

Position Description

Position Title	Registered Health Professional – Intake/Acute Response
Service Group	Mental Health and Addiction Services
Team	Mental Health Services for Older People
Reports to	Clinical Nurse Manager MHSOP
Direct Reports	None
Authority Level	Nil delegations

The Bay of Plenty District Health Board

The District Health Board'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



The Bay of Plenty District Health Board (BOPDHB) 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

The Registered Health Professional will work with referrers, health partners, referred clients, their families/whanau and the community to provide an effective triage and assessment to facilitate and implement planned treatment to maximise health and independence in the community in accordance with Bay of Plenty District Health Board policy and protocols

- Policies and Protocols Professional Scope of Practice
- Practice Standards
- Professional Development and Recognition Programme (PDRP) or CASP?



- Provide appropriate delegation and direction to Enrolled Nurses and to Health Care Assistants
- Practice in accordance with the partnership inherent in the Treaty of Waitangi

The Registered Health Professional will contribute to, and be guided by national strategic service directive such as the New Zealand Health Strategy, Guidelines for Specialist Health Service for Older People, Health of Older People Strategy, Recovery and Strength modes, Mental Health and & Addiction Service for Older People and Dementia Service, New Framework for Dementia Care

Principal Accountabilities

1. Management of Care

- Undertakes a comprehensive and accurate assessment of clients' using suitable assessment tools underpinned by evidenced based knowledge. Giving highest priority to assessment and management of clinical risk.
- Contributes to care planning, involving clients and demonstrates an understanding of clients' rights to make informed decisions. The principles and practice of partnership and care reflects client's preferences.
- Ensures the client, family/whanau are provided with appropriate information to make informed decisions.
- Utilise person-specific risk management, relapse planning and care strategies
- Recovery/Person Centre Care principles are utilised and incorporated.
- Provides care according to plan and undertakes clinical practice procedures and skills in a competent and safe way.
- Able to discuss ethical issues related to area of practice with clients/families and the health care team.
- Timely management of referrals, transfer of care within the team and to other appropriate health / community services.
- Ensures documentation is current, accurate, and timely and maintains confidentiality within a legal and ethical framework.
- Client contacts are clearly and objectively documented in the client's clinical file.
- Demonstrates computer skills necessary to organise data for essential care delivery and demonstrates an ability to access information systems as appropriate.
- Evaluates client's progress toward expected outcomes, including treatments and health education, in collaboration with the client/family and the health care team.
- Evaluates the effectiveness of care seeking assistance and knowledge as necessary.
- Educates client to maintain and promote health according to client needs.
- Takes appropriate actions in emergencies and other situations that compromise client safety. Client care is implemented in a safe, effective and timely manner.
- Actively engages in and effectively utilises clinical supervision and offers/provides this to clinical staff within the Mental Health & Addiction Service as appropriate as per the Mental Health & Addiction Service Clinical Supervision Policy.
- 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. Provides guidance and support to students, graduate nurses and other allied health professionals new to the clinical area.

2. Professional Responsibility

- Practices safely based on professional, ethical and legal standards in accord with relevant legislation, codes and policies and upholds client rights derived from the legislation.
- Demonstrates commitment to the Treaty of Waitangi, the application of the Treaty to practice and the improvement of Maori health status.
- Practices in a manner that the client determines as culturally safe.
- Promotes an environment that enables client safety, independence, quality of life and health.
- 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.
- Ensures that work skills, knowledge and professional perspectives are made available to assist mental health staff in a positive, proactive and professional manner.
- Participates in Professional Peer Review.

3. Interpersonal Relationships

- Initiates, maintains and concludes therapeutic interpersonal interactions with clients.
- Utilises clear lines of communication and professional and individual accountability for practice is demonstrated.
- Communicates effectively, positively and courteously with client, family, whanau and the health care team
- Engages in a collaborative service delivery approach with colleagues and other Mental Health Services to best meet the client's needs.
- Works as an active, positive, creative and supportive member of a multi-disciplinary team.
- Resolves problems and conflicts effectively using organisational structures and processes.
- Practices in partnership with the client acknowledging family/whanau 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.
- Present referrals and crisis/acute cases for discussion at MDT meetings concisely with attention to all relevant information and participates in decision-making.
- 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.
- Develop effective relationships with Aged Residential Care Facilities and respond to enquiries and referrals from them in a timely 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.
- Participates in continual quality improvement activities/service development to monitor and improve standards of practice
- Involves target group(s) in the planning, provision and monitoring of services.
- Participates in review and audit of practice and policies based on research.
- Acknowledges respects and utilises the skills and knowledge of colleagues from the team and other Mental Health & Addiction Services in the delivery of care.
- Attends and participates in the Mental Health & Addiction Service in-service programme.
- Undertakes additional courses to promote personal and professional development.

Registered Health Professional – Intake/Acute Response

Director of Nursing

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- Maintains BOPDHB and Mental Health & Addiction Service mandatory certifications and additional clinical skills relevant to area.
- Maintains a professional portfolio
- Maintains an up-to-date knowledge of care/treatment/research in the area of intellectual disability dual diagnosis and community mental health.
- Participates in service evaluation as require.

A function of BOPDHB 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

This position description will be reviewed from time to time in consultation with the incumbent.

Key Relationships

Internal	External
<ul style="list-style-type: none"> • Nurse Leader MH&AS • Nurse Educator MH&AS • Allied Health • Clients, Caregivers, Families/Whanau • Medical Staff • Regional Maori Health Services • Consumer Advisor & Family/Whanau Advisor • Speciality Nurses 	<ul style="list-style-type: none"> • Aged Residential Care Facilities • Community based health services • General Practitioners and other health professionals • Non-government organisations

Success Profile – Intake-Acute Response

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 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 	<ul style="list-style-type: none"> • Experience of working within a community mental health team • Experience working with clients aged 65 years and over with a mental illness and age related illness • Ability to demonstrate a sound knowledge and understanding of mental illness and risk assessment in relation to mental health care and associated illness in the aged • Knowledge of appropriate legislation and services
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 • 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 	<ul style="list-style-type: none"> • Registered Health Professional with current practising certificate (Mental Health Scope of Practice) • Competent PDRP portfolio • Post-graduate qualification with an aged care focus • Demonstrated commitment to post-registration study & professional development • Duly Authorised Officer Mental Health Act • Computer competent • Knowledge and understanding of research findings to support evidence based practice. • Current valid Driving Licence

You agree to demonstrate flexibility and a willingness to perform a variety of tasks to promote and support BOPDHB initiatives.

You are required to meet the Health and Safety at Work Act 2015 requirements as set out in the BOPDHB Health and Safety policies and protocols. This includes completing successfully any health and safety training provided by the BOPDHB.

You are required to maintain a standard of health which will allow for the performance of all duties and functions of the position. All BOPDHB 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 HPCA Act as the governing legislation.

Vulnerable Children Act 2014

Due to this position having contact with children and the BOPDHB's commitment to child protection, you will be subject to 'safety checks' under the Vulnerable Children Act at the time of hire and thereafter as per the relevant legislation.

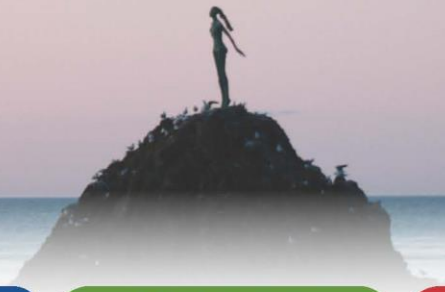
Position Holders Declaration

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.

Notifies, 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.

