

Position Description

Position Title	Allied Health Professional – Acute Care Team Worker
Service Group	Mental Health and Addictions Services
Team	Adult Community Mental Health and Addictions Service
Reports to	Clinical Team Leader
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

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 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 Client 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 within the care framework
- 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 HONOS 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 crisis roster to provide a mental status assessment, risk assessment and to organise and assist with the implementation of a crisis management plan. You will also be required to be available to provide after hours on call duties to respond to crisis assessments after-hours as part of a roster

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"> • Midwives • Allied Health • Clients, Families • Hospital Coordinator • Duty Nurse Manager • Medical Staff • Regional Maori Health Services • Speciality Nurses • Consumer Advisor • Family/Whanau Advisor 	<ul style="list-style-type: none"> • Community and statutory agencies • Non- government agencies and Primary Health Care organisations

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 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 	<ul style="list-style-type: none"> • Experience of working in teams and knowledge of how teams work and exhibits willingness/ability to teach/share expertise within the team • 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. • Clinical skills in engagement, de-escalation, conflict resolution, and problem solving
Competencies – What am I capable of?	Knowledge – What do I know?
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Registered Health Professional (Scope of Practice includes Mental Health) with current practising certificate • Post-graduate qualification with an mental health focus • Demonstrate a commitment to post-graduate study and professional development • Knowledge of mental disorder, mental illness and comorbidity of addiction problems and intellectual disability • 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 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.

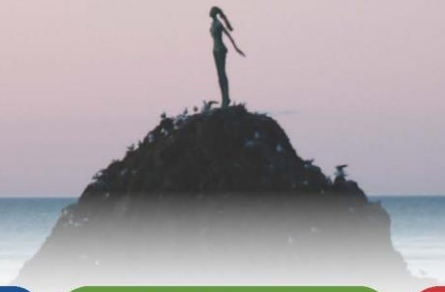
Position Holders Declaration

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.

