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

Position Description

Position Title	Registered Mental Health Professional - Intake Clinician
Service Group	Mental Health Services
Team	Maternal Infant Child and Adolescent Mental Health Services (MICAMHS)
Reports to	Clinical Team Leader
Direct Reports	None
Authority Level	Nil Delegations
Issue Date	
Approved By	

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: **C**ompassion, **A**ll-one-team, **R**esponsive, **E**xcellence

CARE
Manaakitanga

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.

Delivering this commitment is through: the implementation of our He Pou Oranga Tangata Whenua Determinants of Health framework: respect for and promotion of our Kawa and Tikanga Māori; ensuring cultural safety; seeking to eliminate disparities in health between Māori and Non Māori.

All staff have a part to play in this commitment.

Primary Purpose
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 Care

- Ensures a timely response and facilitation of the smooth transition of the client along the treatment pathway
- The principles and practice of culturally appropriate partnerships with service users and their families/whanau are incorporated in all facets of the treatment pathway and support and participation from Maori Health Services is actively sought as appropriate
- Knowledge of relevant legislation including Mental Health (Compulsory Assessment and Treatment) Act 1992, Privacy Act 1993, Health and Disability Act, Health Practitioners Competency Assurance Act, and the NZ Health Strategy (Te Tahahu; Te Kokiri)
- Conducts risk assessment, formulation, risk management planning and takes appropriate actions in crisis situations or emergency situations or when unexpected client responses or other situations occur that may compromise client or another's safety
- Conducts accurate comprehensive assessment and formulation of clients in a variety of settings using suitable assessment tools underpinned by evidenced based knowledge
- Provides appropriate health education appropriate to the needs of the client
- Ensures the client and their family / significant others are provided with appropriate information about their rights and explanation of the effects, consequences and alternatives of proposed treatment options to give informed consent according to their cultural and other preferences
- Facilitates treatment care planning in collaboration with clients and other specialist providers and coordinates referrals for appropriate services.
- Provides planned and appropriate care and therapeutic interventions to achieve identified outcomes and applies appropriate procedures and psychosocial skills in a competent and safe way
- Evaluates client's progress and outcomes against treatment goals and the national HONOSCA system and reflects with peers and members of the multidisciplinary team the effectiveness of the treatment
- Takes responsibility for transitioning the client safely back into GP or other care.
- Ensures documentation is current, accurate, timely and maintains confidentiality within legal, organisational and ethical requirements
- Demonstrates computer skills necessary to organise data for essential care delivery and to report data as required
- Discusses ethical issues related to the area of practice with clients/families and the health care team
- Actively uses strategies to enhance Recovery Principles and to challenge stigma and discrimination

2. Professional Responsibility

- Accepts responsibility for ensuring that their decisions, practice and conduct meets the standards of the professional, ethical and legal standards in accordance with relevant legislation, codes, and policies and upholds client rights derived from that legislation
- Demonstrates commitment to the Treaty of Waitangi, the application of the Treaty principles into practice, and the improvement of Maori health status

- Ensures that relevant cultural, spiritual and family relational requirements for service users and their family/whanau within the context of their wider community is taken into consideration during clinical discussions and treatments in a manner that the clients determines as culturally safe.
- Promotes an environment that enables client safety, independence, quality of life, and health
- Proactive and responsible in maintaining health and safety for clients, staff and public through hazard identification and reporting of reportable events
- Identifies and takes into consideration the complexity of physical, social, and wider community environmental issues such as general health and infection control principles that may impact on the safety and general health of service users, colleagues and others.
- Evaluates environmental safety, completes risk assessments, hazard identification and reportable events as required
- Proactive and responsible in maintaining health and safety and protection for clients, staff and public within legal and ethical frameworks
- Participates in In-service programmes, maintains BOPDHB and MH&AS mandatory certification and relevant training requirements and takes responsibility for own professional development.
- Evaluates the effectiveness of own care through participation in clinical supervision and seeking of assistance and knowledge as necessary
- Takes responsibility for keeping up to date with contemporary developments, maintaining own professional development and mandatory organisational training requirements.
- Contributes to the support, direction and teaching of colleagues to enhance professional development
- Participates in regular Performance Reviews and contributes to peer review
- Maintains a professional portfolio

3. Interpersonal Relationships

- Demonstrates positive engagement and listening skills in therapeutic interpersonal relationships with service users and their family/whanau.
- Communicates effectively, positively and courteously with parents/families ,clients and the health care team
- Resolves problems and conflicts effectively using organisational structures and processes
- Practises in negotiated partnership with the client acknowledging family/whanau perspectives and supports
- Interpersonal relationships reflect the core values of compassion, positive attitude, responsiveness and excellence
- Develops and applies a repertoire of psychological and therapeutic skills such as Motivational Interviewing and other appropriate talking therapy skills to enhance the treatment of clients
- Demonstrates an ability to access and enter clinical information in organisational electronic systems and write reports and letters as appropriate.

4. Inter-professional Health Care and Quality Improvement

- Engages in a collaborative service delivery approach with colleagues from the team and other health services to best meet service user needs
- Demonstrates ability to present referrals and crisis/acute cases for discussion at MDT meetings concisely, with attention to all relevant information, and participates in decision- making.

- Information documentation, communication and handover ensures effective and safe continuation of client care
- Develops a discharge/ transfer plan and follows up on referrals and care in consultation with the client, family and other health team members.
- Recognises and values the roles and skills of all members of the health care team in the delivery of care and makes appropriate referrals to other health care team members
- Ensures that own skills, knowledge and professional perspectives are made available to assist others in a positive, proactive and professional manner
- Demonstrates knowledge of community services and resources. Establishes and maintains networking relationships with GPs, relevant government and community agencies and provides consultation as necessary and involves stakeholders in planning, provision and monitoring of services.
- Participates in continuous quality service improvement initiatives and demonstrates flexibility to adapt to service changes to monitor and improve standards
- Participates in review and audit of practice and policies based on research and evidence

You will be part of the in hours roster to provide mental status assessments, risk assessments and to organise and assist with the implementation of a crisis management plans.

A function of Te Whatu Ora - BOP is to provide a 24-hour service. This may at times necessitate you being required to change duties or transfer to another ward or department to ensure adequate coverage.

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.

Key Relationships

Internal	**External**
• Nurses and Allied Health leaders MH&AS • Professional Advisors • MICAMHS MDT • Consumer Advisor • Medical Staff • Regional Maori Health Services • Speciality Nurses • Consumer Advisor • Family/Whanau Advisor • Paediatric Services	• Clients and Families • Non- government agencies and Primary Health Care organisations • Schools and education services • Ministry of Vulnerable Children Oranga Tamariki

Success Profile

CARE Values - Manaakitanga Who am I	**Experience – What have I done?**
• Caring, empathetic, open and supportive • Respect each individual, polite and non-judgemental • Able to build a rapport, actively listen to patients, 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 • Involve the team/ patients/ families in decisions • Self-aware, consistent, confident, flexible, pay attention to detail and plan ahead • Compassion for people & commit to excellence • Respect for privacy • Ability to discuss & communicate	• Extensive recent clinical experience in acute mental health in-patient or community setting and the confidence to work independently • Competence in comprehensive assessment, risk assessment, the use of the mental status examination and problem formulation. • Demonstrated sound knowledge and understanding of mental illness and risk assessment in relation to community mental health care. • Knowledge of mental disorder, mental Illness and comorbidity of addiction problems and intellectual disability • Clinical skills in engagement, de-escalation, conflict resolution, and problem solving
Competencies – What am I capable of?	**Knowledge – What do I know?**
• Level of fitness appropriate to the physical demands of the role • Able to demonstrate a commitment to quality • Flexible, adaptable and embrace change • Show a professional demeanour and high level of personal integrity • Well-developed problem solving and critical thinking skills • Knowledge and understanding of research findings to support evidence based practice • Can utilise well-developed written and verbal communication skills • Demonstrate a commitment to Treaty of Waitangi • Committed to providing a culturally safe environment for clients and whanau • Have the ability to prioritise a varied workload	• Registered Health Professional (Scope of Practice includes Mental Health) with current practising certificate • Demonstrate a commitment to post-graduate study and professional development • Professional portfolio • 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: _____

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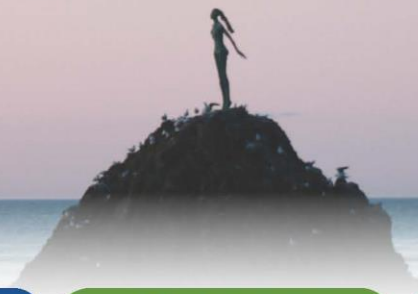

Attitudes and behaviours **We want to see**	**Outcome** Everyone we come into contact with will feel...	Attitudes and behaviours **We don't want to see**
Compassion		
Cares about other people. Has empathy and understanding. Is calm and reassuring. Protects people's dignity.	**Cared for and respected**	Is rude, bullies, intimidates or humiliates. Creates anxiety. Doesn't act if someone's dignity is suffering.
Treats everyone with respect regardless of their views, role or background. Value differences. Culturally competent.	**Treated with respect and cultural sensitivity**	Disrespectful, judgmental, makes assumptions about people. Gossips or talks behind people's backs. Rough behaviour.
Notices, acknowledges and appreciates people's efforts and achievements, gives praise, making people feel valued.	**Valued and engaged**	Criticises people's efforts, takes people for granted, makes people feel undervalued, belittled or inadequate.
All-one-team		
Shares knowledge and information openly and honestly, clearly explains and updates people on what's happening.	**Clear about what's happening**	Withholds knowledge and information, leaves people confused or in the dark.
Takes time to listen to others, is interested in their views. Invites people to ask questions and share concerns or ideas.	**Listened to**	Doesn't listen, talks over people, dismisses or puts people down, makes decisions without consultation.
Involves patients, whānau and colleagues as equal partners. Builds teams and relationships to achieve the best outcomes.	**Involved in a partnership model**	Doesn't trust or involve people in things that affect them. Excludes, overrides, micro manages.
Responsive		
Friendly, polite, approachable, warm. Introduces themselves. Creates a happy environment. Smiles when appropriate.	**Positively welcomed**	Ignores people, snappy or aggressive tone of voice or behaviours, 'rushing' and saying "I'm too busy".
Shows kindness. Is attentive to people's needs, supportive, helpful and willing. Often goes the extra mile for people.	**Supported, so they would want to be cared for or work here**	Passes the buck, says "it's not my job", unsupportive, does not take responsibility and leaves work for others.
Respects people's time. Plans ahead and co-operates so things run smoothly. Looks for efficient ways of doing things.	**We are flexible and efficient, and use resources wisely**	Often late. Leaves people waiting unnecessarily or puts people under pressure with unrealistic timeframes.
Excellence		
Chooses to take a positive, will-do attitude. Looks for solutions. Uses positive words and actions to good effect.	**Part of a positive culture of high achievement**	A negative attitude, often moaning, complaining or grumpy. Focuses on problems.
Aims for the best results, always learning, developing skills, knowledge, and ways of doing things, and helping others to.	**Things are always improving**	Assumes they know best, resists change, not interested in learning or developing. Happy with 'good enough'.
Consistently follows agreed, safe, best-practice.	**Safe**	Inconsistent, cuts corners, closed to new evidence.
Seeks, welcomes and gives constructive feedback, speaks up when they have a concern, coaches others' behaviour.	**We are role models who are open to feedback**	Blames. Closed to feedback. By not speaking up about poor behaviour or unsafe practice they condone it.

BAY OF PLENTY
DISTRICT HEALTH BOARD
HAUORA A TOI