks or issues and provide timely operational insight
- Ensure health and safety practices are embedded in day-to-day operations and that issues are addressed promptly

Relationships and Collaboration

- Build and maintain effective working relationships with internal and external stakeholders to support service delivery
- Represent Community Services professionally in local forums as required
- Work collaboratively with other Team Leaders and regional colleagues to support consistency and shared learning
- Support the Community Services Manager by maintaining positive local relationships and resolving operational issues where appropriate.

Quality, Health & Safety

- Manages own personal health and safety, and take appropriate action to deal with workplace hazards, accidents and incidents
- Ensures own and others' safety at all times and observe health and safety practices in all workplace activities
- Understands the responsibility individuals and their manager play in health and safety
- Team training is up-to-date and all team members can demonstrate actions in an emergency that are specific to the workplace and are designed to keep individuals safe
- Complies with relevant safety legislation, policies, procedures, safe systems of work and event reporting
- Identifies and report all incidents, accidents, and near misses in accordance with policy

Position Description and Scope of Duties

The job holder is expected to perform such other duties as can reasonably be regarded as incidental to the position description, and such other duties reasonably within their experience and capabilities as may be from time to time assigned following consultation.

Once appointed a programme of work will be developed with the appointee that will set out the specific tasks and time frames to achieve the key deliverables for this position. Progress will be monitored through Plunket's Performance and development programmes.

Person Specification

Qualifications and experience

- Relevant qualification or experience in Community Services, Social Services, Education or Health
- At least 2 years experience in an operational leadership roles
- Experience supporting staff and/or volunteers in service delivery environments
- Understanding of community-based services, equity focused practice, and working with diverse communities

Skills and attributes

- Strong operational leadership and organisational capability
- Ability to manage complexity, competing priorities and operational risk
- Sound financial awareness and understanding of service sustainability
- Strong people leadership and coaching skills
- Clear communicator with effective relationship-building capability
- Demonstrated cultural competence and commitment to Te Tiriti o Waitangi
- Alignment with Whānau Āwhina Plunket's uara and commitment to whānau wellbeing.

I have read and understood the above position description and accept all the above responsibilities incorporated herein.

Role title

Date

Manager role

Date