

Position Description

Position Clinical Coordinator/Case Manager

Team / Service Te Whare Mārie

Directorate Mental Health, Addiction and Intellectual Disability

District Capital, Coast & Hutt Valley and Wairarapa Districts

Responsible to Kaiwhakahaere

Location This position is expected to work from multiple locations across the district. From time to time as part of Variance Response you may be required to work in other areas.

Te Whatu Ora

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Context

Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly. Together we:

- provide secondary and tertiary, medical and surgical hospital services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region
- deliver health services directly as well as contracting external providers
- provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

The majority of the district's population live in Wellington and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington are proportionally similar, with the largest Pacific population in the region in Porirua. Kapiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups. Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

Kenepuru Community Hospital and Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti Coast

MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

Te Tiriti o Waitangi and Māori Health Outcomes

Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

Mana whakahaere Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.

Mana motuhake Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori.

Mana tāngata Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.

Mana Māori Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

The Vision, Mission and Values from our District

We bring forward and join our values within our district. These will change as we become a team of teams within Te Whatu Ora.

Hutt Valley

Vision

Whanau Ora ki te Awakairangi: Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.

Mission

Working together for health and wellbeing.

Ō mātou uara – Values

Mahi Pai 'Can do': Mahi Tahi in Partnership: Mahi Tahi Te Atawhai Tonu Always caring and Mahi Rangatira being our Best

Capital and Coast

Vision

Keeping our community healthy and well

Mission

Together, Improve the Health and Independence of the People of the District

Value

Manaakitanga – Respect, caring, kindness
Kotahitanga – Connection, unity, equity
Rangatiratanga – Autonomy, integrity, excellence

District Responsibility

The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and HNZ policy.

Te Whatu Ora is committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices.

We are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

Service Perspective

The hospital and health services of the Districts provide a range of services, one such group of services includes Mental Health, Addiction and Intellectual Disability (MHAID) Service. The Service has over 1400 employees and annual revenue of \$135m.

MHAIDS spans two districts - Wairarapa, Capital, Coast and Hutt Valley and includes local, regional, and national services. The local MHAID services are provided from multiple sites within the sub-region – greater Wellington, Hutt Valley and Wairarapa. Te Korowai Whāriki services include regional forensic and rehabilitation services covering the Central region while the intellectual disability services extend the length and breadth of the country from six bases located in Whangarei, Auckland, Cambridge, Wellington, Christchurch, and Dunedin.

The core business of the Service is the provision of quality specialist services, integrated with primary and secondary providers in the communities we serve.

The Service is committed to the underlying principles of:

- Te Tiriti o Waitangi as the founding document of Aotearoa/New Zealand
- He Ara Oranga
- Mental Wellbeing Long Term Pathway
- Whakamaua – Māori Health Action Plan 2020-2025
- The New Zealand Disability Strategy: Making a World of Difference – Whakanui Oranga
- Intellectual Disability High and Complex Framework

The Service has access to business support services including People and Culture, and Finance. In addition, management and delivery of clinical services across the Service is underpinned by consultation, advice, and support from a range of cultural, consumer, and family advisors, and business, quality and organisational development personnel.

Team Perspective

KAUPAPA O TE WHARE MARIE
Te Oranga Hinengaro Maori
Kei raro I te korowai tuku iho
o tatou Matua Tupuna

The service is Marae based; we strive to meet the needs of whanau by providing holistic services that respects, values and includes whanau beliefs, customs language and culture.

Purpose of the role

The Registered Nurse (RN) role is to meet the needs of people and whanau accessing our services using contemporary nursing care which is safe, appropriate and effective. The care is based on comprehensive assessment, ensures continuity, and is person/whānau centred, culturally appropriate and evidence-based. Quality improvement and patient safety is an important part of this role.

To actively participate in the multi-disciplinary team model of care delivery to the consumers by providing high quality nursing input into the assessment, treatment, review and recovery of mental health consumers through a Te Ao Māori lens, intergrating cultural and clinical practices .

To coordinate the work of staff and support the development of staff and the functioning of the team.

The RN will respond to the changing needs of the DHB, performing other tasks as required. The RN is expected to contribute to the implementation of District and nursing goals and values, and to promote Te Whatu Ora – Health New Zealand Capital, Coast and Hutt Valley as a centre of excellence for nursing practice.

Key Accountabilities

The following accountabilities derive from competencies outlined by Nursing Council of New Zealand. Competence is the combination of skills, knowledge, attitudes, values and abilities that underpin effective performance as a nurse.

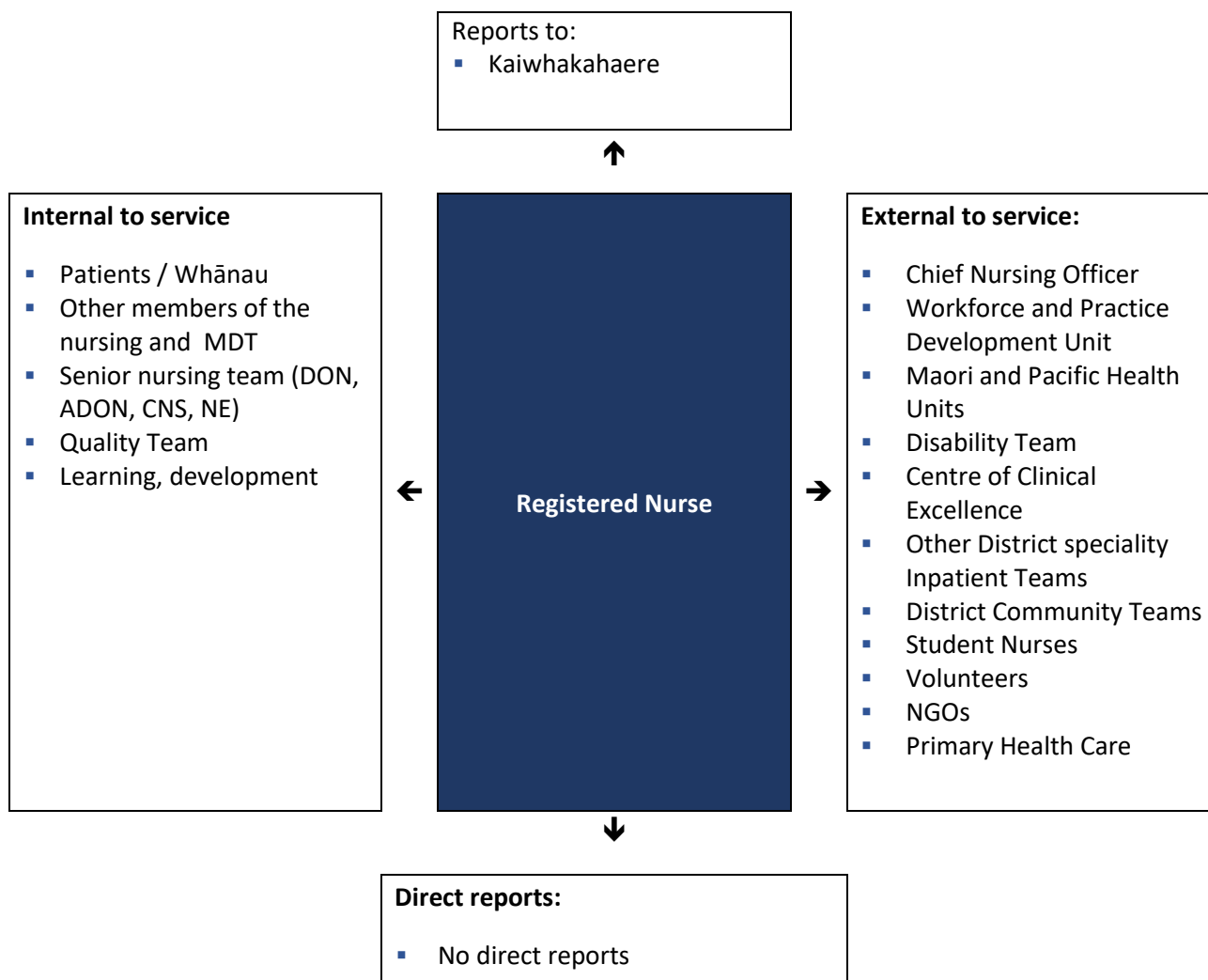
In this Role Description the terms person or patient are used to refer to those who use health services, who in different settings may be referred to as tangata whaiora, health consumer or client.

Competency	Behaviours
<p>Domain One: Professional responsibilities Includes accountabilities for professional, legal, ethical responsibilities and culturally safety. These includes being able to demonstrate knowledge and judgement and being accountable for own actions and decisions, while promoting an environment that maximises patient safety, independence, quality of life and health.</p>	<ul style="list-style-type: none"> ▪ Accepts responsibility for ensuring that their nursing practice and conduct meet the standards of the professional, ethical, and relevant legislated requirements; ▪ Demonstrates the ability to apply the principles of Te Tiriti O Waitangi The Treaty of Waitangi to nursing practice; ▪ Demonstrates accountability for directing, monitoring and evaluating nursing care that is provided by enrolled nurses, nurse assistants and others; ▪ Promotes an environment that enables safety, independence, quality of life, and health for the person and whānau receiving care; ▪ Practices nursing in a manner that the person and whānau determine as being culturally safe.
<p>Domain Two: Management of nursing care Includes accountabilities related to assessment and managing patient care, which is responsive to the person and whānau needs, and which is supported by nursing knowledge and evidenced based research</p>	<ul style="list-style-type: none"> ▪ Provides planned nursing care to achieve identified outcomes; ▪ Undertakes a comprehensive and accurate nursing assessment of the patient in a range of settings; ▪ Ensures documentation is accurate and maintains confidentiality of information; ▪ Ensures the patient has adequate explanation of the effects, consequences and alternatives of proposed treatment options; ▪ Acts appropriately to protect oneself and others when faced with unexpected responses, confrontation, personal threat or other crisis situations; ▪ Evaluates the person’s progress toward expected health outcomes in partnership with them; ▪ Provides health education appropriate to the needs of the person and whānau within a nursing framework; ▪ Reflects upon, and evaluates with peers and experienced nurses, the effectiveness of nursing care; ▪ Maintains professional development.

Competency	Behaviours
<p>Domain Three: Interpersonal relationships Includes accountabilities related to interpersonal and therapeutic communication with people and whānau, other nursing staff and inter-professional communication and documentation</p>	<ul style="list-style-type: none"> ▪ Establishes, maintains and concludes therapeutic interpersonal relationships with patients and whanau; ▪ Practises nursing in a negotiated partnership with the person and whānau where and when possible; ▪ Communicates effectively with the patient and whānau, and members of the health care team.
<p>Domain Four: Interprofessional health care and quality improvement Includes accountability that as a member of the health care team, the nurse evaluates the effectiveness of care and promotes a nursing perspective within the interprofessional activities of the team</p>	<ul style="list-style-type: none"> ▪ Collaborates and participates with colleagues and members of the health care team to facilitate and coordinate care; ▪ Recognises and values the roles and skills of all member of the health care team in the delivery of care; ▪ Participates in quality improvement activities to monitor and improve standards of nursing.
<p>Health and Safety</p>	<ul style="list-style-type: none"> ▪ Ensures that health and safety practice meets the requirements of Health and Safety at work legislation, applies the District policies and processes and contributes to a culture of safe practice.
<p>Coordinate the Service</p>	<ul style="list-style-type: none"> ▪ Ensures whaiora are allocated to appropriate clinicians. ▪ Is aware of KPI's and ensures that these are being met or that plans are in place to address discrepancies. ▪ Ensures that staff are fulfilling their roles and responsibilities, ▪ Identifies and responds to issues that might affect the clinical performance of individual team members and the service in general. ▪ Directs the response to crises and supports staff during and after significant events. ▪ Identify staff who may require assistance in their performance and work with the Team Leader to address performance issues. ▪ Colleagues and students of all disciplines are assisted with practice development ▪ Assist staff with identifying professional development opportunities. ▪ Assist in the development of training opportunities.
<p>Team work</p>	<ul style="list-style-type: none"> ▪ Facilitates supportive team work and works to develop a safe and supportive environment for staff. ▪ Contributes to facilitating and overseeing the orientation and development of new staff and visitors. ▪ Develops collaborative relationships with other MHAIDS services, NGO's, GP's. ▪ Assists other staff to work through difficult situations or questions in relation to their clinical work.

Competency	Behaviours
	<ul style="list-style-type: none"><li data-bbox="662 271 1453 333">▪ Leads by example by showing exemplary practice standards in their own clinical work.

Key Relationships & Authorities



Capability Profile

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
Team work	<ul style="list-style-type: none"> ▪ Collaborates with fellow team members and work groups to achieve service objectives ▪ Seeks out opportunities to support others in achieving goals ▪ Recognises and respects individual differences ▪ Actively contributes to and accepts consensus decisions

Competency	Behaviours
Commitment to Kawa Whakaruruhau	<ul style="list-style-type: none"> ▪ Demonstrates understanding and application of the principles of Te Tiriti O Waitangi Treaty of Waitangi in nursing practice ▪ Works towards achieving equitable health outcomes for Māori ▪ Supports tangata whenua/mana whenua led change to deliver mana motuhake in the design, delivery and monitoring of health care ▪ Supports Māori oversight and ownership of decision making processes necessary to achieve Māori health equity ▪ Supports the expression of hauora Māori models of care and mātauranga Māori
Equity	<ul style="list-style-type: none"> ▪ Commits to helping all of our people to achieve equitable health outcomes ▪ Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery ▪ Supports the dismantling of policies, procedures and practices that cause inequity ▪ Supports Māori-led responses ▪ Supports Pacific-led responses ▪ Supports Disability-focused responses
Self-Management	<ul style="list-style-type: none"> ▪ Sets high personal standards and strives to achieve goals ▪ Is proactive and displays initiative ▪ Is resilient and able to adapt to change ▪ Understands and acknowledges personal and professional limitations ▪ Ability to work to deadlines to achieve outcomes
Communication/Interpersonal Skills	<ul style="list-style-type: none"> ▪ Demonstrates compassion ▪ Empathises with others and considers their needs and feelings ▪ Actively listens, drawing out information and checking understanding ▪ Communicates information effectively and accurately, both orally and in writing. Adjusts style to the recipients and considers their frame of reference
Professionalism	<ul style="list-style-type: none"> ▪ Maintain a strict sense of professional ethics, confidentiality and privacy and abide by the District Code of Conduct. ▪ Is aware of professional boundaries ▪ Shows courtesy, respect, caring for people and their whānau in all aspects of nursing practice
Flexibility	<ul style="list-style-type: none"> ▪ Ability to flex within the scope of Registered Nurse practice to meet the changing needs of people and their whānau and the population ▪ Responds positively and collegially, to requests for help from other team members

Experience and Capability

Essential Professional Qualifications / Accreditations / Registrations skills and experience:

- Registration with Nursing Council of New Zealand (NCNZ)
- A current Annual Practicing Certificate (APC) and scope appropriate to place of work
- Completion of an undergraduate (leading to registration) or post graduate program in mental health or intellectual disability nursing.
- Demonstrates an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in the nursing role
- A commitment to achieving equitable outcomes for Māori
- A personal commitment to on-going learning and development including attainment/maintenance of PDRP
- Full drivers licence

Someone well-suited to the role will place a high value on the following

- Commitment to Te Tiriti o Waitangi
- Living the District values
- Respect and collaboration in practice
- Delivering an exemplary standard of care
- Practice informed by research evidence
- Innovation and critical thinking
- Commitment to sustainable practice

Ma tini, ma mano, ka rapa te whai
By joining together we will succeed