

Position Description

Position Title	Occupational Therapist/Case Manager
Service Group	Mental Health and Addiction Service
Team	MHSOP
Reports to	Manager - Mental Health Services for Older People Tauranga Hospital
Direct Reports	None
Authority Level	Nil delegates
Issue Date	2/12/2021
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: 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.

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

Mental Health & Addiction Services is committed to the provision of safe and accountable acute response services and dynamic ongoing care delivery. Interventions are predicated on robust assessment and collaborative planning using a holistic approach and authentic therapeutic engagement with the client and his/her family.

The Occupational Therapist will work as a member of the Mental Health Services for Older People Team to provide an effective community based assessment and treatment service to the target populations of the Bay of Plenty region.

Occupational Therapists working with Mental Health Services for Older People understand that staff will maintain skill-diversity by adhering to training requirements and taking opportunities to collaborate with various roles within the service. Acceptance of a position within this team signals a commitment to partnership and a willingness to provide assistance and collegial support on request.

The Occupational Therapist will contribute to, and be guided by national strategic service directives such as the New Zealand Health Strategy. National Mental Health Sector, Standards, Guidelines for Specialist Health Services for Older People, Health of Older People Strategy Recovery and Strengths models, as well as local strategic directions outlined within policy and protocol. The mental health care environment is evolving to meet expectations, priorities and needs of the community and all staff are expected to creatively contribute to service changes to meet identified needs.

The Occupational Therapist will provide safe, effective client care using professional knowledge and skills in accordance with Te Whatu Ora policies and protocols and the New Zealand Occupational Therapists Board scopes of practice.

Key Task 1: Clinical Practice

Maintains professional standards of clinical practice in accordance with clinical, professional and organisational guidelines.

Expected Outcomes

- Will provide specialist mental health input effectively utilising evidence-based practice to assess, implement and evaluate care for clients in both community and inpatient settings.
- Determine client needs through comprehensive functional assessment of the physical and mental health status for the community-based clients.
- Work in coordination with MHSOP community service to provide group programmes in the community across the BOP region and for the inpatient service.
- Implement appropriate treatment plan. Revises and adapts plan as necessary.
- Fully involves clients and families with all aspects of the treatment process.
- Attends regular clinical supervision.
- Demonstrates a flexible approach and ability to cope with changing situations.
- Will be responsible for managing a small caseload of clients.

Key Task 2: Communication and Teamwork

Interacts effectively with clients, family/whanau, community groups/agencies and other health professionals.

Expected Outcomes

- Participates positively as a member of both community and inpatient multi-disciplinary team, demonstrating individual responsibility and accountability.
- Works cooperatively and collaboratively to ensure a consistent approach to the attainment of the team's objectives.
- Creates effective networks among colleagues and seeks advice as required.

- Identifies conflict and attempts to reach a positive conclusion.
- Works with other health care professionals in a collaborative manner to best meet client's needs.
- Demonstrates an ability to access information systems as appropriate.

Key Task 3: Cultural Safety

Care is client focused and planned in regard to ethnic, cultural, religious and other individual needs.

Expected Outcomes

- The Occupational Therapist is aware of his or her own cultural background, attitudes and values.
- Able to demonstrate a commitment to the Treaty of Waitangi and provide Occupational Therapy services in a culturally safe manner.
- Is aware of and upholds Te Whatu Ora Hauora a Toi Bay of Plenty's commitment to the Treaty of Waitangi and the
- improvement of Maori health.
Attends relevant Treaty of Waitangi/Bicultural training opportunities as arranged through Te Whatu Ora Hauora a Toi Bay of Plenty.

Key Task 4: Ethical and Legal Practice

Clinical practice adheres to New Zealand Occupational Therapy Act 1949 and the Occupational Therapy regulations 1964 and the Health Competence Assurance Act 2003.

Expected Outcomes

- Holds a current Practising Certificate.
- Is aware of legislation that impacts on mental health care delivery and practices within legal boundaries.
- Considers ethical issues when involved in planning or contributing to decision making around client care.
- Maintains currency of ethical trends, research and recommendations relating to practice and health issues.
- Takes responsibility for reading and practising according to Te Whatu Ora Hauora a Toi Bay of Plenty policies and procedures.

Key Task 5: Health Education

Assists clients and groups to achieve satisfying and productive patterns of living through health education.

Key Performance Measures

- Recognises the potential for health teaching in Occupational therapy interventions.
- Evaluates client learning needs and incorporates teaching into client treatment plans.
- Ensures the client has adequate knowledge of the effects and consequences of treatment options.
- Adds to knowledge base through presentations and/or sharing of literature and resources.
- Recognises own limitations and determines appropriate person to deliver health education sessions.
- Undertakes teaching and learning activities with colleagues and primary sector providers as appropriate.

- Facilitates the learning of students. Provides feedback to Educators and students.
- Provides in-service training and teaching.

Key Task 6: Management of the Environment

Promotes an environment, which maximizes client safety, independence, quality of life and health.

Key Performance Measures

- Assesses risk factors and identifies strategies that maintain own, client and others safety.
- Identifies and reports hazards.
- Implements responses, procedures and protocols for managing threats to safety within the clinical environment.
- Demonstrates awareness and understanding of service standards, policies, procedures and universal precautions.

Key Task 7: Professional Development

Accepts responsibility for own professional development.

Expected Outcomes

- Attends and participates in the Mental Health Service in-service programme.
- Undertakes additional courses to promote personal and professional development.
- Maintains professional portfolio.
- Maintains BOPDHB and Mental Health mandatory certifications and additional clinical skills as relevant to area
- Participates in the performance review process.
- Identifies goals for personal learning and development of practice.
- Maintains an up-to-date knowledge of care/treatment/research in the area of mental health for the aged and related fields.

Key Task 8: Case Management

The case manager role outlined here should be regarded as an extension of the key tasks and responsibilities outlined above.

- The Occupational Therapist case manager will work within an integrated and eclectic model of care predicated on crisis resolution, strengths and Recovery/Person Centre Care philosophies
- Case Manager functions include acute assessment and response and timely management of referrals, ongoing care, review and discharge planning. The case load may include clients experiencing acute mental disorder as well as specific therapeutic engagement and includes facilitating:
 - resolution of distress and effective management of mental health issues
 - re-integration with family and primary care networks

Occupational Therapists will be expected to utilise extensive psychiatric knowledge and a broad range of skills and therapeutic strategies to achieve these aims. The mix of skills that are required include:

- Knowledge of mental disorder
- Knowledge of the physiology of aging, cognitive disorders and co-morbidity
- Competence in comprehensive assessment, risk assessment, the use of the mental status examination and problem formulation
- Clinical skills in engagement, de-escalation, conflict resolution, and problem solving
- Ability to discuss and negotiate management plans with clinicians
- Ability to prioritise
- Excellent interpersonal skills
- Good written and oral presentation skills
- Strong client focus
- Sensitivity to the context and experience of to others
- Cultural awareness and safe practice
- Respect for privacy and confidentiality
- A professionally based attitude to mental health care
- Competence in the implementation of discrete therapeutic frameworks
- 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)

This position description is not exhaustive and the incumbent may be requested to perform any reasonable task requested by their Team Leader/OT lead. MHSOP works within a flexi model to ensure timely access for client's requiring OT interventions and the incumbent may be required to perform tasks with the COS service

Key Relationships

Internal	External
<ul style="list-style-type: none"> • Head of Department and Senior Medical Officers of the Mental Health Services for Older People (MHSOP) • Clinical Leadership of MHSOP • Nursing Staff • Allied Health • Clients, Families • Regional Maori Health Services • Support Net • Te Whatu Ora Hauora a Toi Bay of Plenty Planning and Funding 	<ul style="list-style-type: none"> • Community based health services • Primary Health Organisations • Residential Aged Care Facilities • Non-governmental organisations • Police

Success Profile

CARE Values - Manaakitanga Who am I?	Experience – What have I done?
<ul style="list-style-type: none"> • Caring, empathetic, open and supportive • An effective communicator, work as a team member, professional, calm, willing and patient focused • Involve the team/ patients/ families in decisions • New Zealand Registered Occupational Therapist • Current Annual Practising Certificate • Ability to establish Occupational Therapy role within service • Demonstrates a sound knowledge and understanding of mental illness and risk assessment. • Demonstrated clinical competence • Is able to identify mental and physical problems associated with the ageing process. • Current clean motor vehicle drivers license 	<ul style="list-style-type: none"> • Minimum of 2 years of mental health occupational therapy experience
Competencies – What am I capable of?	Knowledge – What do I know?
<ul style="list-style-type: none"> • Adaptable and embrace change • Showing a professional demeanour and high level of personal integrity • Well-developed problem solving and critical thinking skills • Can utilise well-developed written and verbal communication skills • Demonstrating the application of the Treaty of Waitangi in practice • Providing a culturally safe environment for clients and whanau • The ability to prioritise a varied workload • Ability to work within a multi-disciplinary team • Ability to develop and run psychoeducational group courses 	<ul style="list-style-type: none"> • Registered Occupational Therapist with current practising certificate • Computer competent • Clean full driving licence • Knowledge and understanding of research findings to support evidence based practice

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.