

## Position Description

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<b>Position</b>	<b>Intake and Assessment Clinician</b>
<b>Team / Service</b>	Hutt South Community Mental Health Team
<b>Directorate</b>	Adult Community Mental Health and Addictions Sector, Mental Health, Addictions & Intellectual Disability Service (MHAIDS)
<b>District</b>	Capital, Coast & Hutt Valley and Wairarapa Districts
<b>Responsible to</b>	Local Service Lead, Hutt South Community MH Health Team
<b>Children's Act 2014</b>	This position is not children's worker, requiring a safety check with Ministry of Justice vetting before commencing
<b>Location</b>	Public Trust House, Queens Drive, Lower Hutt

## Te Whatu Ora

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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

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Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly. Together we:

- provide secondary and tertiary, medical and surgical hospital services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region
- deliver health services directly as well as contracting external providers
- provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

The majority of the district's population live in Wellington and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington are proportionally similar, with the largest Pacific population in the region in Porirua. Kapiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups. Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

Kenepuru Community Hospital and Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti Coast

MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

## Te Tiriti o Waitangi and Māori Health Outcomes

Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

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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.                                                                                                          |

**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

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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.

#### 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

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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.

## Team/Service Perspective

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### Community Mental Health and Addiction Teams (CMHT)

The Adult Community Mental Health and Addiction service provides a range of community based services, clinics, home visits to groups of people with moderate to severe mental illness. The service is multi-disciplinary and includes staff such as psychiatrists, nurses, psychologists, occupational therapists, social workers, cultural therapists, kaumatua, kaiawhina and consumer advisors.

Specific therapies and support to assist people with recovery include but are not limited to:

- Medication prescribing and monitoring
- Group work - e.g. anxiety management, dialectical behavioural therapy (DBT)
- Individual therapy - e.g. cognitive behavioural therapy (CBT), schema therapy, mindfulness work
- Recovery focused work with care managers
- Relapse prevention planning
- Support, care and treatment during acute episodes of unwellness.

The Intake and Assessment Clinician is a new role, with the key goal of facilitating access to mental health services in partnership with the people we support within the community. The role is based at the Porirua Community Mental Health team, however you will also be expected to travel often to talk with referrers/key stakeholders and network within the local community.

## Purpose of the role

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### Key priorities of the role:

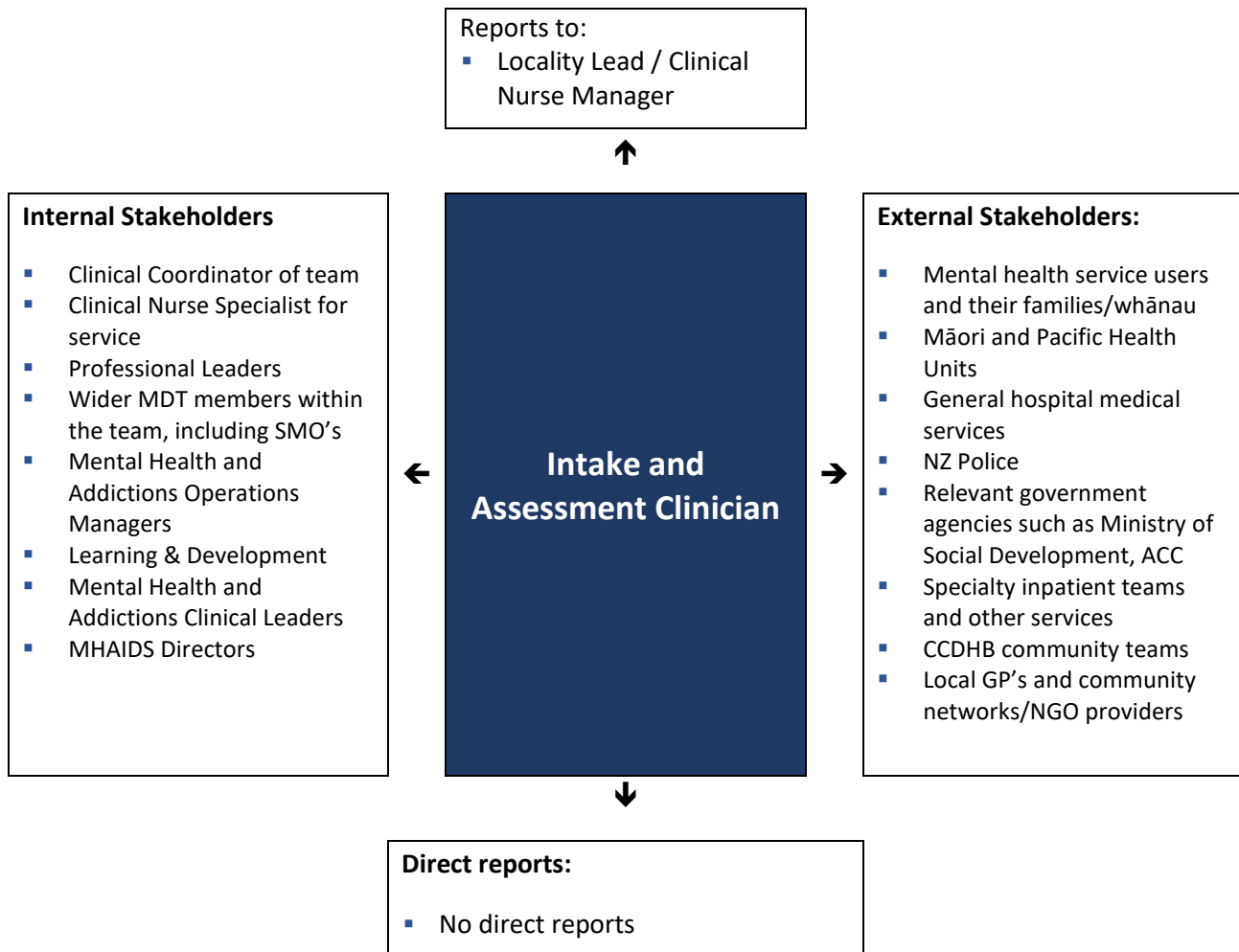
- Receive non-urgent referrals from a variety of sources and triage/screen promptly as per the 3DHB Mental Health & Addiction Prioritisation (Triage) protocol
- Undertake a face to face initial assessment as required using the principles and documentation processes within Te Ara Oranga (MHAIDS Client Pathway)
- Facilitate access to relevant specialised mental health services or other external services (e.g. primary health counselling) if it is agreed in partnership with the person and the referrer that secondary mental health services are not appropriate for the person's needs
- Recognise that culturally safe practices are paramount, and liaise with relevant services such as Te Whāre Marie (Specialist Māori Mental Health Service) to ensure Māori whānau receive safe, high quality and equitable care
- Supports and assesses the mental health and addiction needs of specific population groups e.g. people living with disabilities, gender/sexual minorities and refugee/migrants and links to the appropriate services to assist with this
- Provide appropriate support to people who 'walk in' to the base, either for general mental health and addiction queries or presenting in crisis
- Assess and escalate any crisis/urgent referrals to the appropriate crisis mental health and addiction services
- Manage people who may only require one-off appointments or short term care with the team (less than 6 weeks) and follow the appropriate service exit processes to ensure appropriate caseload management.
- Formulate an agreed plan with the person and their key supports, which identifies options for further assistance/follow up including what to do in a potential crisis
- Works collaboratively alongside the community mental health teams and local service providers to access the most appropriate service/support for the person based on their requirements.
- Liaise with referrers, including local GP's and community networks/NGO providers in the region to ensure people get appropriate, timely and person centred-care and feed back to them if there are any issues regarding quality of referrals
- Acquires and manages evidence-based, up to date resources (including websites) to give to people who may have queries about their mental health

## 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. Managing Referrals / Contacts	<ul style="list-style-type: none"> <li>• Requests for service are responded to with courtesy and within a reasonable time frame in line with Te Ara Oranga Client Pathway requirements</li> <li>• All people's information is kept in a sensitive manner incorporating Privacy Act requirements</li> <li>• Assistance to all stakeholders is given in a customer focussed, professional manner</li> <li>• Responses to internal and external information are prompt and accurate.</li> <li>• Facilitates access to secondary mental health and addiction services</li> </ul>
2. Continuous improvement and innovation	<ul style="list-style-type: none"> <li>• Actively contributes to continuous quality improvement activities within the service</li> <li>• Desk files are updated regularly to reflect changes in the role</li> <li>• Monitors compliance with service key performance indicators including wait times and urgency of response</li> </ul>
3. Risk Minimisation	<ul style="list-style-type: none"> <li>• Identifies risks and notifies Team Leader/ Clinical Nurse Manager of these</li> <li>• Actively contributes to risk minimisation activities within the service</li> </ul>
4. Te Tiriti o Waitangi	<ul style="list-style-type: none"> <li>▪ Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti o Waitangi obligations are adhered to</li> <li>▪ Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance</li> <li>▪ Cultural competence is grown across the team, supporting inclusion and partnership.</li> </ul>
5. Health & Safety	<ul style="list-style-type: none"> <li>▪ Complies with responsibilities under the Health &amp; Safety in Employment Act 1992</li> </ul>

## 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
<b>Customer focus</b>	<p><i>Demonstrates commitment to understanding and providing what customers want.</i></p> <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>

Competency	Behaviours
<b>Team Work</b>	<ul style="list-style-type: none"> <li>Develops constructive working relationships with other team members.</li> <li>Has 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>Cultural Skills</b>	<ul style="list-style-type: none"> <li>Words and actions show an understanding of the implications for one's work of Te Tiriti o Waitangi principles and Maori perspective as tangata whenua.</li> <li>Values and celebrates diversity - showing respect for other cultures and people's different needs and ways of living.</li> <li>Shows an awareness of gaps in, and a desire to increase, cultural knowledge and inter-cultural practice relevant to one's work.</li> <li>Accesses resources to make sure culturally appropriate and language appropriate services are provided.</li> <li>Draws on a person's own cultural resources and support frameworks</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>Practices 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>

## Experience and Capability

Essential qualifications, skills and experience

### A. Knowledge, Skills & Experience:

- An experienced registered mental health professional (allied health or nursing) with at least 5 years of recent work experience in a DHB mental health service
- An up to date annual practicing certificate
- Experience in mental health triage and risk assessment
- Knowledge and understanding of the relevant legislation, standards and guidelines including the Code of Health & Disability Services Consumers Rights <http://www.hdc.org.nz>

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

- An up to date annual practicing certificate
- Fully COVID-19 vaccinated

- The successful applicant must consent to a full Police Vetting Check under the Vulnerable Children's Act 2014
- Be able to work in New Zealand
- Full and clean New Zealand Drivers licence

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

- Living the DHB values
- Civility, respect and collaboration in practice
- Challenging stigma and discrimination of service users
- Applying the principles of Te Tiriti o Waitangi to practice
- Practicing in a manner that service users determine as being culturally safe
- Respect and collaboration in practice
- Delivering an exemplary standard of care
- Leading profession and service delivery
- Active involvement in decision making
- Working collaboratively and professionally with others
- Working within existing resources
- Practice informed by research evidence
- Innovation
- Thinking critically
- Active involvement in their discipline specific professional development pathway
- Working effectively with the community

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**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.