

## Position Description

<b>Position</b>	<b>Clinical Coordinator</b>
<b>Team / Service</b>	<b>Nga Taiohi</b>
<b>Directorate</b>	Mental Health, Addiction & Intellectual Disability Service (MHAIDS)
<b>District</b>	Capital, Coast, Hutt Valley & Wairarapa districts
<b>Responsible to</b>	Team Leader
<b>Children's Act 2014</b>	This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years
<b>Location</b>	This position is expected to work from Ratonga Rua o Porirua Campus, 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 & Wairarapa 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

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

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*MHAIDS is the mental health, addiction and intellectual disability service  
for the Capital, Coast, Hutt Valley and Wairarapa districts*

**Te Kāwanatanga o Aotearoa**  
New Zealand Government

- 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

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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:

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|------------------------|--|
| <b>Mana whakahaere</b> | Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.  |
| <b>Mana motuhake</b>   | 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.       |
| <b>Mana tāngata</b>    | Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.  |
| <b>Mana Māori</b>      | 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

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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

#### 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

### Wairarapa

#### Vision

"Well Wairarapa – Better health for all"

#### 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.

#### Value

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

## District Responsibility

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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

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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 three 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 Whariki (TKW) is an operational group of regional and national services that has staff based in various locations in the Central Region, from Gisborne to Wanganui through to Wellington. Te Korowai Whariki services are both inpatient and community based. Te Korowai Whariki consists primarily of two arms - Central Regional Services and the Intellectual Disability (ID) Services. Intellectual disability services extend the length and breadth of the country from six bases located in Whangarei, Auckland, Cambridge, Wellington, Christchurch, and Dunedin.

The regional arm includes the Central Regional Forensic Mental Health Service, Youth Forensic Service and Rehabilitation and Extended Care inpatient Service. The Central Regional Forensic Mental Health Service provides the acute inpatient service which consist of Nga Taiohi (male only 15 bed unit) and Nga Taiohi (mixed gender 13 bed unit). Pukeko House (4 beds) and Saunders House(4 beds) are attached to Nga Taiohi unit. Pukeko house and Saunders House provide rehabilitation/recovery step-down facility for eight tangata whaiora/service users within the inpatient forensic system.

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.

### **Team Perspective**

The regional arm of Te Korowai-Whāriki includes the Central Regional Forensic Mental Health Service which operates at the interface between Mental Health Services and the Justice System and works within the following settings – prisons, courts, community, and inpatient. The Service offers assessment and rehabilitation services to -

- Defendants charged with criminal offences; and
- Offenders who have psychiatric illness

The Service also provides consultation and liaison to General Mental Health Services, including provision of cultural support with formal reviews and a network of community services based at Wellington, Wairarapa, Manawatu, Wanganui, Hawke's Bay and Gisborne/East Coast.

The forensic community teams are multidisciplinary based with their principal role as providing mental health services to all prisons (there are 6 prisons and a third of New Zealand's total prison population in the central region) and courts (there are 17 courts) in the region. These teams also

follow up in the community certain tangata whaiora/consumers who transition from the inpatient units.

The Central Regional Forensic Service also is involved with the Youth Court providing a Court Liaison Service and completing specialist psychological or psychiatric assessments ordered by the Court through Children Young Persons & Family Act, 1989 (Section 333), provide consultation and liaison to the CAMHS services and provide services to Youth Justice residential facilities.

Nga Taiohi is the national secure youth forensic purpose built 10 beds unit which will provide the inpatient service for youth offenders with a mental health and/or alcohol and other drug (AOD) issues. The secure youth forensic unit is co-located with the existing Youth Acute Inpatient Mental Health Inpatient Unit (Rangatahi) and the Youth Intellectual Disability (ID) Inpatient Unit (Hikitia Te Wairua) in the Centre of Excellence at Kenepuru Hospital.

## Purpose of the role

The role of the Clinical Coordinator is:

- To work closely with the Team Leader to support the implementation of organization initiatives and day to day management of all areas of care (people, process, and physical resources)
- Keeps the Team Leader informed regularly of any issues which may impact on the clinical running of the service
- to ensure a safe patient journey within the area of responsibilities
- Participate in any changes of process and quality improvement
- Provide a culturally appropriate service which is responsive to the needs of tangata whaiora/consumers, whānau/family and caregivers.

## 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
<i>Key Accountability</i>	<i>Deliverables / Outcomes</i>	<i>Key Performance Indicators / Measures</i>
<b>Leadership</b>	<ul style="list-style-type: none"><li>• Delegated responsibility for aspects of the Team Leader role (e.g. Performance Management, clinical governance)</li><li>• Clinical coordination</li></ul>	<ul style="list-style-type: none"><li>• Quality indicators</li><li>• Reportable events</li><li>• Patient Satisfaction</li><li>• Complaint Rates</li><li>• Staff feedback</li><li>• Attend relevant MDT's</li></ul>

Key accountabilities	Deliverables/Outcomes	Key Performance Indications/Measures
	<ul style="list-style-type: none"> <li>• Provides clinical leadership for staff and assists with coaching and supervision</li> <li>• Professional practice standards are maintained and monitored</li> <li>• Organisational advocacy</li> <li>• Recognition of financial and resources constraints</li> <li>• Monitoring of annual leave and sick leave</li> <li>• Involvement with Occupational Health if required.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure that there is a partnership plan and Wellness plan for each client.</li> <li>• HR processes and Annual Performance reviews completed for all staff (as delegated)</li> <li>• APC's are monitored and entered on One staff.</li> <li>• All new staff have appropriate preceptors and orientation schedule is arranged</li> <li>• Develop and audits core/speciality standards for area</li> <li>• Evidence of supporting the implementation of organisational initiatives.</li> <li>• Assist with monthly Business meetings</li> <li>• Careful use of resources</li> <li>• Ensuring coverage for staff requesting annual leave, sign off and send to payroll</li> <li>• Keeping a ledger of sick leaves and a written report to Occupational Health for staff that may have extended sick days</li> </ul>
<b>Education, Research and Teaching</b>	<ul style="list-style-type: none"> <li>• Appropriate utilisation of resources</li> <li>• Staff will be engaged in appropriate education</li> <li>• Identify and support developments of required policy, protocols, and guidelines relevant to area</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of support for the PDRP and CASP framework.</li> <li>• Nursing staff within delegated group have portfolio evidence of ongoing Nursing Council competence requirements and meets organisational core competency</li> <li>• Allied staff within delegated group have portfolio evidence of ongoing competency and meets organisational core competency</li> <li>• Current Education plan for addressing area needs including core</li> </ul>

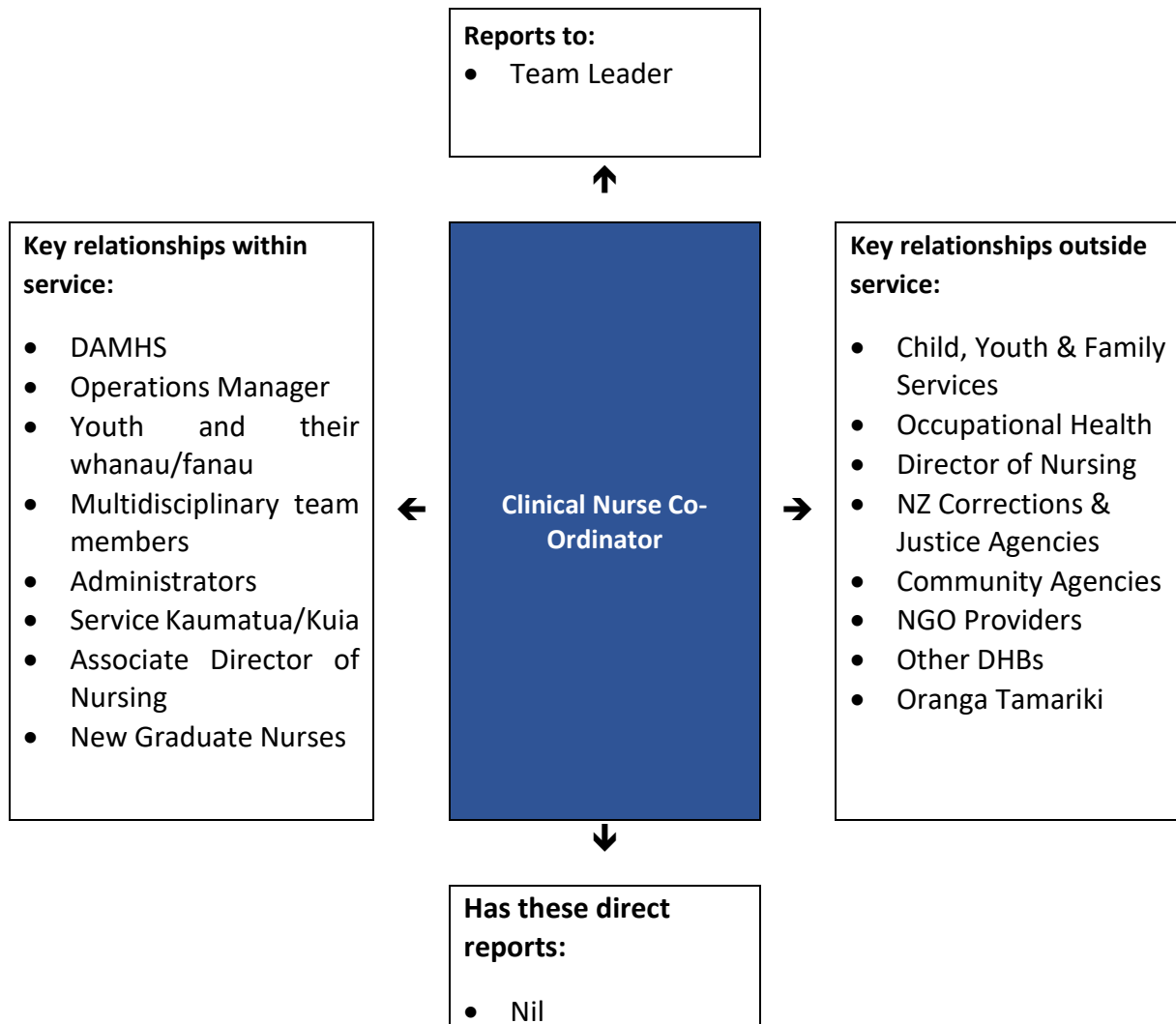
Key accountabilities	Deliverables/Outcomes	Key Performance Indications/Measures
		<ul style="list-style-type: none"> <li>• competencies and speciality skill development</li> <li>• Orientation manual is current</li> <li>• Contribution to the development of patient information resources</li> </ul>
<b>Quality Development</b>	<ul style="list-style-type: none"> <li>• Actively contributes to Continuous Quality Improvement activities within the service</li> <li>• Delegated responsibility for monitoring, reporting and ensuring quality and standards of practice to support a safe patient journey and workplace</li> </ul>	<ul style="list-style-type: none"> <li>• Identifies improvement opportunities and notifies the TL of these</li> <li>• Participates in the service's quality improvement activities</li> <li>• Provides good patient/client service and is responsive to patient/client requests or complaints</li> <li>• Complies with standards and works to improve patient/client satisfaction</li> <li>• Area policies, protocols and guidelines are current</li> <li>• Procedure changes are consulted with and approved within the team using DHB policy processes.</li> </ul>
<b>Professional Practice and Development</b>	<ul style="list-style-type: none"> <li>• Works with colleagues in professional development activities.</li> <li>• Participates in recognised post registration education.</li> </ul>	<ul style="list-style-type: none"> <li>• Portfolio evidence of ongoing Nursing Council competence requirements</li> <li>• Evidence of professional development activities undertaken with colleagues.</li> </ul>
<b>Occupational Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Proactive Health &amp; Safety systems and management are in place</li> </ul>	<ul style="list-style-type: none"> <li>• Health and safety agree targets are met, including: <ul style="list-style-type: none"> <li>• Hazard registers</li> <li>• H&amp;S objectives</li> <li>• Pre-employment screening</li> <li>• H&amp;S orientation</li> <li>• Initial Needs Assessment (INA)</li> <li>• Reportable event reviews</li> <li>• Displays of commitment</li> </ul> </li> <li>• Ensuring all employees maintain adequate safety standards on the job through consultation, training and supervision.</li> </ul>

Key accountabilities	Deliverables/Outcomes	Key Performance Indications/Measures
		<ul style="list-style-type: none"> <li>• Ensures own and others safety at all times</li> <li>• Complies with policies, procedures and safe systems of work</li> <li>• Reports all incidents/accidents, including near misses in a timely fashion</li> <li>• Is involved in health and safety through participation and consultation</li> </ul>
<b>Supports Cultural Practices in Nga Taiohi inpatient services.</b>	<ul style="list-style-type: none"> <li>• Works to support staff and the team to find a balance between clinical and cultural demands</li> </ul>	<ul style="list-style-type: none"> <li>• Supports and enthusiastically attends to the Tikanga programme</li> <li>• Operationalising cultural activities in partnership with kaumatua/kaimahi</li> <li>• Supports powhiri and assumes role as necessary within the Whanau for powhiri, hui and tangi under the guidance of kaumatua/kaimahi</li> <li>• In MDT supports the process to allow for multi-clinical, cultural and consumer input</li> <li>• Can evidences how Nga Taiohi team brings both clinical and cultural practices together to enhance outcomes for Tangata Whaiora</li> </ul>



## Key Relationships & Authorities

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### Type of Role:

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| <input type="checkbox"/> Operational Role        | Delivers health services directly to consumers.  |
| <input checked="" type="checkbox"/> Service Role | Delivers services to frontline or other roles.   |
| <input type="checkbox"/> Support Role            | Develops, manages and improves systems and processes (including managerial, technical, equipment, financial and organisational). |

## Capability Profile

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

Competency	Behaviours
<b>Team Work</b>	<ul style="list-style-type: none"> <li>Develops constructive working relationships with other team members;</li> <li>Have a friendly manner and a positive sense of humour;</li> <li>Works cooperatively - willingly sharing knowledge and expertise with colleagues;</li> <li>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;</li> <li>Supports in word and action decisions that have been made by the team;</li> <li>Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community.</li> </ul>
<b>Quality and Innovation</b>	<ul style="list-style-type: none"> <li>Provides quality service to those who rely on one's work;</li> <li>Looks for ways to improve work processes - suggests new ideas and approaches;</li> <li>Explores and trials ideas and suggestions for improvement made by others;</li> <li>Shows commitment to continuous learning and performance development.</li> </ul>
<b>Taking responsibility</b>	<ul style="list-style-type: none"> <li>Is results focussed and committed to making a difference;</li> <li>Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected;</li> <li>Adjusts work style and approach to fit in with requirements;</li> <li>Perseveres with tasks and achieves objectives despite obstacles;</li> <li>Is reliable - does what one says one will;</li> <li>Consistently performs tasks correctly - following set procedures and protocols.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>Practises active and attentive listening;</li> <li>Explains information and gives instructions in clear and simple terms;</li> <li>Willingly answers questions and concerns raised by others;</li> <li>Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged;</li> <li>Is confident and appropriately assertive in dealing with others;</li> <li>Deals effectively with conflict.</li> </ul>
<b>Integrity and Trust</b>	<ul style="list-style-type: none"> <li>Is widely trusted;</li> <li>Is seen as direct, truthful individual;</li> <li>Can present the unvarnished truth in an appropriate and helpful manner;</li> <li>Keeps confidences;</li> <li>Admits mistakes;</li> <li>Doesn't misrepresent him/herself for personal gain.</li> </ul>
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>Is dedicated to meeting the expectations and requirements of internal and external customers;</li> <li>Gets first-hand customer information and uses it for improvements in products and services;</li> <li>Acts with customers in mind;</li> <li>Establishes and maintains effective relationships with customers and gains their trust and respect.</li> </ul>
<b>Priority Setting</b>	<ul style="list-style-type: none"> <li>Spends his/her time and the time of others on what's important;</li> <li>Quickly zeros in on the critical few and puts the trivial many aside;</li> <li>Can quickly sense what will help or hinder accomplishing a goal;</li> <li>Eliminates roadblocks;</li> <li>Creates focus.</li> </ul>

Competency	Behaviours
<b>Partnership with Maori</b>	<ul style="list-style-type: none"> <li>Understands the principals of Te Tiriti o Waitangi and how these apply within the context of health service provision;</li> <li>Applies the notion of partnership and participation with Maori within the workplace and the wider community;</li> <li>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.</li> </ul>

## Experience and Capability

Essential qualifications, skills and experience

### A. Knowledge, Skills & Experience:

- Previous experience in working as a MH Professional with mental health consumers and disability consumers in a public sector health setting would be desirable.

### B. Essential Professional Qualifications / Accreditations / Registrations:

- Registered MH Professional with current annual practicing certificate;
- Current full NZ driver's licence with ability to drive a manual and automatic car;
- Proficiency in Microsoft Office, Word, Outlook, PowerPoint, Internet resources and e-mail;
- A high standard of written and spoken English.

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

- Providing high quality care for the consumer
- A commitment and understanding of the te Tiriti o Waitangi (and application to health) and a willingness to work positively in improving outcomes for Māori
- Working collaboratively with other clinicians
- Ensuring that they follow through on their work
- Delivering identified outcomes

**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.