

Position Description

Position Title	Registered Nurse – Case Manager
Service Group	Mental Health and Addictions Services
Team	Adult Community Mental Health and Addictions Service (ACMHS)
Reports to	Team Leader Adult Community Mental Health
Direct Reports	None
Authority Level	Nil delegations
Issue Date	July 2022
Approved By	Service Manager

Te Whatu Ora - Health New Zealand, Hauora a Toi Bay of Plenty

Te Whatu Ora Hauora a Toi Bay of Plenty's fundamental purpose is to work within the resources allocated to it, to improve, promote and protect the health of the whole population within its district, and to promote the independence of people with disabilities.

Vision: Healthy, thriving communities.
Mission: Enabling communities to achieve
Our Values: Compassion, All-one-team, Responsive, Excellence



Te Whatu Ora Hauora a Toi Bay of Plenty is committed to the Treaty of Waitangi principles of Partnership, Participation and Protection, and to meaningful engagement in decision-making with Tangata Whenua at strategic, operational and service levels.

This commitment is delivered through:

- Active pursuit of the Ngā Toi Au Rangi to implement Te Toi Ahorangi 2030 to transform the system.
- Prioritise people and whanau utilising a Toi Ora wellness approach to improve and address systemic issues.
- Partnering with Iwi and Māori to achieve their aspiration for health and wellbeing.
- Ensuring He Pou Oranga practice in all services of Te Whatu Ora Hauora a Toi Bay of Plenty.
- Commitment to eliminating inequities in health between Māori and non-Māori.

All staff have a part to play in this commitment.

Primary Purpose

The Registered Nurse is employed to provide safe, effective client care using professional knowledge and skills in accordance with Te Whatu Ora - Bay of Plenty:

- Policies and protocols
- Registered Nurse Scope of Practice
- Nursing Practice Standards
- Professional Development and Recognition Programme (PDRP)

Service Objective

To provide accessible and responsive specialist secondary Mental Health and Addiction Services for the BOP community that is culturally appropriate and inclusive. This role requires application of core case management care delivery functions, as well as providing opportunity for application of specialised knowledge and skills in the context of a multi-professional team.

Principal Accountabilities

1. Management of Nursing Care

- Undertakes a comprehensive and accurate nursing assessment of clients using suitable assessment tools underpinned by evidenced based knowledge within acceptable timeframes
- Contributes to care planning involving clients, and demonstrates an understanding of clients' rights to make informed decisions
- Ensures the client is provided with appropriate information to make informed decisions relating to treatment, and care reflects clients preferences
- Recovery principles are utilised and incorporated into all treatment plans/planning in conjunction with the client and or family/whānau
- Provides nursing interventions according to plan and undertakes clinical practice procedures and skills in a competent and safe way
- Provide support that enhances recovery and reduces the risk of relapse
- Able to discuss ethical issues related to area of practice with clients/families and the health care team
- Work with family/whānau where appropriate, offering support and other interventions
- Ensures documentation is current, accurate, timely and maintains confidentiality within a legal and ethical framework
- Demonstrates computer skills necessary to collate data for essential care delivery
- Evaluates client's progress toward expected outcomes, including treatments and health education, in collaboration with the client and the health care team
- Evaluates the effectiveness of nursing care seeking assistance and knowledge as necessary
- Educates client to maintain and promote health according to client needs
- Takes appropriate nursing actions in emergency situations and other situations that compromise client safety
- Demonstrates commitment to the Treaty of Waitangi, the application of the Treaty to practice, and the improvement of Maori health status
- Practises nursing in a manner that the client determines as culturally safe
- Promotes an environment that enables client safety, independence, quality of life, and health

2. Professional Responsibility

- Practises safely based on professional, ethical and legal standards in accord with relevant legislation, codes, and policies and upholds client rights derived from that legislation
- Plan and prioritise workload, adapting as necessary
- Takes responsibility for maintaining own professional development, including mandatory organisational requirements, updating knowledge to reflect best practice, and sharing knowledge with others
- Contributes to the support, direction and teaching of colleagues to enhance professional development
- Maintains a professional portfolio
- Demonstrates accountability for directing, monitoring and evaluating care that is delegated to Enrolled Nurses and Health Care Assistants
- Actively engages in and effectively utilises clinical supervision and offers/provides this to clinical staff within the services as appropriate and as per the Mental Health and Addiction Service Clinical Supervision Policy
- Participates in regular Performance Reviews and contributes to peer review
- Maintains infection control principles
- Evaluates environmental safety, completes hazard identification and risk assessments
- Proactive and responsible in maintaining health and safety for clients, staff and public

3. Interpersonal Relationships

- Initiates, maintains and concludes therapeutic interpersonal interactions with clients
- Communicates effectively, positively and courteously with clients and the health care team
- Resolves problems and conflicts effectively using organisational structures and processes
- Practises nursing in partnership with the client acknowledging family/whānau perspectives and supports their participation in services.

4. Inter-professional Health Care and Quality Improvement

- Collaborates and co-ordinates care with other health professionals to ensure a quality service
- Assist in establishing and facilitating community-based support groups
- Maintains and documents information necessary for continuity of care and recovery
- Develops a discharge plan and follow up care in consultation with the client, family and other health team members
- Makes appropriate referrals to other health team members
- Recognises and values the roles and skills of all members of the health care team in the delivery of care
- Demonstrates a knowledge of community services and resources
- Participates in continual quality improvement activities to monitor and improve standards of nursing
- Participates in review and audit of practice and policies based on research

- Participates in the development and formulation of practice guidelines, project work and other activities as required to maintain or improve the quality of services delivered, ensuring consumer representation and client/family focus

A function of Te Whatu Ora Hauora a Toi Bay of Plenty is to provide a 24-hour service. This may at times necessitate you being required to change duties or work clinically to ensure adequate coverage of the service.

This position description is not exhaustive and the incumbent may be requested to perform any reasonable task within the scope of the position as requested by the Line Manager.

This position description will be reviewed from time to time in consultation with the incumbent. The key performance indicators are a guide only and the relevant indicators should be agreed at annual performance appraisal.

Key Relationships

Internal	External
<ul style="list-style-type: none"> • Nurse Leader MH&AS • Nurse Educator MH&AS • Midwives/Nurses/Allied Health • Clients, Families/Whānau • Consumer advisor • Family/Whānau advisor • Medical Staff • Regional Māori Health Services • Speciality Nurses 	<ul style="list-style-type: none"> • Community based health services • Primary Health Care providers • NGO providers • Community MH&ASs • Pharmacies/Pharmacists

Success Profile

CARE Values - Manaakitanga Who am I?	Experience – What have I done?
<ul style="list-style-type: none"> • Caring, empathetic, open and supportive • Respect each individual, polite and non-judgemental • Able to build a rapport, actively listen and show understanding and make a difference • An effective communicator, work as a team member, professional, calm, willing and patient focused • Share knowledge, develop self and others, will speak up about practice issues and give/receive constructive feedback 	<ul style="list-style-type: none"> • Significant nursing experience working with mental health and addictions patients • Experience that demonstrates a sound knowledge and understanding of mental illness and risk assessment, in relation to acute mental health care • Experience of working in teams and knowledge of how teams work and exhibits willingness/ability to teach/share expertise within the team • Experience of leadership in a multi-disciplinary team

<ul style="list-style-type: none"> • Self-aware, consistent, confident, flexible, pay attention to detail and plan ahead • Solution focused plans ahead and looks for efficient ways of doing things. • Compassion for people & commit to excellence • Respect for privacy • Ability to discuss & communicate 	
Competencies – What am I capable of?	Knowledge – What do I know?
<ul style="list-style-type: none"> • Able to demonstrate a commitment to quality • Adaptable and embrace change • Well-developed problem solving and critical thinking skills • Can utilise well-developed written and verbal communication skills • Demonstrating the application of Te Tiriti o Waitangi in practice • Providing a culturally safe environment for clients and whanau • The ability to prioritise a varied workload • Ability to work within timeframes and to be self-directed • Professional demeanour and high level of personal integrity 	<ul style="list-style-type: none"> • Registered Nurse (Scope of Practice includes Mental Health) with current practicing certificate • Post-graduate qualification with an mental health focus • Demonstrate a commitment to post-graduate study and professional development • Professional portfolio Competent. • Computer competent • Current valid Driving Licence

You agree to demonstrate flexibility and a willingness to perform a variety of tasks to promote and support Te Whatu Ora Hauora a Toi Bay of Plenty initiatives.

You are required to meet the Health and Safety at Work Act 2015 requirements as set out in the Te Whatu Ora Hauora a Toi Bay of Plenty Health and Safety policies and protocols.

This includes:

- Successfully completing any health and safety training provided by the Te Whatu Ora Hauora a Toi Bay of Plenty.
- Complies with responsibilities under the Health & Safety at work Act 2015
- Ensures that the service meets health and safety and emergency management requirements.
- Complies fully with health and safety policies and procedures, including use of protective clothing and equipment as required
- Active participation in hazard management and identification process, and proactive reporting.

You are required to maintain a standard of health which will allow for the performance of all duties and functions of the position. All Te Whatu Ora Hauora a Toi Bay of Plenty sites are smokefree environments.

Health Practitioners Competence Assurance Act 2003

1. You are required to maintain your current competency based practicing certificate.
2. You must notify your Manager of any changes to scope or conditions on practice (determined by Regulatory Authority).
3. You must complete the requirements of any competency programme.
4. You must notify your employer of concerns relating to the risk of harm to the public of another health practitioner practicing below the required standard of competence.
5. Know the provisions of the HPCAA as the governing legislation.

Childrens Act 2014

Due to this position having contact with children and Te Whatu Ora Hauora a Toi Bay of Plenty's commitment to child protection, you will be subject to 'safety checks' under the Childrens Act 2014 at the time of hire and thereafter as per the relevant legislation.

Position Holders Declaration

I certify that I have read, understand, and agree to this position description.

Name:

Signature:

Date:



Attitudes and behaviours
We want to see

Outcome
Everyone we come into
contact with will feel...

Attitudes and behaviours
We don't want to see

C Compassion

Cares about other people. Has empathy and understanding. Is calm and reassuring. Protects people's dignity.

Treats everyone with respect regardless of their views, role or background. Value differences. Culturally competent.

Notices, acknowledges and appreciates people's efforts and achievements, gives praise, making people feel valued.

Cared for and respected

**Treated with respect
and cultural sensitivity**

Valued and engaged

Is rude, bullies, intimidates or humiliates. Creates anxiety. Doesn't act if someone's dignity is suffering.

Disrespectful, judgmental, makes assumptions about people. Gossips or talks behind people's backs. Rough behaviour.

Criticises people's efforts, takes people for granted, makes people feel undervalued, belittled or inadequate.

A All-one-team

Shares knowledge and information openly and honestly, clearly explains and updates people on what's happening.

Takes time to listen to others, is interested in their views. Invites people to ask questions and share concerns or ideas.

Involves patients, whānau and colleagues as equal partners. Builds teams and relationships to achieve the best outcomes.

Clear about what's happening

Listened to

Involved in a partnership model

Withholds knowledge and information, leaves people confused or in the dark.

Doesn't listen, talks over people, dismisses or puts people down, makes decisions without consultation.

Doesn't trust or involve people in things that affect them. Excludes, overrides, micro manages.

R Responsive

Friendly, polite, approachable, warm. Introduces themselves. Creates a happy environment. Smiles when appropriate.

Shows kindness. Is attentive to people's needs, supportive, helpful and willing. Often goes the extra mile for people.

Respects people's time. Plans ahead and co-operates so things run smoothly. Looks for efficient ways of doing things.

Positively welcomed

**Supported, so they would want
to be cared for or work here**

**We are flexible and efficient,
and use resources wisely**

Ignores people, snappy or aggressive tone of voice or behaviours, 'rushing' and saying "I'm too busy".

Passes the buck, says "it's not my job", unsupportive, does not take responsibility and leaves work for others.

Often late. Leaves people waiting unnecessarily or puts people under pressure with unrealistic timeframes.

E Excellence

Chooses to take a positive, will-do attitude. Looks for solutions. Uses positive words and actions to good effect.

Aims for the best results, always learning, developing skills, knowledge, and ways of doing things, and helping others to.

Consistently follows agreed, safe, best-practice.

Seeks, welcomes and gives constructive feedback, speaks up when they have a concern, coaches others' behaviour.

**Part of a positive culture
of high achievement**

Things are always improving

Safe

**We are role models who
are open to feedback**

A negative attitude, often moaning, complaining or grumpy. Focuses on problems.

Assumes they know best, resists change, not interested in learning or developing. Happy with 'good enough'.

Inconsistent, cuts corners, closed to new evidence.

Blames. Closed to feedback. By not speaking up about poor behaviour or unsafe practice they condone it.