

Position Description

Brief Intervention Talking Therapy-Clinical Team Lead

Reports to

Service Manager, Primary Mental Health

Business Area

Primary Mental Health

Position Purpose:

To provide clinical leadership for the Brief Intervention Service and Mental Health Triage Team driving service excellence and innovation in partnership with the Service Manager and Operations Team Lead. This role ensures the delivery of high-quality, accessible primary mental health services aligned with Pegasus Health's strategic vision and Canterbury health system priorities.

- To lead mental health clinician's and provide oversight of clinical work ensuring that individuals remain supported and working to the top of their scope of practice.
 - The Clinical Team Lead is responsible for clinical functions of the Mental Health Triage Team and works in partnership with the Operations Team lead, who supports the operational functions of triage and process and systems of the Brief Intervention Service
 - To develop and implement changes to service provision in collaboration with the Service Manager and wider Mental Health Leadership Team, and identify new opportunities to increase access to primary mental health services
 - Work with Pegasus Health staff to support effective delivery of the services, particularly members of the Equity Team.
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Dimensions:

Staff: The Clinical Team Leader has between 12-15 direct reports.

Relationship management and oversight for approximately 2-3 contractor Mental Health Clinicians.

Budget responsibility: Tier 1

Key Relationships

Internal:

- Primary Mental Health Service Manager
- Primary Mental Health Service Operations Team Lead
- Primary Mental Health GP Clinical Lead
- Provider Services General Practice and Community Service, General Manager
- All Pegasus Health divisions and staff

External:

- General Practice teams
 - Pegasus Health members
 - Primary Health Organisations (PHO)
 - Canterbury District Health Board (CDHB)
 - NGO services
 - Other external organisations
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Key Responsibilities:

Clinical Leadership

- Provide strong effective leadership to the Brief Intervention Team to deliver
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	<p>excellent mental health service to general practice and their patients.</p> <ul style="list-style-type: none"> • Oversee clinical work, measuring performance against agreed service objectives. • Manage any clinical issues/risks as they arise • Support and guide individuals to ensure high levels of performance and service delivery. • To manage complaints and feedback process in partnership with the Operations Team lead • Promote and maintain a positive and healthy team culture
Service Delivery	<ul style="list-style-type: none"> • Effectively manage service delivery including: • The day-to-day direction, advice and assistance to the team; • Monitor performance against service expectations; and • Facilitate delivery of services to ensure goals are attained • Facilitate team meetings
Communication	<ul style="list-style-type: none"> • Maintenance of effective interpersonal relationships with all staff members, community representatives and general practice teams.
Quality Improvement	<ul style="list-style-type: none"> • Demonstrate willingness and involvement in quality activities to achieve service and organisational objectives in an innovative manner. • Contribute to the team environment in which objectives and plans can be achieved and its performance enhanced. • Take all opportunities to obtain new skills and competencies which will enhance delivery of service. • Manage client feedback and complaints process.
Maintaining Systems and Information	<ul style="list-style-type: none"> • Ensuring all Mental Health clinicians reporting requirements are reviewed and up to date. • Development of new resources where necessary.
Leadership	<ul style="list-style-type: none"> • Provide effective leadership and direction to the team to ensure achievement of operational activity. • Managing performance and development of team members including: having regular performance conversations and reviews; setting performance objectives and track progress against these; setting

	<p>development plans; and providing coaching and guidance as required.</p> <ul style="list-style-type: none"> • Preparation of budgets, business plans and performance indicators in partnership with the Service Manager. • Consistently acts as a positive role model, clearly communicate and reinforcing our values.
Continuous Improvement	<ul style="list-style-type: none"> • Ensure all work, processes and systems are continually assessed and developed from a continuous improvement perspective.
Self-Development	<ul style="list-style-type: none"> • Takes responsibility for personal development and continually develops own professional expertise. This will be achieved through membership in relevant associations and committees and appropriate professional development through attending programmes as agreed with the Service Manager.
Information Security	<ul style="list-style-type: none"> • Understand and comply with Pegasus Health's information security policies. • Support continuous improvement to our information security policies and procedures.
Health and Safety	<ul style="list-style-type: none"> • Supporting staff participation in health and safety matters. • Comply with responsibilities under the Health and Safety at Work Act 2015.

The Clinical Team Leader will undertake other duties as directed by the Service Manager from time to time. Such duties are carried out in a timely, accurate manner and in accordance with organisational policies and procedures.

The tasks defined above are indicative and may change from time to time as the needs, priorities and objectives of the company change. Accordingly, the position will undertake any other tasks and duties as agreed from time to time with your manager subject to provision of appropriate training.

Qualifications and Technical Skills:

Essential

- Mental Health qualification and registration, e.g., nurse, clinical psychologist, social worker, occupational therapist, registered counsellor

Experience:

Essential

- Minimum of 5 years mental health leadership experience, including leading Talking Therapy, Counselling Services.
- Minimum of 8 years' experience working in mental health and delivering talking therapy and behavioural change support.
- Knowledge of local mental health services, General Practice capabilities, NGO providers and community support agencies.

Desirable

- Previous primary care experience
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Personal Attributes:

- **Organisational Excellence** – Demonstrates strong time management skills, effectively prioritises competing demands, and ensures tasks are completed accurately and efficiently on the first attempt.
 - **Strategic Leadership** – Maintains an approachable leadership style with clear, transparent communication while demonstrating comprehensive understanding of service objectives and organisational vision.
 - **Team Collaboration** – Actively fosters team cohesion, facilitates effective interdisciplinary partnerships, and promotes seamless cross-functional working relationships across internal and external stakeholders.
 - **Client-Centred Approach** – Consistently places client needs and outcomes at the heart of all decision-making processes and service delivery planning.
 - **Innovative Problem-Solving** – Demonstrates strong initiative and creative thinking, developing solutions and approaches when faced with complex challenges.
 - **Digital Proficiency** – Maintains competent working knowledge of essential software applications including Microsoft Office Suite and electronic patient management systems.
 - **Inclusive Management Style** – Cultivates supportive, transparent working relationships with all team members, actively engaging staff in collaborative decision-making processes where appropriate and relevant to their roles.
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Te Tiriti O Waitangi

Pegasus Health is committed to Te Tiriti O Waitangi and the application of its principles and intent.

Our Purpose

That all people living in Canterbury lead healthy lives

Our Role

Together making Canterbury the best place to receive and provide primary care

Pegasus Values

Our values guide how we interact with people within and outside of Pegasus. Our people, purpose, values and culture ensure we work successfully with communities, partners and each other and make us Pegasus Health. **Manaakitanga** underpins everything we do.

- We are inclusive every voice is important to us
 - We act with integrity doing what is right
 - We connect, together we succeed
 - We strive for better everyday
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