

Position Description

Position	Mental Health Support Worker MHAIDS Intensive Recovery Sector Mental Health, Addictions & Intellectual Disability Service (MHAIDS) 3DHB
Team / Service	Crisis Resolution Service
Directorate	Mental Health, Addictions and Intellectual Disability Service
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(s)	Will be expected to work in Wellington Regional Hospital, Porirua/Kenepuru Campus and Hutt Hospital. NGO and Crisis Respite Services as required May also be expected to work in people's homes

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, surgical and mental health and intellectual disability 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 locations. 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.

Purpose of the role

The Acute Resource Mental Health Support Worker (AR MHSW) is part of the unregulated health workforce and therefore must always work under direction and/or delegation of a Registered Nurse (RN). The MHSW role is task-specific and has defined boundaries.

The AR MHSW is part of a collaborative health care team; they assist the RN to meet the patient/client needs when it is appropriate for the RN to delegate aspects of care to a trained unregulated healthcare role. The MHSW contributes to the successful operation of the nursing team, understands and applies the Code of Rights and Consumer Code of Health.

The RN may delegate aspects of the patient/client care activities to MHSWs when the work does not require professional nursing knowledge, judgement and skill. MHSW must seek guidance and supervision when needed. The MHSW may also be allocated service activities or duties that contribute to the service function and delivery.

All AR MHSWs will have NZQA Level 4 National Certificate in Mental Health Support Work (Whitireia Community Polytechnic) or equivalent qualification.

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AR MHSW working hours will be decided by the clinical area and may include rostered and rotating shifts depending on the area of practice. Specific training will be provided to ensure the

AR MHSW has appropriate skills according to the employer and service expectations

The main purpose of the AR MHSW role is to support the mental health acute services with appropriate tasks to allow clinicians to be more responsive to the acute needs of individuals.

Mental Health acute services are defined as:

- MHAIDS Operations Centre and MHAIDS Duty Managers
- Crisis Resolution Service (CRS)
- Specified MHAIDS Acute Inpatient Units

Key priorities of the role are:

- Engaging and assisting with people who are awaiting an acute resource i.e. a respite bed or inpatient ward admission.
- Transporting people to respite facilities
- Supporting people with practical tasks under the direction/delegation of a CRS Nurse/MHAIDS Duty Manager/CRS coordinator (if the CRS Coordinator is not a RN they will need to appoint an RN to supervise the MHSW for that shift)
- Attend Emergency Departments to provide support in the waiting room to someone awaiting an assessment
- Provide watches to the hospital/acute inpatient mental health units so CRS clinicians can respond to other clinical tasks and when waiting for an acute admission.
- Working with the person and their family/whānau in a culturally appropriate way and recognising the unique needs of Maori whanau

Key Accountabilities

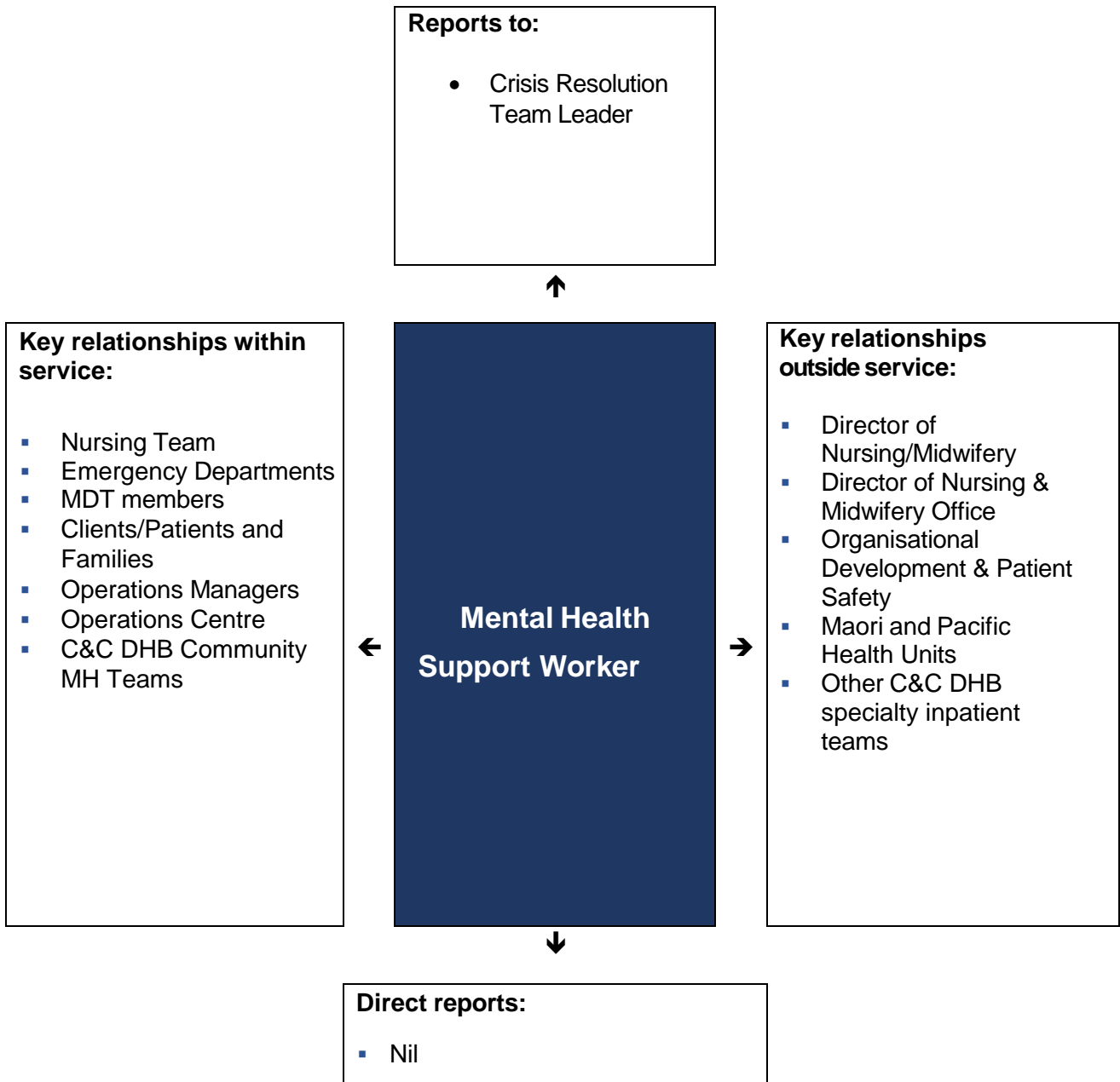
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Key Performance Indications/Measures
1. Patient Care	<ul style="list-style-type: none"> ▪ As directed by the RN assists with the delivery of activities of daily living for patients ▪ Completes the duties and tasks as outlined by the RN ▪ Undertake 'watches' under direction of RN ▪ Respect and provide privacy and dignity to consumer tangata whaiora / families ▪ Community supports where appropriate.
2. Safe Environment	<ul style="list-style-type: none"> ▪ Assists with unit safety systems ▪ Environmental safety checks are completed and any hazards identified ▪ Maintenance and repair of equipment is reported promptly.

3. Housekeeping	<ul style="list-style-type: none"> ▪ Assists with filing, photocopying and faxing as requested.
4. Communication	<ul style="list-style-type: none"> ▪ Promote good public relations through positive interaction with patients, families, visitors and all other health care professionals ▪ Demonstrates reliability and punctuality in attendance to work.
5. Works co-operatively	<ul style="list-style-type: none"> ▪ Ensure consumers tangata whaiora are greeted and are always treated with courtesy and dignity while in the hospital, respite and community base ▪ All information is relayed to appropriate staff in timely manner ▪ Use initiative in the work environment and able to prioritise and organises workload ▪ Documents in a clear and concise accurate observations and information relevant to tangata whaiora consumers.
6. Risk Management	<ul style="list-style-type: none"> ▪ Maintain a safe environment in accordance with hospital policies procedures and statutory regulations relevant to the Mental Health Service ▪ Demonstrate an understanding of what to do in the event of an emergency incident ▪ Assists with the reportable events procedures.
7. Cultural safety	<ul style="list-style-type: none"> ▪ Participates in cultural development ▪ Able to deliver clinical practice in a culturally relevant context to Tangata Whaiora and whanau.
8. Training and Development	<ul style="list-style-type: none"> ▪ Demonstrates knowledge of their job description ▪ Know his/her own limitations and works within these ▪ Seeks advise, assistance and uses supervision from allocated RN to support own role each shift ▪ Participate in staff training sessions; Infection Control, CPR, C&R, Fire and Manual Handling and MHSW training ▪ Participates in staff education sessions ▪ Seeks educational opportunities for role development
9. Continuous Quality Improvement	<ul style="list-style-type: none"> ▪ Identifies improvement opportunities and notifies the manager of these ▪ Participates in the service's quality improvement activities ▪ Provides good consumers tangata whaiora requests for complaints ▪ Complies with standards and works to improve consumers tangata whaiora satisfaction.

10. Risk Minimisation	<ul style="list-style-type: none"> ▪ Identifies risks and notifies the manager of these ▪ Participates in the service's risk minimisation activities ▪ Complies with MHAIDS Reportable Events policy and other policies and procedures; ▪ Participates in audits.
11. Health and Safety	<ul style="list-style-type: none"> ▪ Has read and understood the Health & Safety policy and procedures ▪ Actively supports and complies with Health and Safety policy and procedures; ▪ Uses protective clothing and equipment ▪ Actively participates in the hazard management and identification process ▪ Pro-actively reports and remedies any unsafe work conditions, accident or injury.

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

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
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Competency	Behaviours
	<ul style="list-style-type: none"> ▪ 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

- All AR MHSWs must have or must complete at least the NZQA Level 4 National Certificate in Mental Health Support Work (Whitireia Community Polytechnic).
- Effective oral and written skills and interpersonal communication skills;
- Can demonstrate effective organisational ability and time management skills;
- A commitment to customer service and a positive attitude to work;
- Able to be flexible and adaptable;
- Ability to work under direction but also carries out non-patient/whanau related tasks independently and demonstrate awareness of own capabilities;

- Awareness and commitment to the principles of the Treaty of Waitangi;
- Willingness to work and contribute to the Health Care Team;
- Ability to work under stress and respond to a variety of changing situations;
- Full current and 'clean driver's' licence;

- Basic keyboard skills.

**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.