

Position Description

Position	Intake & Assessment Clinician
Team / Service	Wellington Child Adolescent Mental Health Service
Directorate	MHAIDS Service – Mental Health, Addiction and Intellectual Disability
District	Capital, Coast, Hutt Valley & Wairarapa districts
Responsible to	Team Leader
Children’s Act 2014	This position is classified as a children’s worker, requiring a safety check including police vetting before commencing and every three years
Location	This position is expected to work from Te Whare Tipu, 21 Hania Street, Wellington

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, surgery and mental health and intellectual disability 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, addiction and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. The service holds national contracts some of which are delivered in other district localities. 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.

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

Mission

Working together for health and wellbeing.

Capital and Coast

Vision

Keeping our community healthy and well

Value

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

Mission

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

Wairarapa

Vision

"Well Wairarapa – Better health for all"

Value

Manaakitanga – Respect, caring, kindness
Auaha – Solutions, responsibility, better
Kotahitanga – Connection, unity, equity
Rangatiratanga – Autonomy, integrity, excellence

Mission

To improve, promote, and protect health status of the people of the Wairarapa, and the independent living of those with disabilities, by supporting and encouraging healthy choices.

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.

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.

Younger Person's Mental Health and Addiction Services

Younger Person's Mental Health and Addiction Services offer specialist assessment and treatment when infants, children and young people have emotional, behavioural or mental health difficulties that cannot be managed in a primary care setting. Families/whanau are an important element in the work we do. Our focus in treatment is on building resilience and supporting recovery so that young people can develop to their full potential. We seek to support other agencies working with young people and some of our services have formal roles supporting specialist mental health service provision across the lower North Island (Central Health Region).

Purpose of the role

The Intake and Assessment Clinician is a role with the key goal of facilitating access to mental health services in partnership with the people we support within the community. The role is liaising with referrers / key stakeholders and networking within the local community, to provide high quality service in the assessment and screening of clients, ensuring clients' needs are met in a culturally, clinically and legally safe manner.

You will also provide a range of other services to support the development and function of their teams and the organisation as a whole. These activities include, but are not limited to: case consultation, staff training and supervision, leadership and involvement in service development activities.

Key priorities of the role:

- Receive non-urgent referrals from a variety of sources and screen/ triage promptly as per the 3DHB Mental Health & Addiction Prioritisation (Triage) protocol.
- Collect collateral information, from other professionals involved in the care of the young person i.e. school, Oranga Tamariki, relevant to the referral. Record all

information in Te Ara Oranga (MHAIDS Client Pathway), book the young person into a choice appointment or refer to a more appropriate service.

- Facilitate access to relevant specialised mental health services or other external services (e.g. primary health counselling) if it is agreed in partnership with the person and the referrer that secondary mental health services are not appropriate for the person’s needs.
- Recognise that culturally safe practices are paramount, and liaise with relevant services such as Te Whāre Marie and Pacifica CAMHS (Specialist Mental Health Services), to ensure Māori and Pacifica whānau receive safe, high quality and equitable care.
- Supports and assesses the mental health and addiction needs of specific population groups e.g. people living with disabilities, gender/sexual minorities and refugee/migrants and links to the appropriate services to assist with this.
- Provide appropriate support to people who ‘walk in’ to the base, either for general mental health and addiction queries or presenting in crisis.
- Assess and escalate any crisis/urgent referrals to the appropriate crisis mental health and addiction services.
- Formulate an agreed plan with the person and their key supports, which identifies options for further assistance/follow up including what to do in a potential crisis
- Works collaboratively alongside the child and adolescent mental health teams and local service providers to access the most appropriate service/support for the person based on their requirements.
- Liaise with referrers, including local GP’s and community networks/NGO providers in the region to ensure people get appropriate, timely and person centred-care and feed back to them if there are any issues regarding quality of referrals.
- Acquires and manages evidence-based, up to date resources (including websites) to give to young people and their whanau who may have queries about their mental health.
- Works collaboratively with other CAMHS intake assessment clinicians across the sector to ensure referrals are managed efficiently; this may require assisting with referrals from another team.
- Meets monthly and liaises regularly with other CAMHS intake and assessment clinicians across the sector.

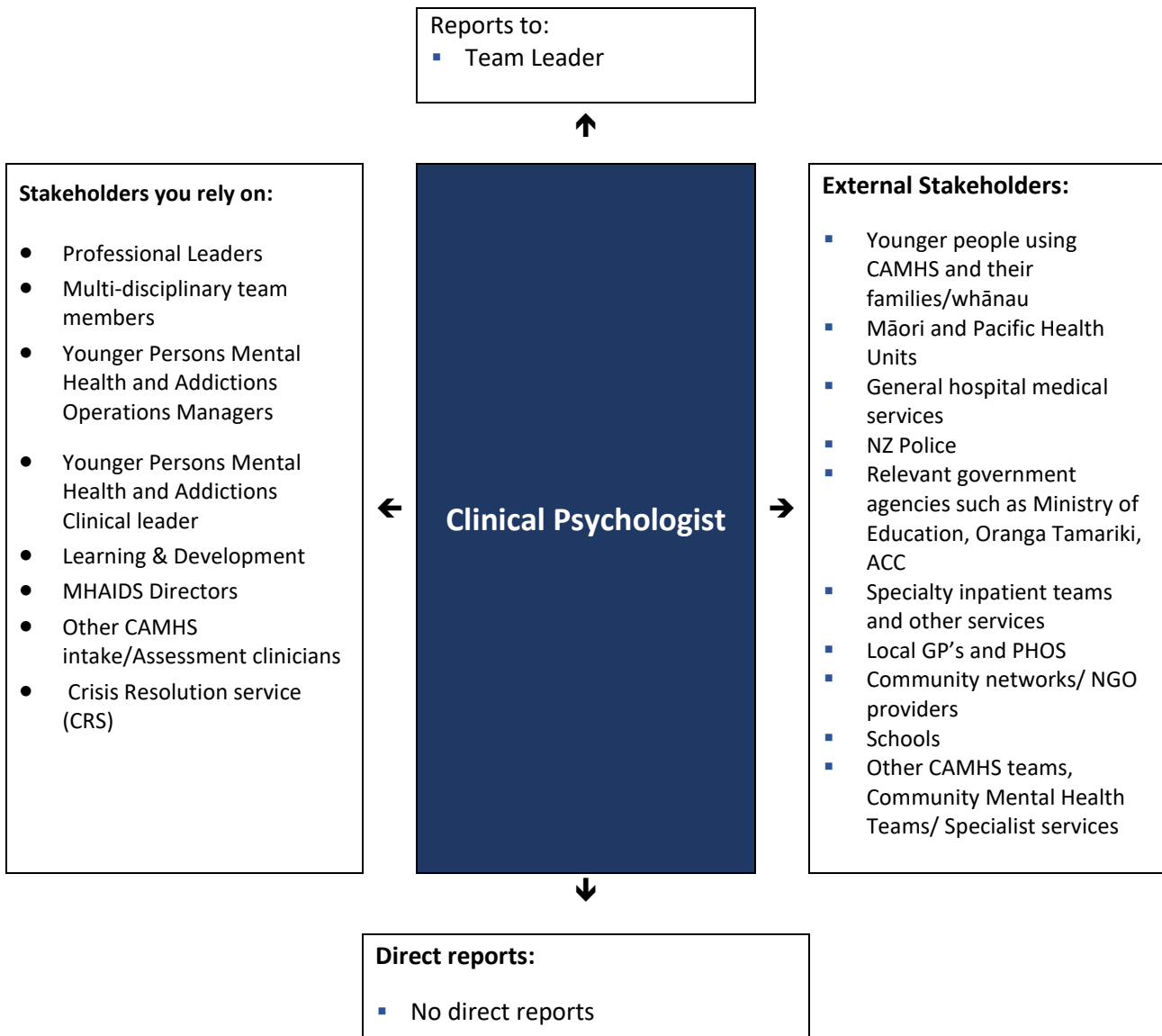
Key Accountabilities

The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables/Outcomes	Key Performance Indications/Measures
Managing Referrals/ Contacts	<ul style="list-style-type: none"> • Requests for service are responded to with courtesy and within a reasonable time frame in line with Te Ara Oranga Client Pathway requirements. • All people’s information is kept in a sensitive manner incorporating Privacy Act requirements. 	<ul style="list-style-type: none"> • Customer service complaints are minimal. • Enquiries are followed up and resolved. • People requiring services are referred to appropriate service. • Referrer satisfaction and feedback is positive. • Completes all administration and documentation requirements including service

	<ul style="list-style-type: none"> • Assistance to all stakeholders is given in a customer focussed, professional manner. • Responses to internal and external information are prompt and accurate. • Facilitates access to secondary mental health and addiction services. • Using appropriate methods of assessment, pertinent consumer information is obtained and effective treatment plans and/or recommendations are made; • A Registered Mental Health Professional provides safe and clinically effective tangata whaiora/client assessment and intervention, within a specific clinical area with a development of more in depth knowledge and skills. • Manages the referral inboxes and whiteboard alongside the Team Leader. 	<p>exit process as part of Te Ara Oranga Client Pathway.</p> <ul style="list-style-type: none"> • Liaises and consults with Team Leader as needed for service delivery.
<ul style="list-style-type: none"> • Continuous Quality Improvement 	<ul style="list-style-type: none"> • Actively contributes to continuous quality improvement activities within the service. • Desk files are updated regularly to reflect changes in the role. <ul style="list-style-type: none"> ▪ Monitors compliance with service key performance indicators including wait times and urgency of response. ▪ Actively works with the Team Leader to improve service delivery and outcomes. 	<ul style="list-style-type: none"> ▪ Identifies improvement opportunities and notifies the Team Leader of these. ▪ Participates in the service's quality improvement activities. ▪ Provides good service and is responsive to the person's requests or complaints. ▪ Complies with standards/KPI's and works to improve customer/stakeholder satisfaction. ▪ Complies with all internal and external policies and procedures. ▪ Procedure and policy changes, internal and external are consulted with and approved within the team using district policy processes.
<ul style="list-style-type: none"> • Risk Minimisation 	<ul style="list-style-type: none"> • Identifies risks and notifies Team Leader • Actively contributes to risk minimisation activities within the service 	<ul style="list-style-type: none"> • Risks are managed and kept to a minimum. • Notifies identified risks to the Team Leader. • Participates in the services risk minimisation activities. • Participates in audits.

		<ul style="list-style-type: none"> ▪ Complies with CCDHB Reportable events policy and other policies and procedures.
<ul style="list-style-type: none"> • Occupational Health & Safety 	<ul style="list-style-type: none"> • Complies with responsibilities under the Health & Safety at Work Act 2015 	<ul style="list-style-type: none"> • Has read and understood the Health & Safety policy and procedures. • Actively supports and complies with Health & Safety policy and procedures including any requirements around COVID-19. • Evidence of support and compliance with health and safety policy and procedures including use of protective clothing and equipment as required, active participation in hazard management and identification process, and proactive reporting and remedying of any unsafe work condition, accident or injury.
<ul style="list-style-type: none"> • Service Planning 	<ul style="list-style-type: none"> • Actively participate in the service planning and development. 	<ul style="list-style-type: none"> • Provides expert input to case conferences and in service education sessions, contributes to local and regional training. Also contributes to team development and planning, as appropriate; • Client related documentation is developed and maintained; • All documentation is complete and accurate; • All parties are kept appropriately informed about a service user's treatment.
<ul style="list-style-type: none"> • Cultural Effectiveness 	<ul style="list-style-type: none"> • Work with all service users in a manner relevant and appropriate to their culture. 	<ul style="list-style-type: none"> • Demonstrate cultural sensitivity and provide culturally appropriate services through a range of cultural networks and according to team procedures; • Ensure that the principles of the Treaty of Waitangi are adhered to in addressing work responsibilities; • Attend training and workshops related to improving services for Maori and Pacific people; • Seek appropriate cultural supervision when necessary to provide a responsive service.



Capability Profile

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

Competency	Behaviours
Customer focus	<p><i>Demonstrates commitment to understanding and providing what customers want.</i></p> <ul style="list-style-type: none"> • Is dedicated to meeting the expectations and requirements of internal and external customers • Gets first-hand customer information and uses it for improvements in products and services • Acts with customers in mind <ul style="list-style-type: none"> ▪ Establishes and maintains effective relationships with customers and gains their trust and respect
Teamwork	<ul style="list-style-type: none"> • Develops constructive working relationships with other team members. • Has a friendly manner and a positive sense of humour. • Works cooperatively - willingly sharing knowledge and expertise with colleagues. • Shows flexibility - is willing to change work arrangements or take on extra tasks in the short term to help the service or team meet its commitments. • Supports in word and action, decisions that have been made by the team. <ul style="list-style-type: none"> ▪ Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community. ▪ Attends relevant meetings.
Quality and Innovation	<ul style="list-style-type: none"> • Provides quality service to those who rely on one's work. • Looks for ways to improve work processes - suggests new ideas and approaches. • Explores and trials ideas and suggestions for improvement made by others. • Shows commitment to continuous learning and performance development. • Is proactive and motivated and responds positively to new challenges and opportunities; • Develops new and/or more effective work processes and systems through lateral thinking and creativity.
Cultural Skills	<ul style="list-style-type: none"> • Words and actions show an understanding of the implications for one's work of Te Tiriti o Waitangi principles and Maori perspective as tangata whenua. • Values and celebrates diversity - showing respect for other cultures and people's different needs and ways of living. • Shows an awareness of gaps in, and a desire to increase, cultural knowledge and inter-cultural practice relevant to one's work. • Accesses resources to make sure culturally appropriate and language appropriate services are provided. <ul style="list-style-type: none"> ▪ Draws on a person's own cultural resources and support frameworks.
Communication	<ul style="list-style-type: none"> • Practices active and attentive listening. • Explains information and gives instructions in clear and simple terms. • Willingly answers questions and concerns raised by others. • Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged. • Is confident and appropriately assertive in dealing with others.

Competency	Behaviours
	<ul style="list-style-type: none"> ▪ Deals effectively with conflict.
Work Approach	<ul style="list-style-type: none"> • Is results focussed and committed to making a difference; • Plan and organises own workload, allocating time to priority issues, meeting deadlines and coping with the unexpected; • Adjusts work style and approach to fit in with requirements; • Focuses on quality improvement and customer satisfaction; • Perseveres with tasks and achieves objectives despite obstacles.

Experience and Capability

Essential qualifications, skills and experience

A. Knowledge, Skills & Experience:

- An experienced registered mental health professional (allied health or nursing) with at least 5 years of recent work experience in a DHB mental health service
- An up to date annual practicing certificate
- Experience in younger persons mental health triage and risk assessment
- Knowledge of the Choice and Partnership approach (CAPA)
- Knowledge and understanding of the relevant legislation, standards and guidelines including the Code of Health & Disability Services Consumers Rights <http://www.hdc.org.nz>

B. Essential Professional Qualifications / Accreditations / Registrations:

- An up to date annual practicing certificate
- Holds current registration with relevant clinical board
- Fully COVID-19 vaccinated
- The successful applicant must consent to a full Police Vetting Check under the Vulnerable Children's Act 2014
- Be able to work in New Zealand
- Full and clean New Zealand Drivers licence
- Can use Microsoft Office suite (eg Word and Excel)

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

- Living the DHB values
- Civility, respect and collaboration in practice
- Challenging stigma and discrimination of service users
- Applying the principles of Te Tiriti ō Waitangi to practice
- Practicing in a manner that service users determine as being culturally safe
- Respect and collaboration in practice
- Delivering an exemplary standard of care
- Leading profession and service delivery
- Active involvement in decision making
- Working collaboratively and professionally with others
- Working within existing resources
- Practice informed by research evidence
- Innovation
- Thinking critically
- Active involvement in their discipline specific professional development pathway

- Working effectively with the community
- Effective oral and written communication.
- Recognising and managing risk in a clinical environment.
- Working in an emotionally challenging and changing environment.
- Responding to changing demands / priorities / workloads at short notice.

The role description will be reviewed regularly in order for it to continue to reflect the changing needs of the organisation. Any changes will be discussed with the position holder before being made. Annual objectives and performance measures will be set each year during the annual performance planning and development meeting.

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

Health NZ 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.

Appendix 1 – New Zealand Nursing Council competencies (only applies if successful candidate is a registered nurse)

Key Accountabilities

The Registered Nurse will be expected to perform at competent, proficient or expert level as appropriate.

Domain One

This domain contains competencies that relate to professional, legal and ethical responsibilities and cultural safety. These include being able to demonstrate knowledge and judgement and being accountable for own actions and decisions, while promoting an environment that maximises patients' safety, independence, quality of life and health.

<i>NCNZ Competency</i>	<i>PDRP Competent level Deliverables / Outcomes</i>	<i>PDRP Proficient level Deliverables / Outcomes</i>	<i>PDRP Expert level Deliverables / Outcomes</i>
1.1 Accepts responsibility for ensuring that his/her nursing practice and conduct meet the standards of the professional ethical and relevant legislated requirements.	Understand the professional, ethical and legislated requirements most relevant to the area of practice and meet all standards, conduct and legislated requirements.	Understand the professional, ethical and legislated requirements most relevant to the area of practice, to ensure nursing practice and conduct meets these standards and assists others to understand these requirements.	Understand the professional, ethical and legislated requirements most relevant to the area of practice, to role model nursing practice standards and conduct. Also contributes to others to meet compliance within your Service.
1.2 Demonstrates the ability to apply the principles of the Treaty of Waitangi /Te Tiriti o Waitangi to nursing practice.	Understands the principles of the Treaty of Waitangi /Te Tiriti o Waitangi and applies them to practice.	Understands the principles of the Treaty of Waitangi /Te Tiriti o Waitangi and applies them to practice and assists others with understanding this requirement.	Understands the principles of the Treaty of Waitangi /Te Tiriti o Waitangi and the implications of the socio-economic disparities experienced by Maori relevant to the area of practice.
1.3 Demonstrates accountability for directing, monitoring and evaluating nursing care that is provided by enrolled	Understands the difference in accountability and responsibility of the RN, EN and HCA and the Nursing Council NZ resources available to assist in understanding this requirement.	Understands the difference in accountability and responsibility of the RN, EN and HCA and assists others to meet NCNZ and CCDHB policy requirements.	Understands the difference in accountability and responsibility of the RN, EN and HCA, to lead colleagues' and foster team work to optimise care delivery and address direction and delegation issues.

<i>NCNZ Competency</i>	<i>PDRP Competent level Deliverables / Outcomes</i>	<i>PDRP Proficient level Deliverables / Outcomes</i>	<i>PDRP Expert level Deliverables / Outcomes</i>
nurses and others.			
1.4 Promotes an environment that enables health consumer safety, independence, quality of life, and health.	Promotes a physical environment that is safe for health consumers.	Promotes a physical environment that is safe for health consumers and assists with minimising risks or addressing problems.	Promotes a physical environment that is safe for health consumers, identifies problems and show leadership in addressing these and reducing overall risk.
1.5 Practices nursing in a manner that the health consumer determines as being culturally safe.	Practices and modifies care in a manner that the health consumer determines as being culturally safe.	Modifies nursing care and advocates for the health consumer to ensure they determine their care experience is culturally safe. Practice manner assists others with understanding this requirement.	Practices and leads colleagues in providing culturally safe care for health consumer /health consumers within the Service. Assist others to adapt practice to appropriately meet cultural needs and address problems or issues related to cultural safety.

Domain Two: Management of Nursing Care

This domain contains competencies related to client assessment and managing client care, which is responsive to clients’ needs, and which is supported by nursing knowledge and evidence based research.

<i>NCNZ Competency</i>	<i>PDRP Competent level Deliverables / Outcomes</i>	<i>PDRP Proficient level Deliverables / Outcomes</i>	<i>PDRP Expert level Deliverables / Outcomes</i>
2.1 Provides planned nursing care to achieve identified outcome.	Provides planned nursing care to achieve identified and expected outcome/s taking into account influencing factors e.g. skill mix patient acuity, functional level.	Provides planned evidenced based nursing care to achieve identified outcome/s taking into account the skill mix, patient acuity and other priorities for health consumer with complex needs.	Provides clinical leadership using evidence to develop and or enhance care delivery processes/outcomes in the area/service.

NCNZ Competency	PDRP Competent level Deliverables / Outcomes	PDRP Proficient level Deliverables / Outcomes	PDRP Expert level Deliverables / Outcomes
2.2 Undertakes a comprehensive and accurate nursing assessment of health consumers in a variety of settings.	Provides comprehensive and accurate patient systematic assessment using assessment skills and appropriate tools.	Provides comprehensive and accurate systematic nursing assessment underpinned by advancing clinical judgement and use of assessment parameters.	Role models comprehensive and systemic assessment skills underpinned by expert knowledge to critically problem solve.
2.3 Ensures documentation is accurate and maintains confidentiality of information.	Ensures documentation is clear and accurate with information technology (IT) use meets legislation and professional guidelines.	Ensures own and colleagues documentation and information technology (IT) use complies with legislation and professional guidelines.	Ensures records and IT use in area complies with legislation and professional guidelines and variance is addressed to resolve documentation issues.
2.4 Ensures the health consumer has adequate explanation of the effects, consequences and alternatives of proposed treatment options.	Ensures the health consumer has appropriate information (impact, consequences proposed alternatives) and support to make informed care decision.	Effectively addresses health consumer's care preferences and problems when discussing treatment options or alternatives to ensure informed consent.	Ensures health consumers have adequate explanation to make informed decisions about treatment and care in your area. Shows leadership in resolving situations that limit health consumers' participation.
2.5 Acts appropriately to protect oneself and others when faced with unexpected health consumer responses, confrontation, personal threat or other crisis situations.	Acts appropriately during unexpected or crisis situations within practice environment to promote safety and wellbeing.	Manages unexpected or crisis situations with nursing responses informed by procedures and protocols to promote safety and wellbeing in the practice environment.	Demonstrates leadership in resolving unexpected health consumer responses in crisis situations through problem solving and implementing appropriate nursing responses.
2.6 Evaluates health	Understands and ensures evaluation of care outcomes is	Evaluates health consumer's progress toward expected	Participates in evaluating nursing care and health service delivery using audit

NCNZ Competency	PDRP Competent level Deliverables / Outcomes	PDRP Proficient level Deliverables / Outcomes	PDRP Expert level Deliverables / Outcomes
consumer's progress toward expected outcomes in partnership with health consumers.	in collaboration with health consumers and other health care team members.	outcomes in partnership with health consumers and changes interventions as required.	activities in partnership with health consumers and the health care team.
2.7 Provides health education appropriate to the needs of the health consumer within a nursing framework.	Provides appropriate health education to the level of health consumer understanding using informal and informal teaching methods ensuring health literacy.	Provides effective health education and information to promote informed health consumer health care decisions.	Collaborates to promote effective health education and information with action that improve health outcomes and address disparity in health status.
2.8 Reflects upon, and evaluates with peers and experienced nurses, the effectiveness of nursing care.	Reflects upon, and evaluates with peers and experienced nurses the effectiveness of nursing care.	Reflects upon, and evaluates with peers and experienced nurses the effectiveness of nursing care and assists colleagues with reflection.	Reflects upon, and evaluates with peers and experienced nurses the effectiveness of nursing care and assists colleagues with reflection using a reflective cycle tool.
2.9 Maintains professional development. (NCNZ Continuing competency requirements include 60 hours of professional development over 3 years)	Ensure NCNZ Continuing Competency requirements are met. Core competencies and area-specific competency requirements are maintained.	Ensure NCNZ Continuing Competency requirements are met. Core competencies and area-specific competency requirements are maintained. Education of others is evidenced.	NCNZ Continuing Competency requirements are met. Professional development includes level 8 papers or equivalent (how evidenced based learning has been applied to and benefited practice). Core competencies and area-specific competency requirements are maintained.

Domain Three: Interpersonal Relationships

This domain contains competencies related to interpersonal and therapeutic communication with clients, other nursing staff and inter-professional communication and documentation.

<i>NCNZ Competency</i>	<i>PDRP Competent level Deliverables / Outcomes</i>	<i>PDRP Proficient level Deliverables / Outcomes</i>	<i>PDRP Expert level Deliverables / Outcomes</i>
3.1 Establishes, maintains and concludes therapeutic interpersonal relationships with health consumers.	Establishes, maintains and concludes therapeutic interpersonal relationships with health consumers and understand professional boundaries.	Establishes, maintains and concludes therapeutic interpersonal relationships with health consumers and to understand challenges associated with professional boundaries.	Establishes, maintains and concludes therapeutic interpersonal relationships with health consumers. and support colleagues to overcome difficulties associated with professional boundaries.
3.2 Practises nursing in a negotiated partnership with the health consumer where and when possible.	Practises nursing in a negotiated partnership with the health consumer to support their independence.	Practises nursing in a negotiated partnership with the health consumer in difficult situations.	Practises nursing in a negotiated partnership with the health consumer that was difficult to establish using expert level problem solving skills and knowledge.
3.3 Communicates effectively with health consumers and members of the health care team (HCT).	Communicates effectively with health consumers and members of the health care team (HCT) using a variety of techniques	Communicates effectively with health consumers and members of the health care team (HCT) in challenging situations.	Resolves issues of communication with health consumers and members of the health care team (HCT).

Domain Four: Inter-Professional Health Care & Quality Improvement

This domain contains competencies to demonstrate that, as a member of the health care team; the nurse evaluates the effectiveness of care and promotes a nursing perspective within the inter-professional activities of the team.

NCNZ Competency	PDRP Competent level Deliverables / Outcomes	PDRP Proficient level Deliverables / Outcomes	PDRP Expert level Deliverables / Outcomes
4.1 Collaborates and participates with colleagues and members of the health care team (HCT) to facilitate and coordinate care.	Collaborates and participates with colleagues and members of the interdisciplinary HCT to facilitate and coordinate care.	Collaborates, participates and supports with colleagues and members of the interdisciplinary HCT to facilitate and coordinate care.	Collaborates and participates with colleagues and members of the interdisciplinary HCT to facilitate and coordinate care to assist in meeting CCDHB strategic aims/ Ministry of Health or similar national targets
4.2 Recognises and values the roles and skills of all members of the health care team in the delivery of care.	Recognises and values the roles and skills of all members of the HCT in the delivery of care and effect on the health consumer.	Recognises and values the roles and skills of all members of the HCT in the delivery of care and how their skills contribute to health consumer outcomes.	Recognises and values the roles and skills of all members of the HCT in the integrated delivery of care
4.3 Participates in quality improvement activities to monitor and improve standards of nursing.	Recognises the importance and participates in quality improvement activities to monitor and improve standards of nursing in your area.	Participates in quality improvement activities and shows how this has a positive impact on the health consumer journey.	Leads quality improvement activities to monitor and improve standards of nursing care to assist in meeting CCDHB strategic aims/ Ministry of Health or similar national targets.