

Position Description

Position	Clinical Coordinator
Team / Service	Intellectual Disability Service
Directorate	Mental Health, Addiction & Intellectual Disability Service
District	Capital, Coast & Hutt Valley and 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	<p>This position is expected to work at Ratonga Rua-o-Porirua campus and/or Kenepuru Hospital.</p> <p>From time to time as part of Variance Response you may be required to work in other areas</p>

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

[TeWhatuOra.govt.nz](https://www.TeWhatuOra.govt.nz)

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Te Kāwanatanga o Aotearoa
New Zealand Government

- 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.

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
- Whakamaui – 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

Intellectual Disability Forensic Services has adult, youth and community services. Haumietiketike is a regional intellectual disability secure forensic unit which has eleven beds. The Cottages have a total of eight beds and are located next to Haumietiketike which is on the Ratonga-Rua-o-Porirua campus in Porirua.

Manawai is the national facility for adults with an intellectual disability and/or mental illness who have conditions of such severity that they have been subject to long-term hospital level care compromising their quality of life. It comprises of six beds within Individualised Service Units situated alongside Haumietiketike. Hikitia Te Wairua is the national intellectual disability secure forensic youth unit which has six beds. Hikitia Te Wairua is co-located with the Youth Acute Inpatient Mental Health Inpatient Unit (Rangatahi) and the National Secure Youth Forensic Unit in the Centre of Excellence at Kenepuru Hospital.

The Community team provides two functions: as a Mental Health Intellectual Disability Team which provides assessment and treatment services in the Wellington region and consultation/liason and training in the central region; and as a Consultation Liaison team which provides assessment and support in the central region to patients whose behaviour has resulted in legal proceedings.

Purpose of the role

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

Key Accountabilities & Capabilities

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. There may be additional duties, relevant to this position that will be required to be performed from time to time and they may evolve with organisational change.

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</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;

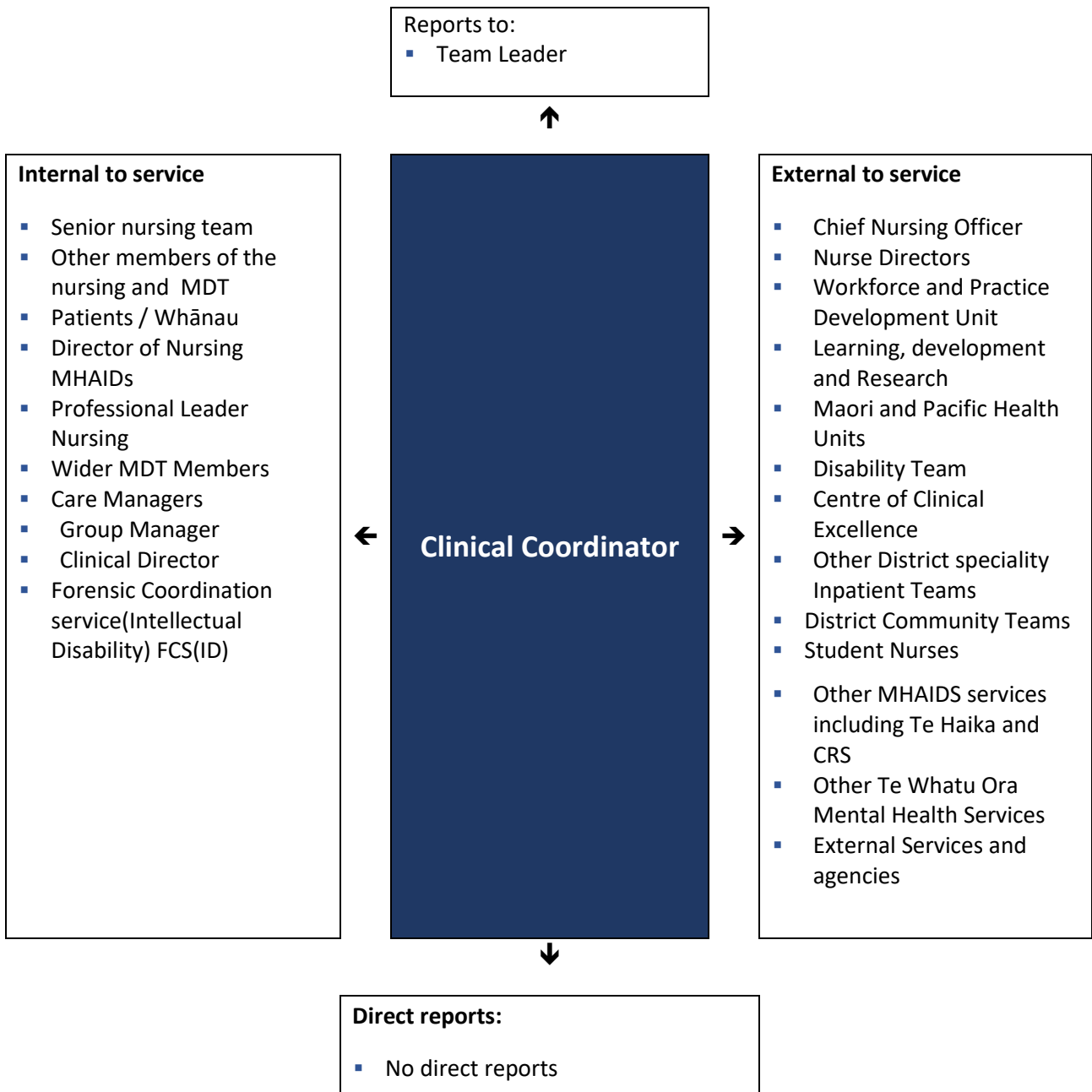
Competency	Behaviours
is supported by nursing knowledge and evidenced based research	<ul style="list-style-type: none"> ▪ Acts appropriately to protect oneself and others when faced with unexpected responses, confrontation, personal threat or other crisis situations; ▪ Evaluates the person's progress 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.
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	<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.
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	<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.
Health and Safety	<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.

As Clinical Coordinator the appointee also has the following leadership accountabilities

Key accountabilities	Deliverables / Outcomes
Leadership	Clinical coordination Provides clinical leadership for staff and assists with coaching and supervision Delegated responsibility for aspects of the Team Leader role (e.g. Performance Management, rostering, clinical governance) Organisational advocacy Recognition of financial and resources constraints

<p>Quality and Risk</p>	<p>Delegated responsibility for monitoring, reporting and ensuring quality and standards of practice to support a safe patient journey and workplace</p> <p>Facilitates supportive team work and works to develop a safe and supportive environment for staff.</p> <p>Facilitates and oversees the orientation and development of new staff and visitors.</p> <p>Assists staff to work through difficult situations or questions in relation to their clinical work.</p> <p>Leads by example by showing exemplary practice standards in their own clinical work.</p>
<p>Workforce</p>	<p>Appropriate utilisation of resources</p> <p>Staff will be engaged in appropriate education</p>

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"> ▪ Develops constructive working relationships with other team members; ▪ Have 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; ▪ Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community.
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.
Taking responsibility	<ul style="list-style-type: none"> ▪ Is results focussed and committed to making a difference; ▪ Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected; ▪ Adjusts work style and approach to fit in with requirements; ▪ Perseveres with tasks and achieves objectives despite obstacles; ▪ Is reliable - does what one says one will; ▪ Consistently performs tasks correctly - following set procedures and protocols.
Communication	<ul style="list-style-type: none"> ▪ Practises 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; ▪ Deals effectively with conflict.
Integrity and Trust	<ul style="list-style-type: none"> ▪ Is widely trusted; ▪ Is seen as direct, truthful individual; ▪ Can present the unvarnished truth in an appropriate and helpful manner; ▪ Keeps confidences; ▪ Admits mistakes; ▪ Doesn't misrepresent him/herself for personal gain.
Customer Focus	<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; ▪ Establishes and maintains effective relationships with customers and gains their trust and respect.
Priority Setting	<ul style="list-style-type: none"> ▪ Spends his/her time and the time of others on what's important; ▪ Quickly zeros in on the critical few and puts the trivial many aside;

Competency	Behaviours
	<ul style="list-style-type: none"> ▪ Can quickly sense what will help or hinder accomplishing a goal; ▪ Eliminates roadblocks; ▪ Creates focus.
Partnership with Maori	<ul style="list-style-type: none"> ▪ Understands the principals of Te Tiriti o Waitangi and how these apply within the context of health service provision; ▪ Applies the notion of partnership and participation with Maori within the workplace and the wider community; ▪ Promotes and participates in targeting Maori health initiatives by which Maori health gains can be achieved. Implements strategies that are responsive to the health needs of Maori.

Experience and Capability

Essential qualifications, skills and experience

A. Knowledge, Skills & Experience:

- Previous experience in working with mental health consumers and disability consumers in a public sector health setting would be desirable.
- 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 high standard of written and spoken English.

B. Essential Professional Qualifications / Accreditations / Registrations:

- 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.
- Current full NZ driver's licence
- Proficiency in Microsoft Office, Word, Outlook, PowerPoint, Internet resources and e-mail;

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

- Commitment to Te Tiriti o Waitangi
- Living the District values
- Supporting the team to succeed
- Advocating for professional and organisational initiatives
- Clinical Coordination
- Respect and collaboration in practice
- Delivering an exemplary standard of care
- Practice informed by research evidence
- Innovation and critical thinking
- Commitment to sustainable practice

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