



POSITION DESCRIPTION

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| Team | Mental Health and Addictions Services |
| Position Title | Mental Health Assessment and Home Treatment Team clinician |
| Reports to | Clinical Manager, Community Mental Health and Addiction Services and Clinical Manager |
| Role Summary | This position works principally within the department or service specified above, however you may be required to undertake duties in other areas of the organisation which promote the efficient and effective operation of Te Whatu Ora - Whanganui which reasonably fall within the general parameters of this position. |
| Purpose of the Position | <ul style="list-style-type: none"> ▪ To provide quality mental health assessments, implement crisis interventions that are therapeutic, minimising risk to service user/tangata whaiora and their family/whanau. The position will also provide home treatment to service user/tangata whaiora and their family/whanau in accordance with operational procedures. ▪ The position has rostered shifts and has an overnight on call component. ▪ The position will meet professional standards, legislative requirements and Te Whatu Ora - Whanganui policy and follow the values and attitudes of Let's Get Real |
| Direct Reports | <ul style="list-style-type: none"> ▪ Nil |
| Delegated Authorities | <p>Financial</p> <ul style="list-style-type: none"> ▪ Nil <p>Staff</p> <ul style="list-style-type: none"> ▪ Nil |
| My role responsibility | <p>This role is primarily accountable for:</p> <ul style="list-style-type: none"> ▪ providing mental health crisis phone triage, urgent mental health assessment, crisis resolution intervention, and the delivery of intensive short-term home treatment for a defined group of service user/tangata whaiora to support community-based treatment and care. |



Ngā Moemoeā Me Ngā Tino Whāinga **Our Vision and Mission**

Our Vision

He Hapori Ora – Thriving Communities

People in the Whanganui District rohe live their healthiest lives possible in thriving communities

Our mission

Kia tāea e te whānau me te hapori i tōna ake tino rangatiratanga

Together we build resilient communities, empowering whānau and individuals to determine their own wellbeing

Ngā Uaratanga Our Values



Aroha

The value of love, respect and empathy, demonstrating compassionate and non-judgemental relationships

Closely interlinked with:

Rangimārie

Humility, maintaining composure, peace, accountability and responsibility

Mauri

Life's essence and balance

Kotahitanga

The value of unity and vision sharing where we demonstrate trust and collaboration

Closely interlinked with:

Whanaungatanga

Spiritual wellness, relationships, beliefs, knowing who you are and what to do

Mana tangata

Dignity, respect, protections, safety and acceptance.

Manaakitanga

The value of respect, support and caring where we demonstrate doing our very best for others

Closely interlinked with:

Kaitiakitanga

Protection, maintaining values and taking care of people and things

Tikanga Māori

Guiding protocols and principles for how we do things

Tino Rangatiratanga

The value of self-determination where we empower individual/whānau choice

Closely interlinked with:

Wairuatanga

Spiritual wellness, relationships and beliefs

Whakapapa

Whānau-centred approach which achieves equity in health outcomes for Māori

| Key Performance Indicators | | |
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| Key Accountabilities (Key areas of your focus) | Tasks (How you achieve) | Performance Indicators (How you will be measured) |
| Professional responsibility | <ul style="list-style-type: none"> ▪ Accepts responsibility for ensuring that his/her practice and conduct meet the standards of the professional, ethical and relevant legislated requirements ▪ Demonstrates the ability to apply the principles of the Treaty of Waitangi/Te Tiriti o Waitangi to clinical practice ▪ Practises in a manner that the service user/tangata whaiora and their family/whanau determine as being culturally safe ▪ Demonstrates accountability for directing, monitoring and evaluating clinical care that is provided by the clinician, enrolled nurses, students and others • Promotes an environment that enables service user/tangata whaiora and their family/whanau to be involved with the recovery care planning process and that a range of helpful options are explored • All changes to clinical care plans are documented within the appropriate electronic patient management system as soon as possible after the event • Where the Position holder is authorised by the DAMHS for this purpose: Maintains Duly Authorised Officer (DAO) status within the WDHB for the purpose of the application of the Mental Health Act 1992 (MHA) | <ul style="list-style-type: none"> ▪ Able to demonstrate knowledge, judgment and accountability for own actions and decisions, while promoting an environment that maximises service users/tangata whaiora safety, independence, quality of life and health as evidenced through individual performance reviews with the professional advisor and clinical nurse manager. Professional recognition must be current through social worker, nursing or alcohol and other drugs clinician registration ▪ Uses clinical knowledge and experience to determine the least restrictive outcome of interventions with service user/tangata whaiora ▪ To ensure that clinical care is conducted in accordance with the Articles contained in the Treaty of Waitangi/Te Tiriti o Waitangi to nursing or allied practice ▪ Recognises and respects the uniqueness of all cultures and safely meets their needs, expectations and rights ▪ Supervises enrolled nurses, students and others on a day to day basis ▪ Reviews current service user/tangata whaiora health records all electronic patient management systems entered by enrolled nurses, students and others must be countersigned, analysed and entries are finalised by the supervisor ▪ Evidence that the service user/tangata whaiora and their family/whanau are involved with the recovery care planning process and that a range of helpful options are explored ▪ All changes to clinical care is current within the appropriate electronic patient management system ▪ Registered professional able to act as a DAO for Te Whatu Ira - Whanganui Mental Health Service. The Registered Nurse is able to act as a ready point of contact for any aspect of the MHA 1992 to provide assistance, advice or reassurance on the application of the MHA 1992 in accordance with statutory guidelines ▪ Maintains registration and a duly authorised officer updating training ▪ Uses nursing knowledge and experience to determine the least restrictive |

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| | | outcome of interventions with service user/tangata whaiora |
| Management of clinical care | <ul style="list-style-type: none"> ▪ Undertakes a comprehensive, thorough and accurate assessment of service user/tangata whaiora in a variety of settings, including, but not limited to, their home, the WDHB general wards, general practitioner practices and community locations ▪ Demonstrate cultural awareness/sensitivity to service users/tangata whaiora and their family /whanau needs in particular when working with people who have an affiliation to Maori practices ▪ Ensures documentation is accurate and maintains confidentiality of information ▪ Ensures the service user/tangata whaiora and their family/whanau has adequate explanation of the effects, consequences and alternatives of proposed treatment and therapeutic intervention options ▪ Provides health education appropriate to the needs of the service user/tangata whaiora and their family/whanau within a clinical framework ▪ Evaluates service users/tangata whaiora progress toward expected outcomes in partnership with service user/tangata whaiora and their family/whanau ▪ Acts appropriately to protect oneself and others when faced with unexpected service user/tangata whaiora responses, confrontation, personal threat or other crisis situations ▪ Reflects upon, and evaluates with peers and experienced professionals, the effectiveness of clinical care as well as maintaining professional development | <ul style="list-style-type: none"> ▪ Able to demonstrate accurate assessments and interventions that are supported by the clinicians knowledge and research that is evidenced through caseload review, performance review and meets professional standards ▪ Uses a variety of treatment modalities to meet the needs of the service user/tangata whaiora. Cultural needs are reflected in documentation of the appropriate electronic patient management system notes and plans ▪ Documentation is up to date. Appropriate electronic patient administration health records system that includes but not limited to primary health recording files, CMH&AS HoNOS, ADOM, care plans, risk assessments and relapse prevention plans that may include WRAP plans that reflect current events ▪ Can provide information and research documentation on models of treatment, medication and established therapies ▪ Demonstrates ability to use approaches and techniques to diminish risks ▪ Demonstrates the establishment of treatment, transfer of care and discharge plans using the appropriate identified resources ▪ Able to plan and implement with the service user/tangata whaiora a course of action for outcomes based on the agreed goals and tasks ▪ Demonstrates knowledge of resources, services and opportunities to meet service users'/tangata whaiora identified needs ▪ Demonstrates the knowledge and skills for effective clinical safety, care and support ▪ Has a whole of health/wellbeing/CEP/recovery approach to practice models ▪ Supports with medication management depending on scope ▪ Supports service users/tangata whaiora to meet their physical health needs through clinical oversight and navigation to other health providers ▪ Participates in regular and recorded clinical supervision, meets with the clinical |

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| | | coordinator and or clinical nurse manager to review cases and professional development programmes |
| Interpersonal relationships | <ul style="list-style-type: none"> ▪ Establishes, maintains and concludes therapeutic interpersonal relationships with service user/tangata whaiora and their family/whanau ▪ Practices clinical care in a negotiated partnership with the service user/tangata whaiora and their family/whanau where and when possible ▪ Communicates effectively with service user/tangata whaiora and their family/whanau and members of the health care team | <ul style="list-style-type: none"> ▪ Clinician is able to demonstrate knowledge, judgment and accountability for own actions and decisions, while promoting an environment that maximises service users/tangata whaiora safety, independence, quality of life and health as evidenced through individual performance reviews with the professional advisor and clinical nurse manager. Professional recognition must be current through social worker, nursing or alcohol and other drugs clinician registration |
| Inter professional health care and quality improvement | <ul style="list-style-type: none"> ▪ Collaborates and participates with colleagues and members of the health care team to facilitate and coordinate care ▪ Recognises and values the roles and skills of all members of the health care team in the delivery of care ▪ Participates in quality improvement activities to monitor and improve standards of health care ▪ Will have a genuine interest in continuous quality improvement within the team ▪ Participates in review of department policy and procedures ▪ Clinical practice conforms with Te Whatu Ora – Whanganui’s policy and procedures | <ul style="list-style-type: none"> ▪ Inter professional healthcare and quality improvement which is evidenced through the individual performance reviews and portfolio submission for PDRP or DAPAANZ which demonstrates an ability to evaluate the effectiveness of care and promote quality improvement within the activities of the team ▪ Demonstrates a commitment to service user/tangata whaiora and continuous quality service improvement through interaction with service user/tangata whaiora and their family/whanau, internal and external customers ▪ Works in collaboration and consultation with other health and social sector providers to support service user/tangata whaiora wellbeing ▪ Participates in quality improvement projects within the department and service ▪ Evaluates initiatives for success measures and responds accordingly |
| Wellbeing, Health and Safety | <ul style="list-style-type: none"> ▪ Comply with all safe work procedures, policies and instructions ▪ Report all incidents hazards and injuries to supervisors in a timely manner ▪ Actively participate in the ongoing development of safe workplace practices in Te Whatu Ora - Whanganui | <ul style="list-style-type: none"> ▪ Completed Te Whatu Ora Health and Safety Orientation Course and updates ▪ Attendance at workplace safety meetings ▪ Demonstrated by signed training records ▪ Active involvement in, and completion of, rehabilitation programmes as required ▪ Timely, full and accurate completion of accident and hazard forms if and when required. |

My Capability & Personal Qualities

To be effective and succeed in this role it is expected that you will have the following proven capabilities:

- computer literacy and experience working with/understanding of MS Word, Excel, Outlook, relevant tools and social media
- proactively investigates new perspectives, approaches, and behaviors, and takes steps to evaluate and improve performance
- outstanding people and relationship skills
- ability to build rapport quickly; networking to maintain and develop effective working relationships
- commitment to the development of a customer service culture
- ability to clearly articulate messages to a variety of audiences
- uses verbal and written communication skills effectively, listens actively and shares relevant information
- builds a logical approach to address problems or opportunities or manage the situation at hand by drawing on own knowledge and experience base and calling on other references and resources as necessary
- accepts full responsibility for self and contribution as a team member; displays honesty and truthfulness; confronts problems quickly; displays a strong commitment to organisational success
- uses initiative to identify what needs to be done and takes action to achieve standards of excellence beyond job expectations
- understands the workings, structure, and culture of Te Whatu Ora as well as the political, social, economic, patient and service delivery issues affecting the organisation
- works effectively in partnership with others, maintaining a positive open and objective attitude towards others in achieving objectives
- actively addresses conflicts by focussing on the issues at hand to develop effective solutions when disputes or disagreements occur
- linking long-range visions and concepts to daily work, ranging from a simple understanding to a sophisticated awareness of the impact of the world at large on strategies and on choices
- demonstrates an open-minded approach to understanding people regardless of their gender, age, race, national origin, religion, ethnicity, disability status, or other characteristics; treats all people fairly and consistently; effectively works with people from diverse backgrounds by treating them with dignity and respect
- good knowledge of the health sector
- has a strong bias for action and making things happen in a pragmatic and effective way

It is the responsibility of each WDHB employee to establish and maintain positive, healthy, collaborative and constructive partnerships with leaders, managers, clinicians, support staff and administrators and relevant external networks; stay abreast of, and contribute to local, regional and national health care activities and initiatives.

My Relationships to Nurture

Internal – MH&AS

- Director of Area Mental Health Services (DAMHS)
- Director of Allied health
- Director of Nursing patient Safety and Quality
- Clinical Managers and Clinical Coordinators, MH&AS
- Professional Allied Health and Nursing Health Advisor
- Clinical Nurse Educator
- MH&AS staff
- The multidisciplinary care teams
- Other health care services
- Administration support staff

External

- Service users/tangata whaiora and their family/whanau
- Primary care providers
- External community agencies
- Balance Whanganui
- Mental Health & Wellbeing Support
- Police

**My Wellbeing,
Health & Safety**

Safety starts with each of us:

- No business objective will take priority over health and safety
- Most incidents are preventable
- While management have ultimate accountability, each of us is responsible for our own health & safety as well as that of our colleagues, patients, visitors and contractors
- Every individual should feel safe in their workplace
- It is everyone's responsibility to work safely. This requires us to be proactive, flexible and resilient; anticipate hazards and events and:
 - resolve risks and hazards yourself if that's the right thing to do
 - speak up so that we can resolve this as a team
 - report all health and safety concerns
 - if you're not sure what to do refer to the relevant policy and procedure
- Our people prevent incidents and determine whether we work safely. Our people therefore are the solution to ensure as many things as possible go right, that we learn from events and adjust the way we work for the conditions. Staying safe only succeeds because individuals and teams adjust to and meet the conditions at work
- Each of us is responsible to take care of ourselves and each other so we can take care of others.

Physical Attributes

We will make all reasonable efforts to provide a safe and healthy workplace for all, including persons with disability.

- Ability to participate in Calming and Restraint activities
- Must be able to function in rapidly changing and demanding conditions when required.
- Hearing and speech sufficient to communicate clearly with patients and co-workers, monitor patient status and equipment, recognise impending emergencies relating to patients and equipment and hear emergency alarm.
- Ability to wear face masks and rubber gloves for protection against infectious disease.
- Absence of a health condition which could increase appointee's susceptibility if exposed to infections more frequently than usual
- Skin condition should allow frequent contact with water, soap/disinfectant soap, chemicals and latex rubber.
- Skin should not be fissured, scaly, cracked on hands, forearms, face or neck.
- The appointee must not have infection or colonisation with MRSA.
- The appointee must not have a health condition that will put others at risk.
- Manual dexterity sufficient to operate a variety of specialised equipment used within wards/departments at Wanganui Hospital as required, including syringes, together with safe administration of drugs and use of clerical items including personal computers.
- A high degree of physical capacity is required as the work is physically demanding, involving standing, walking, sitting, stretching, twisting bending and lifting/moving weights up to and above 15 kilograms frequently. (Stature extremes may increase hazard of shared activities).
- A high degree of mental concentration is required.
- Ability to move about and undertake necessary duties (sometimes in restricted spaces) in wards / departments / community settings within Te Whatu Ora - Whanganui.
- Visual ability sufficient to read, write/record, operate equipment, safely administer medications, monitor equipment and patient status enabling accurate performance of essential job duties.

Successful interviewees will need to know their "Hepatitis B" status and have available recent documented MRSA clearance and immunised against COVID.

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| Approved: | Manager | | Date | |
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| Accepted: | Employee | | Date | |
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