

Position Description

Position	Case manager/Clinical coordinator
Team / Service	Te Whare Mārie Child & Adolescent Team
Directorate	Mental Health, Addictions & Intellectual Disability Service (MHAIDS) 3DHB
District	Capital, Coast & Hutt Valley and Wairarapa Districts
Responsible to	Kaiwhakahaere/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 multiple locations across the district, based from Porirua.

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.

Team/Service Perspective

Te Whare Mārie clinically & Culturally support Tangata Whaiora during periods when they are experiencing moderate to severe periods of mental illness that require assessment, treatment and support to assist the individual; their whānau and supports along the recovery journey, back to primary health care.

Te Whare Mārie is a multidisciplinary team consisting of psychology, psychiatry, nursing, occupational therapy and social workers, Te Whare Mārie is a strengths focused team that uses an adaptation of Choice and Partnership model of service delivery to guide the provision of care to service users. Tangata Whaiora are often seen at other CMHT bases for ease of access. Other services provided by these CMHT contribute to

the care of Tangata Whaiora in our region. We also run Groups from the base at varying times throughout the year.

Purpose of the role

To provide high quality clinical psychology service in the assessment and treatment of clients in a community setting. Ensuring clients' needs are met in a culturally, clinically and legally safe manner. The psychologist functions as part of a multidisciplinary team. To coordinate the work of staff and support the development of staff and the functioning of the team.

Key Accountabilities

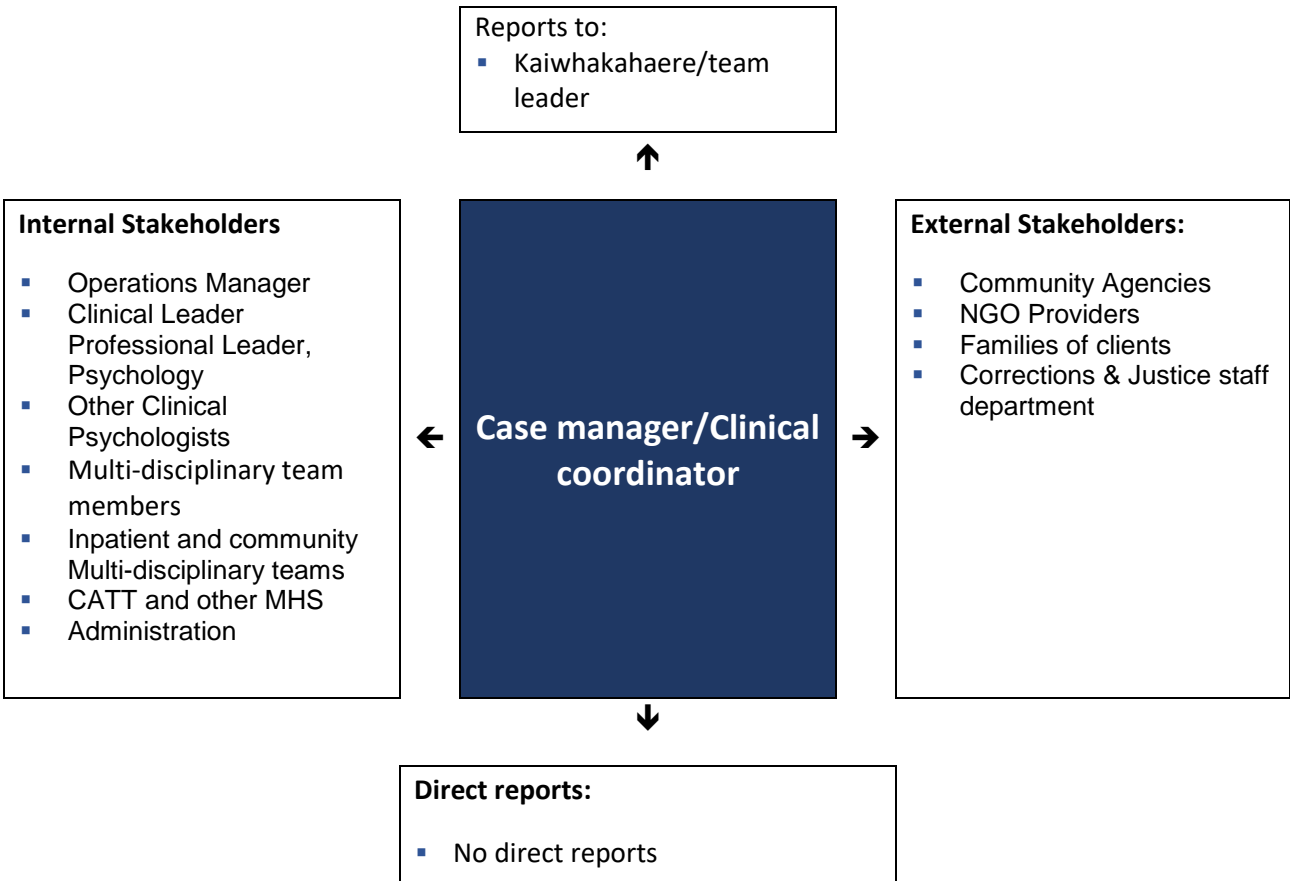
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes
1. professional practice	<ul style="list-style-type: none"> • Complies with statutory obligations, such as the Mental Health Act, the Privacy Act, the Children & Young Persons Act and all other relevant Acts. • Ensures continuing personal and professional development and training activities. • Consults with relevant health professionals and advises accordingly. • Maintains professional relationships.
2. Clinical practice	<ul style="list-style-type: none"> • Responsible for making sound clinical decisions regarding the planning and process of clinical psychology in the multidisciplinary team. • Receive relevant clinical supervision/advice concerning professional and practice issues. • Ensure that clinical psychology assessments and interventions are implemented according to the service procedures •
3. Stakeholder engagement	<ul style="list-style-type: none"> ▪ Actively work in partnership with other directorates and key stakeholders in the value for money design and delivery of effective project management services. ▪ Constructive strategic and tactical relationships and partnerships are developed with a range of groups and individuals both internal and external to the DHBs that supports and enables problem solving and the implementation of solutions ▪ A partnering approach is implemented to the delivery of services to the DHBs in a way that facilitates and supports shared agenda and objectives.
4. Continuous improvement and innovation	<ul style="list-style-type: none"> ▪ Establish a culture of continuous improvement, ensuring linked and cohesive 2DHB view of the support services function that identifies opportunities and co-designs innovative solutions to meet the

	changing needs, from local customers through to district services or whole sector.
5. Te Tiriti o Waitangi	<ul style="list-style-type: none"> ▪ Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti o Waitangi obligations are adhered to ▪ Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance ▪ Cultural competence is grown across the team, supporting inclusion and partnership.
6. Health & Safety	<ul style="list-style-type: none"> ▪ Ensure all Health & Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature ▪ Actively support and ensure compliance with Health & Safety policy and procedures; ensuring staff also support and comply. ▪ Maintain a proactive culture of Health & Safety supported by systems. ▪ Ensure providers are aware of and have processes to comply with their health and safety responsibilities
7. Coordinate the Service	<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.
8. Team work	<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. ▪ Leads by example by showing exemplary practice standards in their own clinical work.
9. Quality Improvement	<ul style="list-style-type: none"> ▪ Ensures that the team works to relevant policies and guidelines and raises any issues in these areas. ▪ Attends related groups, such as Clinical Governance, and is available to assist in the development and sustainability of initiatives. ▪ Assists the Team Leader to support staff to meet their KPI's, such as completion of paperwork and reviewing clients within timeframes.

	<ul style="list-style-type: none"> Is aware of the required audits and facilitates their completion effectively.
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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
Interpersonal Savvy	<ul style="list-style-type: none"> Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation Builds appropriate rapport Builds constructive and effective relationships Uses diplomacy and tact Can diffuse even high-tension situations comfortably

Competency	Behaviours
Organising	<ul style="list-style-type: none"> Can marshal resources (people, funding, material, support) to get things done Can orchestrate multiple activities at once to accomplish a goal Uses resources effectively and efficiently Arranges information and files in a useful manner
Planning	<ul style="list-style-type: none"> Accurately scopes out length and difficulty of tasks and projects Sets objectives and goals Breaks down work into the process steps Develops schedules and task/people assignments Anticipates and adjusts for problems and roadblocks Measures performance against goals Evaluates results
Decision Quality	<ul style="list-style-type: none"> Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgement Most of his/her solutions and suggestions turn out to be correct and accurate when judged over time Sought out by others for advice and solutions
Problem Solving	<ul style="list-style-type: none"> Uses rigorous logic and methods to solve difficult problems with effective solutions Probes all fruitful sources for answers Can see hidden problems' Is excellent at honest analysis Looks beyond the obvious and doesn't stop at the first answer
Quality & 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.
Negotiating	<ul style="list-style-type: none"> Can negotiate skilfully in tough situations with both internal and external groups; Can settle differences with minimum noise; Can win concessions without damaging relationships; Can be both direct and forceful as well as diplomatic; Gains trust quickly of other parties to the negotiations; Has a good sense of timing

Experience and Capability

Essential qualifications, skills and experience

- Able to demonstrate a sound knowledge of psychological theory and practice.
- Able to use a range of relevant psychometric tests
- Has the skill to assess, plan, and implement interventions and deal with crises for allocated clients.
- Experience of working with Māori with significant mental health concerns would be desirable.

Essential Professional Qualifications / Accreditations / Registrations:

- Has a postgraduate qualification in Clinical Psychology and Masters or Doctoral level degree in Psychology. Holds registration with NZ Psychologist Board, with Clinical Scope of Practice and current annual practising certificate.

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

- 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.
- Working in a multi-disciplinary environment.
- Showing patience and compassion to distressed people.

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

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.