

## Position Description

<b>Position Title</b>	Registered Health Professional – Clinical Lead
<b>Service Group</b>	Mental Health & Addiction Services
<b>Team</b>	Adult Community Mental Health & Addiction Service
<b>Reports to</b>	Team Leader
<b>Direct Reports</b>	
<b>Authority Level</b>	
<b>Issue Date</b>	
<b>Approved By</b>	

### **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**

The primary purpose of this role is to -

- Provide clinical expertise and leadership within the multidisciplinary team to promote safe, effective clinical practice.
- Maintain a high profile engaging in the day to day clinical activity and be available to coach, guide and support staff in relation to direct clinical care.

- Proactive in providing assistance and collegial support to the team. Responsibility for a small caseload and be involved with priority work in the team.

## **Key Responsibilities**

### **1. Clinical Leadership**

- Facilitates the clinical review meetings to ensure that multidisciplinary decisions meet legal, professional, ethical and organisational requirements.
- Organises individual meetings with staff to provide support and guidance with clinical caseload management including acuity and discharge planning.
- Allocates cases in a fair and transparent manner.
- Applies principles of consultation, direction, delegation, accountability and oversight appropriately in relation to other health care staff.
- Promotes an environment which supports self-accountability and responsibility for effective clinical decision making and patient outcomes
- Communicates effectively and courteously, models effective conflict resolution to support a cohesive multidisciplinary team
- Manages ethical dilemmas in a supportive, collaborative manner
- Challenges stigma and discrimination and promotes values of confidentiality and respect for service users
- Maintains communication with the Team Leader to appraise of progress and day to day issues that may arise.

### **2. Management of Clinical Practice**

- Allocates and participates in comprehensive assessments to ensure timely response to referrals.
- Works alongside the multi-disciplinary team in developing needs led treatment plans that align with the HONOS.
- Works alongside the multi-disciplinary team in developing comprehensive risk assessments and risk formulations to inform clinical decision making.
- Provides health education to clients and whanau about diagnosis, treatment options, consequences and alternatives.
- Evaluates clinical progress in partnership with the service user and family/whanau against the HONOS scores towards expected outcomes
- Responds to crisis and unexpected situations within caseload and service..
- Documentation meets legal and organisational standards and all contacts with service users are objectively and clearly documented in clinical notes
- Accepts responsibility for own personal and professional development and adheres to organisational core competency in- service training requirements

### **3. Interpersonal Relationships**

- Practices in partnership with the client acknowledging family/whanau perspectives and supports
- Demonstrates positive engagement in collegial relationships.
- Effectively utilises clear lines of communication and demonstrates professional and individual accountability for own practice.

### **4. Inter-professional Health Care and Quality Improvement**

- Engages in a collaborative service delivery approach with colleagues from the team and other Mental Health Services to best meet the service user's needs.
- Acknowledges, respects and utilises the skills and knowledge of colleagues from the team and other Mental Health Services appropriately

- Ensures that own skills, knowledge and professional perspectives are made available to assist mental health staff in a positive, proactive and professional manner
- Establishes and maintains collaborative relationships with GPs, relevant government and community agencies, and provides consultation as necessary.
- Participates in continual quality improvement activities to monitor and improve standards of service development.

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 transfer to another department to ensure adequate coverage.

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

### Key Relationships

Internal	External
<ul style="list-style-type: none"> <li>• Multidisciplinary team</li> <li>• Adult Mental Health &amp; Addiction Service</li> <li>• Consumer Advisor &amp; Family/Whānau Advisor</li> <li>• Clinical Director/DAMHS</li> <li>• SMO/Responsible Clinician</li> <li>• Nurse Educators – Mental Health</li> </ul>	<ul style="list-style-type: none"> <li>• Clients, family and caregivers</li> <li>• Community and statutory agencies</li> <li>• General Practitioners and other health professionals</li> <li>• General hospital departments and services</li> <li>• Non-Government Organisations including Māori Service</li> </ul>

### Person Specification

	Essential	Desirable
Qualifications & Experience	<ul style="list-style-type: none"> <li>• Registered Health Professional with current annual practicing certificate. Clinical experience in Mental Health &amp; Addictions (at least 3 years)</li> <li>• Clinical leadership qualities and experience of working within teams</li> <li>• A clean New Zealand motor vehicle driver's licence</li> <li>• Computer literacy</li> </ul>	<ul style="list-style-type: none"> <li>• Post-graduate qualification with a mental health focus (advantage, not essential)</li> <li>• Affiliation to an appropriate professional organisation eg NZCMHN's</li> <li>• Able to develop role in response to client needs</li> <li>• Demonstrates a commitment to post-registration study and professional development</li> </ul>
Values	<ul style="list-style-type: none"> <li>• Demonstrates behaviours consistent with the Te Whatu Ora Hauora a Toi Bay of Plenty values.</li> </ul>	<ul style="list-style-type: none"> <li>• Commitment to excellence</li> <li>• Strong service user and family/whanau focus</li> </ul>

		<ul style="list-style-type: none"> <li>• Clinical skills in engagement, de-escalation and problem formulation</li> <li>• Good written and oral presentation skills</li> <li>• Cultural competence</li> <li>• Respect for privacy and confidentiality</li> <li>• A professionally based attitude to mental health care</li> <li>• Competence in the implementation of discrete therapeutic frameworks</li> <li>• Computer literate</li> </ul>
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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.

