

Position Description

Position	Lived Experience Lead
Team / Service	Locality, Mental Health & Addiction Service
Group	Mental Health, Addiction & Intellectual Disability Service (MHAIDS)
District	Capital, Coast & Hutt Valley and Wairarapa Districts
Responsible to	Director of Lived Experience and Engagement
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 your locality. However, from time to time, in response to overall service demand and after discussion with your manager, you may be required to work in other areas/multiple locations across the district.

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.

Te Wao Nui, the Child Health Service for the Wellington Region and Central New Zealand based in the new purpose built children's hospital on the Wellington Regional Hospital campus, supports babies to adolescents with medical conditions or who may need paediatric surgery. It provides both hospital and outpatient services.

Women's Health Services provide tertiary level maternity care in Wellington and Hutt Regional Hospitals and a Primary Birthing Unit in Kenepuru. The provision of services from Women's Health encompass community-based primary LMC care and breastfeeding support, and tertiary level obstetrics, gynaecology, and other specialist services.

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

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

Mission

Working together for health and wellbeing.

Ō mātou uara – Values

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

Capital and Coast

Vision

Keeping our community healthy and well

Mission

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

Value

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

District Responsibility

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

Te Whatu Ora is committed to Te Tiriti ō 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 Mental Health, Addiction and Intellectual Disability Service (MHAIDS) has over 1600 employees and spans two districts – Wairarapa and Capital, Coast and Hutt Valley.

MHAIDS includes local, regional, and national services. Our local Mental Health & Addiction Service provides care from multiple sites within the sub-region – greater Wellington, Hutt Valley and Wairarapa. The Forensic & Rehabilitation Service and the Intellectual Disability Service deliver regional and national inpatient services from the Rātonga-Rua-O-Porirua campus.

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

MHAIDS is committed to the underlying principles of:

- Te Tiriti ō 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
- The Intellectual Disability High and Complex Framework

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

Group Perspective

The model of care for the Local Adult Specialist Mental Health and Addiction Service seeks to eliminate inequities experienced by Māori, Pacific peoples, disabled people, and other groups. It supports our vision for an integrated mental health and addiction service, with a focus on local delivery across the district – **‘one system, one service, locally delivered’**.

The model of care aims to improve the inequalities and barriers faced by tāngata whaiora and whānau when accessing services.

Our principles

Principle 1: Grounded in Te Tiriti ō Waitangi | Whakapapa ki Te Tiriti ō Waitangi

- Tino rangatiratanga
- Equity
- Active protection
- Options
- Partnership

Other key principles underpinning our model of care

Principle 2: Informed by peers and those with lived experience | Ka whakamōhio e nga hoa me te hunga whai wheako ora

Principle 3: A welcoming, person and whānau-led approach | He huarahi manaaki, tāngata me te whānau

Principle 4: Timely access to services in the community | Te whai waahi ki nga ratonga i roto i te hapori

Principle 5: A strengths-based, trauma-informed and recovery focussed approach, using advanced therapy and evidence based holistic interventions | Mā te mōhio ka whai whakaaro

Team/Service perspective

The Local Adult Specialist Mental Health and Addiction Service is delivered from three identified localities (Wellington City, Kāpiti-Porirua, and Hutt Valley-Wairarapa). The service provides specialist mental health and addiction treatment for tāngata whaiora who live in each locality. Each locality operates as a single team of staff who provide a set of core 'functions' to the local community from a home base.

These functions are:

- Primary and Community Transitions
- First Response (encompassing the functions of Access and Rapid response); and
- Local Specialist Mental Health and Addiction (incorporating the FACT model and advanced therapies).

Each locality consists of clinicians and support staff who contribute to the functions that align with their capabilities, training, and expertise. This model of service delivery supports staff to work at the top of their scope and in an interdisciplinary team environment. Additionally, the model is sufficiently flexible that the delivery of functions in each locality can be adjusted quickly and responsively when required by changes in demand.

From the perspective of tāngata whaiora and whānau, the model facilitates a seamless experience of support from our services.

Purpose of the role

The Lived Experience Lead partners with the Locality Operations Manager, Clinical Leader and Equity Lead, and key external stakeholders to ensure the voices of tāngata whaiora within their locality are implemented into service design and delivery.

The positions are strategic and future-focused, making sure the voices and wishes of tāngata whaiora are prioritised, responded to and incorporated into all aspects of each locality.

The Lived Experience Lead is broadly accountable for:

- Ensuring a lived experience perspective is prioritised.
- Leading and monitoring lived experience engagement in service design, delivery and improvement initiatives through co-design and co-development.
- Promoting the principle of person-directed care and engagement of people and their whānau in their care and treatment across the locality.
- Supporting MHAIDS to meet its obligations under Principle 2 for the Local Adult Specialist Mental Health and Addiction Service – a service informed by peers and those with lived experience

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. Leadership	<ul style="list-style-type: none"> • Provide leadership and relationship building to foster proactive involvement, engagement and empowerment of tāngata whaiora within their locality. • Work in partnership with the Locality Operations Manager, Clinical Leader, Equity Lead and tangata whaiora to provide strategic oversight of what mental health and addiction services are required for their specific locality. A core focus is to reduce the inequities experienced by Māori whānau and other priority populations (e.g., Māori, Pacific and disabled people). • Provide leadership and support in the implementation of peer support within each home-base, growing the capacity and capability of the peer support workforce throughout MHAIDS. • Support team members to work in partnership with tāngata whaiora, contribute and promote a team environment that is resilient and responsive to unanticipated changes. • Work in partnership with the Locality Operations Manager, Clinical Leader, Equity Lead and tangata whaiora to co-design and co-develop person-directed care initiatives and support its implementation into the locality. • Model a culture that is safe and supportive of the lived experience and peer support workforce. • Have constructive, respectful and effective relationships with the Director of Lived Experience and Engagement, Group Manager and Clinical Director for the MHAIDS Mental Health & Addiction Service and other senior leaders. • Demonstrate commitment to upholding and enacting the Code of Expectations required by the Pae Ora Act 2022.
2. Lived Experience Engagement	<ul style="list-style-type: none"> • Lead the development of home base lived experience partnership groups to capture lived experience perspectives and solutions, ensuring that these insights inform strategic decisions and operational approaches. • Facilitate clear pathways for feedback, ensuring there are effective feedback loops in place between tangata whaiora, the community and service. • Engage and collaborate between local and national lived experience networks in NGO and primary care organisations. • Seek feedback on ways to improve care and action that feedback to ensure locality home bases are informed by those with lived experience. • Build strong relationships with the other Lived Experience Leads, MHAIDS Lived Experience Advisory Team, future MHAIDS Peer Support Workforce and national Te Whatu Ora Lived Experience roles

	to facilitate a robust network of lived experience engagement across and through MHAIDS.
3. Te Tiriti ō Waitangi	<ul style="list-style-type: none"> • Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti ō Waitangi obligations are adhered to • Ensure equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance. • Demonstrate an awareness of health inequalities and support workforce and wider service initiatives that contribute towards reducing these inequalities. • Role-model cultural competence and support the service to meet its obligations under Principle 1 for the Local Adult Specialist Mental Health and Addiction Service - Grounded in Te Tiriti ō Waitangi/Whakapapa ki Te Tiriti ō Waitangi. • Take responsibility for one's own cultural and Te Reo development
4. Strategic Planning	<ul style="list-style-type: none"> • Be involved in strategic planning that is aligned to both government policy direction, community expectations and organisational strategic and operational goals and objectives. • Champions and leads initiatives that reduce inequities for tāngata whaiora and whānau. • Collaborate with stakeholders across the locality to develop and implement better ways of working. • Build strategic alliances and partnerships, and collaborates with their community, providers, and colleagues to strengthen services and improve health outcomes for those living in the locality.
5. Quality and Risk	<ul style="list-style-type: none"> • Participate in the serious event review (SER) processes. • Participate in clinical governance and quality improvement activities. • Support an effective continuous quality improvement programme within the service. • Promote meaningful innovation and evidence-based practice. • Support organisational, directorate and service level quality improvement projects and initiatives.
6. Occupational Health & Safety	<ul style="list-style-type: none"> • Proactively manage health and safety, ensuring health and safety requirements are met.

Key Relationships & Authorities

Reports to:

- Director of Lived Experience and Engagement

Key relationships within service:

- Lived Experience Leads
- Locality Operations Manager, Clinical Lead and Equity Lead
- Lived Experience Advisory Team
- Principal Advisor, Māori
- Principal Advisor, Pacific
- Group Manager and Clinical Director, Mental Health & Addiction Service
- Other LASMHAS Locality Operations Managers and Clinical Leaders
- Directors of Allied Health, Nursing and Psychiatry
- Professional leaders
- MHAIDS HR staff
- Management Accountant
- Manager, Quality & Risk
- Occupational Health and Safety
- Learning and Development Manager

Lived Experience Lead

Key relationships outside service:

- Tāngata whaiora and their whānau
- Community lived experience groups
- Lived Experience NGO providers
- Primary Care Providers
- Locality based providers
- Other district services
- Unions
- Ministry of Health
- Community Interest Groups
- NZ Police
- Māori providers and stakeholders (including Iwi)

Direct reports:

- Nil

Capability Profile

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

Competency	Behaviours
Lived Experience	<ul style="list-style-type: none">• Has lived experience of mental distress and/or addiction and recovery and can share appropriate and relevant experiences to influence systemic change.• Upholds peer values and has an understanding of recovery that is trauma-informed, strengths-based, and wellbeing orientated.• Has a solid understanding of lived experience and the peer workforce.• Can recognise the value of tāngata whaiora and whānau voices in quality improvement, service design and delivery.• Can model partnership with lived experience, creating a culture that is safe and supportive of the lived experience voice.• Challenges stigma and discrimination and supports a human rights approach.• Understands the importance of involving whānau in care and recognises the need to be led by tāngata whaiora in its involvement.• Applies and demonstrates recovery, self-care and stress management strategies.• Is committed to ongoing professional development.
Commitment to Te Āo Māori	<ul style="list-style-type: none">• Demonstrates critical consciousness and ongoing self-reflection in terms of the impact of your own culture on your professional practise.• Cultural competency is current, contemporary and supports inclusivity and partnership principles.• Good understanding and working knowledge of current Māori Models utilised in our service• Understand and demonstrates understanding of tikanga.• Actively encourages Māori concepts of whakawhanaungatanga in their daily work practises.• Demonstrates MHAIDS values of Kotahitanga, Rangatiratanga and Manaakitanga in your professional practise
Equity	<ul style="list-style-type: none">• Is committed to achieving equitable health outcomes for Māori• Demonstrates a proactive stance on equity actions for the other priority populations (i.e., Pacific Peoples, Tāngata Whaikaha and Rainbow communities)• Demonstrates a willingness to personally take a stand for equity• Works in partnership with Māori stakeholders to achieve equity goals for Māori and ensure Te Tiriti o Waitangi obligations are demonstrated• Supports Pacific-led responses• Supports disability-focused/tāngata whaikaha responses
Strategic Agility	<ul style="list-style-type: none">• Sees ahead clearly• Can anticipate future consequences and treads accurately• Notices gaps and can develop and implement a solution• Is future oriented• Can articulately paint credible pictures and visions of possibilities and likelihoods• Can create strategies and plans

Managing Vision & Purpose	<ul style="list-style-type: none"> • Communicates a compelling and inspired vision or sense of core purpose. • Talks about possibilities. • Is optimistic. • Creates mileposts and symbols to rally support behind the vision. • Makes the vision sharable by everyone. • Can inspire and motivate entire units or organisations.
Composure	<ul style="list-style-type: none"> • Is cool under pressure. • Does not become defensive or irritated when times are tough. • Can be counted on to hold things together during tough times. • Can handle stress. • Is not knocked off balance by the unexpected. • Doesn't show frustration when resisted or blocked. • Is a settling influence in a crisis.
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.

Essential Experience and Capability

Other aspects of capability not covered by the above competencies

a) Knowledge and Experience:

- Personal lived experience of accessing tertiary and/or secondary mental health or addiction services and in this context have had substantial contact with mental health service providers
- Has recent and significant experience of working in a lived experience leadership and/or strategic role. Ideally at least 3 years of relevant experience in the sector.
- Has operated within a complex environment, including prioritising workload and meeting the needs of multiple competing demands at the same time.
- Can apply recovery, self-care and stress management skills.
- Successful experience in managing internal and external relationships with an assortment of stakeholders, with demonstrated leadership success in building relationships and gaining the support and participation of key individuals and groups.
- Is accustomed to presenting to groups and communicating a compelling message.
- Has the ability to facilitate/co-facilitate workshops and groups with tāngata whaiora and staff
- Experience with lived experience networks e.g. links lived experience networks at national/regional/local level.
- Can demonstrate the ability to negotiate consensus between different and competing points of view.

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

- Working in a way that is consistent and aligns with the values, principles, model of care and kaupapa of the new Local Adult Specialist Mental Health and Addiction Services
- Being innovative, seeing gaps, moving to action and co-designing with lived experience to create solutions.

- Is able to work alongside people with differences in opinion and move collectively towards a common goal.
- A commitment to improving health equity for Māori and Pacific peoples
- Is able to work effectively independently and within a team.
- Participation and leadership in service and strategic development
- The rights of tāngata whaiora and whānau
- A commitment to contribute at a strategic level
- Valuing the contribution of others

c) Other

- Current driver license
- Excellent communication and computer skills
- Broad and lateral thinker who can articulate thinking well at all levels
- Adept at working across established networks and structures
- Emotionally resilient
- Flexible and adaptable, and works well with complexity and ambiguity
- Skilled in time and organisational management
- Works well under pressure – keeps a balanced perspective

d) Essential Professional Qualifications / Accreditations / Registrations:

- A relevant diploma or degree qualification for this role is not required

Ma tini, ma mano, ka rapa te whai

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