

Job Description

Registered Health Clinician

Whangarei Acute Spectrum Specialist Service Teams, Mental Health and Addictions Services

Position Title:	Registered Health Clinician
Organisation Unit:	Whangarei Acute Spectrum Specialist Service Teams; Adult Community Mental Health and Addictions Service
Location:	Whangarei, Te Whatu Ora Te Tai Tokerau
Responsible to:	Clinical Team Manager, Whangarei Acute Spectrum Specialist Service (W.A.S.S.S.), Mental Health and Addictions Services, Te Whatu Ora Te Tai Tokerau
Primary Functions of the Position:	<ul style="list-style-type: none"> To enable a faster response for individuals presenting acutely to mental health services including those in ED and via the police. To ensure that all acute and non-acute referrals to Whangarei Adult Mental Health services are managed in a timely and appropriate manner To conduct a preliminary assessment of whether a person is likely to have a mental illness or disorder, and the nature of urgency of the response required against the ratified Triage scale. To manage MHAS RMS platform for all Whangarei Adult Mental Health Services. To assess all external Transfer of cares for Whangarei Adult Mental Health teams against the Health Pathways, acute and non-acute, secondary service entry criteria during office hours To provide referrers with appropriate and timely updated information regarding referrals to Whangarei Adult Mental Health Services. To provide a single point of entry 0800 phone line coverage service Monday to Friday 0800-1630hrs for all acute and non-acute referrals and phone calls. To provide office based clinical support for Whangarei CATT, who are a mobile based team during office hours and Whangarei CATT-ED. To cover roster shortages within Whangarei CATT and CATT-ED. To develop or strengthen appropriate networks with interface agencies. To participate as an effective team member of the Whangarei Acute Spectrum Specialist Service Team

Functional Relationships

The Registered Health Clinician will develop and maintain excellent relationships with:

Internal	External
<ul style="list-style-type: none"> • General Manager, Mental Health and Addiction Services (MHAS) • Clinical Director, MHAS • Service Manager, Whangarei and Kaipara Adult MHAS • Clinical Team Manager, WASSS • Clinical Head of Department, Acute Services • Whangarei CATT and CATT-ED • Community Mental Health Multidisciplinary Teams • Tumanako Unit and Sub-acute Units • Nurse Director MHAS Clinical Director • Social Work Professional Lead • Whangarei Acute Spectrum Specialist Services • Director of Area Mental Health Services • Psychiatrists, Medical Officers, Psychiatric Registrars • Professional Leaders, MHAS • Consumer and Family Leaders, MHAS • Executive Assistant/Lead Administrator, MHAS • Mental Health Act Administrator • Multidisciplinary teams, MHAS • Administrator staff, MHAS • Te Poutokomanawa • Members of the multidisciplinary team 	<ul style="list-style-type: none"> • Local Iwi and Hāpu • Primary health care providers, including • Practice Nurses and General Practitioners • Community Services • NZ Police • ED • Peripheral hospital staff • Aged Residential Care Services • Members of the Public • NGOs • Department of Corrections • MSD • Other government departments • Tertiary education providers • NZ Nursing Council • NZ Social Work Council • Professional bodies and associations • Health and social support agencies • Probation services

Key Responsibilities and Expected Outcomes

Te Whatu Ora Te Tai Tokerau has established a set of values by which the organisation will respond, in part, to achieving its goals and objectives through their workforce. The following Values and supporting statements are expected behaviours of each individual employed with Te Whatu Ora Te Tai Tokerau:

Values	Supporting Statement
Tāngata i te tuatahi People First	He whakapapa, he mokopuna, he tamariki, he mātua, he tūpuna. He aha te mea nui. He tāngata, he tāngata, he tāngata Our people are central to all we do
Whakaute (tuku mana) Respect	He whakaaro nui ki ētahi atu We treat others as they would like to be treated
Manaaki Caring	Ko te manaaki – he whāngai, he kākahu, he ropiropi. Akona e te whānau whānui We nurture those around us, and treat all with dignity and compassion

Whakawhitiwhiti Kōrero Communication	Whakawhitiwhiti kōrero i runga te tika, te pono me te We communicate openly, safely and with respect to promote clear understanding and aroha
Te Hiranga Excellence	Kia kaha, kia māia, kia manawa nui Our attitude of excellence inspires confidence and innovation

The position of Registered Health Clinician encompasses the following major functions or key result areas:

- Te Tiriti o Waitangi
- Whaiora Care
- Development of Feedback Informed Whānau Ora Oriented Service
- Duly Authorised Officer
- Whaiora rights
- Clinical Skills
- Personal Development
- Quality Assurance
- Health and Safety
- Privacy & Confidentiality

The outcome requirements of the above key responsibility areas are outlined below:

Key Responsibility Area	Expected Outcomes
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Contribute to the promotion of the articles and principles of Te Tiriti o Waitangi and the involvement of Māori within the decision-making process for their health and independence, within Te Whatu Ora Te Tai Tokerau management processes and procedures • Include the articles and principles of Te Tiriti o Waitangi within all aspects of the role and its outcomes • Ensure that consultation and engagement processes include appropriate mechanisms to meet the need of Māori in a culturally appropriate and safe manner • Attend the Te Whatu Ora Te Tai Tokerau Te Tiriti o Waitangi Training
Mental Health Practice	<ul style="list-style-type: none"> • Provide a Whangarei Adult Mental Health Single Point of entry service for RMS e-referrals, acute and non-acute referrals, responsive dedicated phone line support, external TOC into Whangarei MHAS using the Te Whatu Ora Health Pathway and ratified Triage scale tools. • Manage RMS platform for Adult Mental Health – Whangarei e-referrals • The Te Whatu Ora Health Pathway tool will be used to ensure all acute and non-acute referrals meet Te Whatu Ora Mental Health & Addiction Service – Whangarei secondary entry criteria • The ratified Te Whatu Ora Triage scale will be used to categorise the nature of urgency of the response required

Key Responsibility Area	Expected Outcomes
	<ul style="list-style-type: none"> • The triage screening process will include the collection of sufficient demographic, social, health and clinical information to determine whether there is a need for further assessment or intervention by Te Whatu Ora Mental Health & Addiction Service – Whangarei • Recommendation for alternative agencies will be provided to the referrer where secondary service entry criteria is not met and needs indicate involvement with other services to be more appropriate. • Sound judgement for safe and appropriate decision making to assess the presence, severity and complexity of a person's mental illness symptoms are the key determinants of a persons need for specialist mental health services and the nature and urgency of response required. • Skilled in the assessment of urgency identifying factors that impact the probability of harm occurring and identifying factors that raise the risk of a particular form of harm occurring. Focussing on both short-term risk of harm and long-term risk of harm • Ensure a high standard of documentation and accountability for Triage screening decisions and outcomes are undertaken within agreed timeframes and meet the standards required by Mental Health Services. • Triage screening documentation, client contact and RMS correspondence is completed concisely, accurately and objectively in accordance with organisational and professional standards for every referral received to enable treating team to undertake sound clinical judgement and treatment planning for optimised cares. • Clinical care provided meets established criteria for safety, including cultural safety and accepted standards of current practice. • Provides urgent and crisis support to clients and when necessary acts in their capacity as a Duly Authorised Officer. • Effective and regular communication is established and maintained with nursing colleagues and other members of the multidisciplinary team(s) across the continuum of care for the client. • Data is provided as required by the service and all documentation is completed concisely, accurately and objectively in accordance with organisational/professional standards. • Provides support / guidance / health education regarding Mental Health and Addiction Services to members of the public

Key Responsibility Area	Expected Outcomes
Professional Development	<ul style="list-style-type: none"> • Regularly meets, individually or in groups, with a Clinical Supervisor, Clinical Team Manager and/or Senior Nurse and/or Clinical Nurse Co-ordinator to discuss professional and practice issues, improvements or concerns. • Prepares strategies for the implementation of an individual performance development plan to maintain and extend nursing knowledge and skills, which is regularly reviewed. • Maintains and demonstrates currency of knowledge in Mental Health Nursing and developments in mental health practices. • Supervise students as per Organisation agreements with educational agencies. • Supervises and directs non-clinical staff appropriately to ensure safe delivery of service as required. • Undertakes performance appraisal with the Clinical Team Manager or Clinical Nurse Co-Ordinator at least annually. • Utilises practice improvement and support mechanisms available, such as clinical supervision, peer review and debriefing. • Develops portfolio in line with Organisational Nursing Professional Development Recognition Programme. • Actively seeks to enhance own professional development within the financial constraints of the organisation
Whaiora and Whānau Rights	<p>Ensure that Whaiora legal, privacy and confidentiality rights are known and understood by them:</p> <ul style="list-style-type: none"> • Ensure that all concerns, complaints and issues are brought to the attention of the Clinical Team Manager in a timely and effective manner in accordance with Service policies and procedures. • Ensure the needs and views of the whaiora and their families are fully represented at the multi-disciplinary team meetings. • Involve the whaiora and whānau / family in the formation of treatment plan and gain consent for treatments as appropriate. • Provision of an equitable health care service that empowers whaiora and whanau to be leaders of their health journey
Clinical Skills	<p>In consultation with the Clinical Team Manager, knowledge and skills development is on-going and up-to-date with current trends:</p> <ul style="list-style-type: none"> • Develop and maintain personal professional practice in accordance with professional standards, best practice, legislative requirements, policies and guidelines. • Ensure competencies are up-to-date and reviewed as required by protocols and policies of Te Whatu Ora Te Tai Tokerau. • Adopt a collaborative and inclusive approach with junior colleagues and other members of the multidisciplinary team. • Regularly meets, individually or in groups, with the Clinical Supervisor, Clinical Team Manager and/or Senior Nurse / and/or Clinical Nurse Co-ordinator to discuss professional and practice issues, improvements or concerns. • Seeks additional knowledge/assistance when presented with unfamiliar situations/patient conditions.

Key Responsibility Area	Expected Outcomes
	<ul style="list-style-type: none"> • Provide education, guidance and support to junior nurses to practice in the most autonomous and accountable manner given their level of skill and experience. • Participates in the performance appraisal process which will involve the formulation of a personal work development plan, which will be revised annually. • Incorporates the nursing philosophy of the service within own practice • Participates in education sessions / courses relevant to area of clinical practice • Participates in courses relevant to professional development and actively shares new knowledge gained with nursing colleagues • Provides feedback in a constructive manner • Seeks feedback from colleagues on own practice
Personal Development	<p>In consultation with the Clinical Team Manager, knowledge and skills development is on-going and up-to-date with current trends:</p> <ul style="list-style-type: none"> • Develop and maintain personal professional practice in accordance with professional standards, best practice, legislative requirements, policies and guidelines. • Ensure competencies are up-to-date and reviewed as required by protocols and policies of Te Whatu Ora. • Adopt a collaborative and inclusive approach with junior colleagues and other members of the multidisciplinary team. • Regularly meets, individually or in groups, with the Clinical Supervisor, Clinical Team Manager and/or Senior Nurse and/or Clinical Nurse Co-ordinator to discuss professional and practice issues, improvements or concerns. • Seeks additional knowledge/assistance when presented with unfamiliar situations/patient conditions. • Provide education, guidance and support to junior nurses to practice in the most autonomous and accountable manner given their level of skill and experience. • Participates in the performance appraisal process which will involve the formulation of a personal work development plan, which will be revised annually. • Incorporates the nursing philosophy of the service within own practice • Participates in education sessions / courses relevant to area of clinical practice • Participates in courses relevant to professional development and actively shares new knowledge gained with nursing colleagues • Provides feedback in a constructive manner • Seeks feedback from colleagues on own practice

Key Responsibility Area	Expected Outcomes
Communication and Team Work	<ul style="list-style-type: none"> • Participates in the development and delivery of culturally/ethically acceptable services. • Participates in the multidisciplinary team by actively fostering harmonious relationships and ensuring the maintenance of effective channels of communication with all relevant persons, groups or agencies. • Ensures that student nurses and new staff members are appropriately supported at all times, including participation in a buddy/preceptor system within the team. • Attend and contribute to team meetings i.e. clinical, de-briefing sessions, in-service education, quality improvement, occupational health and safety, etc. • Demonstrates an ability to work effectively with the multi-disciplinary team and other health care providers • Provides constructive support to members of the multi-disciplinary team. Foster Inter-professional respect and collaboration with all team members to ensure the service model delivery is upheld. This includes working alongside and in conjunction with NGO cultural advisor partners to ensure the service is incorporating cultural care with treatment planning.
Quality Assurance	<ul style="list-style-type: none"> • Participates in the quality assurance process which leads to the adoption of improved policies/protocols for the service. • Adhere to the standards that govern nursing practice and Te Whatu Ora Te Tai Tokerau policies and protocols.
Health & Safety	<ul style="list-style-type: none"> • Observe and promote safe work practices, rules and instructions relating to work, and be pro-active in hazard management • Willingly co-operate in the achievement of all health and safety goals and initiatives by: <ul style="list-style-type: none"> • Practicing and observing safe work methods; • The use of safety equipment; • Reporting unsafe conditions or equipment; and • Reporting and documenting all accidents or incidents
Privacy and Confidentiality	<ul style="list-style-type: none"> • Undertake all duties and responsibilities in accordance with the Privacy Act 2020, Health Information Privacy Code 2020, and Privacy Policies and Procedures of Te Whatu Ora Te Tai Tokerau • Complete mandatory induction training on Privacy responsibilities

Variation of Duties

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities may be amended from time to time, in consultation with the employee, to meet any changing conditions and service requirements.

Person Specification

Education and Qualifications

Essential	Desirable
<ul style="list-style-type: none"> Registered Psychiatric Nurse or Comprehensive Nurse / Social Worker with Post Graduate Qualification in Mental Health Current New Zealand Practicing Certificate Current full Driving License DAO or willing to complete training and practice as a DAO Effective written, oral and interpersonal communication skills Demonstrated commitment to continuing personal and professional development 	<ul style="list-style-type: none"> Current PDRP Co-existing problem training Recovery training such as Strengths Model Comfortable with the concepts and utilisation of talking therapies such as Cognitive Behavioural therapy, Dialectic Therapy, Narrative Therapy, Cognitive analytical Therapy, solution focused and motivational interviewing Relevant Certificate/Diploma

Experience

Essential	Desirable
<ul style="list-style-type: none"> Experience in acute and/or community mental health practice Knowledge of mental health theory, practice, legal boundaries and ethical concerns Five years' experience in acute and/or community mental health practice. Proficient in mental health assessment, including risk assessment, ability to assess the impact of a range of other health and social factors, communication and negotiation skills, knowledge of other services available in the local area and appropriate referral pathway. Recognises the concepts of clinical governance in a multi-disciplinary team. Demonstrated ability to work productively in a multidisciplinary team environment Knowledge and/or experience of working with whaiora and/or their Whanau with co-existing substance use disorders The ability to complete comprehensive assessments and relapse plans. Experienced in the use of Regional Clinical Portal, Jade or relevant replacement and RMS databases. Computer literacy skills e.g. Microsoft office programmes and demonstrated accuracy in word processing 	<ul style="list-style-type: none"> Experience in working with whaiora during an acute phase of mental illness Coaching/clinical supervision experience An understanding of Tikanga o Ngapuhi. Demonstrates knowledge of the local areas in Te Tai Tokerau and the differences in terms of history, language and processes.

Awareness and Understanding of

Essential	Desirable
<ul style="list-style-type: none">• Te Tiriti o Waitangi and its application to the health setting• Privacy Act (2020) and Health Information Privacy Code (2020)• Health and Safety at Work Act 2015• The 1992 Mental Health [Assessment and Treatment] Act and amendments.• Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations (1996)	<ul style="list-style-type: none">• New Zealand Council of Healthcare Standards

Skills & Personal Attributes

Skills
<ul style="list-style-type: none">• To have an awareness of current trends in mental health practice• To have people orientated interests• Leadership• Computer operation and familiarity with commonly used software [e.g. Outlook / Word]• Advanced verbal and written skills• Sound knowledge of patient management best practice• Able to reflect on practice.• Assessment and risk management / plan formulation• Knowledge of Te Ao Māori

Personal Attributes
<ul style="list-style-type: none">• Recognises the importance of maintaining good self-care; physical, intellectual and spiritual health.• Has a great sense of humour.• Enjoys working in a collaborative team environment.• Ability to work autonomously and as an active team member

Performance Development Review

An initial review of performance will be conducted after three months, with an annual review thereafter.

An individual Development Plan will be developed to reflect the contribution this position is expected to make towards achieving the team's objectives and measures. Key result areas will be developed and agreed at this time.

Authorised by: _____

Signature: _____

Date: _____

Acceptance

Acceptance of the position implies acceptance of this position description.

Position Title: _____

Signature of
employee: _____

Date: _____