

Position Description

Position	Violence Reduction Specialist
Service / Directorate	Security Orderly Service Non-Clinical Support
Directorate	Finance Facilities & Business Services
District	Capital, Coast & Hutt Valley
Responsible to	Manager Security Orderlies
Children's Act 2014	This position is not children's worker, requiring a safety check with Ministry of Justice vetting before commencing
Location	This position is expected to work from multiple locations across the district

Health New Zealand - 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.

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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|------------------------|--|
| 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 Health New Zealand.

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
- Values:** 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.

Unit Perspective

The Non Clinical Support & Delivery Division sits within the Finance, Facilities & Business Services Directorate, led by the Director Facilities and Business Services.

Non-Clinical Support and Delivery provides a range of non-clinical support services required to enable the effective and safe delivery of the Districts clinical services. Services include security orderlies, catering, cleaning, administration, coding and clinical records, operational management, fleet management and sustainability.

Purpose of the role

The primary purpose of the role is to:

Contribute to the development and effective delivery of services to prevent and reduce the harms from Violence at Work by leading, informing, educating and supporting kaimahi who experience incidents of violence at work, while also ensuring that tangata whaiora, whānau and visitors who display escalated behaviours are safe and feel supported, respected and have their cultural needs met.

Role Context

Violence at Work is a critical health and safety risk for Te Whatu Ora staff across the motu. This role is pivotal to ensuring that comprehensive systems for staff awareness, education, training, mitigation, de-escalation and safe practice are integrated into the daily work approaches across the district to mitigate violence at work through the work of the Violence Reduction Specialists connecting and engaging across the clinical, health and safety, and healthcare security disciplines.

This contribution and support is achieved by applying high-level critical thinking to complex patient/whanau/staff violence prevention and harm reduction problems, and by having highly developed leadership and interpersonal skillsets to action and implement specialised responses to violence at work within the hospital and health delivery environment.

Key Accountabilities

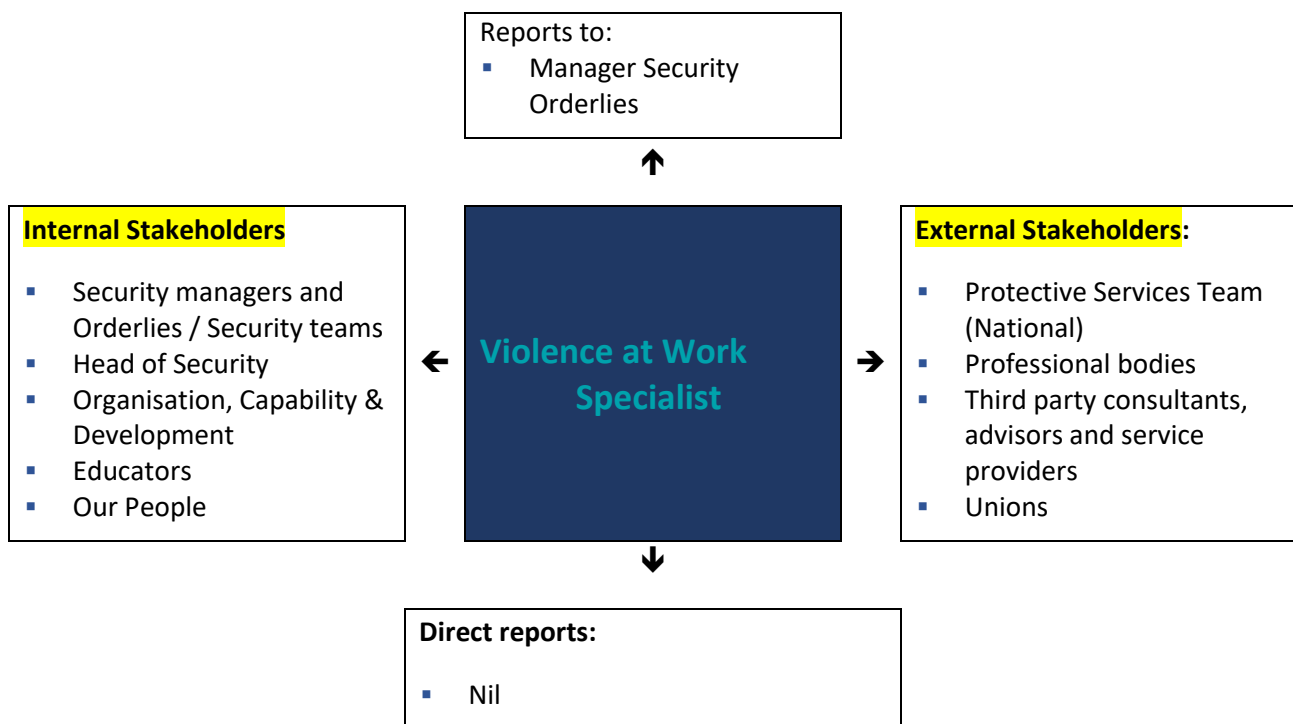
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes
Violence at Work Prevention and Harm Reduction	<ul style="list-style-type: none"> • Develop and share skills and knowledge to the level of subject matter expert in V@W in healthcare. • Build relationships and influence across the District, at all levels and within all high and medium risk service areas, to promote, align, and deliver the objectives of the National V@W Programme so outcomes and benefits are understood and supported throughout the organisation. • Ensure de-escalation and personal safety training is available, coordinated and delivered to clinical and non-clinical kaimahi across the district, identifying and prioritising those at higher risk, and determining appropriate training modules to meet their needs. • Collect and analyse data and report on trends identified. • Assist in the development of violence at work education, bespoke tools and initiatives as needed, while supporting other teams in delivering training. • Establish, support and be primary contributor to District Violence Reduction Forums. • Provide support to security orderlies in the development and delivery of their de-escalation and personal safety training programme. • Provide expert input to the development and delivery of simulation training in Violence Reduction prevention, harm reduction and behavioural incident response. • Ensure frequent Violence Reduction observations within clinical environments are undertaken at all priority environments. • Support incident investigations and provide recommended evidence based solutions to Violence Reduction to clinical leaders, H&S Advisors, and others as required.

	<ul style="list-style-type: none"> • Provide leadership to ensure worker engagement within the violence reduction programme. • Promote mandatory online de-escalation learning in collaboration with senior leaders and nurse educators. • Ensure the Violence Reduction prevention and harm reduction programme is delivered, maintained and kept current across the organisation • Work alongside, collaborate & support District security & safety advisors/leads to ensure consistency of approach and delivery of programs.
Critical Thinking / Problem Solving	<ul style="list-style-type: none"> • Provides high-level critical reasoning, thinking and problem solving to support investigation and understanding of key contributors to complex violence at work incidents in order to develop and articulate actions and de-escalation pathways that are effective and contribute to care plans and de-escalation programmes for complex situations. These situations may often require novel or multiple layers of engagement and de-escalation practices in order to deal with issues that have elements of cultural, social, environment, situational, and cognitive distress.
High functioning Interpersonal Skills	<ul style="list-style-type: none"> • Demonstrate and apply high functioning interpersonal skills, including communication, problem-solving, adaptability, collaboration, team-work, building and maintaining effective working relationships, decision-making, conflict management, leadership, professional and resilient. • Demonstrates mature and impactful communication and interpersonal skills to persuade, influence and direct change in a manner that the outcomes are embraced, embedded, effective and fit-for-purpose within each district's environment.
High-level Advisory Services	<ul style="list-style-type: none"> • Demonstrate strong negotiation skills and provide advice and recommendations to District Governance and National reporting with outcomes that minimise violence at work consequences and contribute positively to the improvement of safe work environments for kaimahi.
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. •
Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes. • Demonstrates awareness of colonisation and power relationships. • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery. • Shows a willingness to personally take a stand for equity.

	<ul style="list-style-type: none"> • Supports Māori-led and Pacific-led responses.
Innovation & Improvement	<ul style="list-style-type: none"> • Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table. • Models an agile approach –tries new approaches, learns quickly, adapts fast. • Develops and maintains appropriate external networks to support current knowledge of leading practices.
Collaboration and Relationship Management	<ul style="list-style-type: none"> • Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same. • Works with peers in Maori and Pacific Health Business Unit's to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services.
Health & safety	<ul style="list-style-type: none"> • Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. • Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	<ul style="list-style-type: none"> • Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are reported. • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

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
Planning	<ul style="list-style-type: none"> ▪ Accurately scopes out length and difficulty of tasks and projects. ▪ Sets objectives and goals. ▪ Breaks down work into the process steps. ▪ Develops training schedules and task/people assignments.
Gap Analysis	<ul style="list-style-type: none"> ▪ Can use data and information to provide gap analysis ▪ Is able to use data and reports to identify trends, issues and patterns to tailor training.
Organising	<ul style="list-style-type: none"> ▪ Can marshal resources (people, funding, material, support) to get things done. ▪ Can orchestrate multiple activities at once to accomplish a goal. ▪ Uses resources effectively and efficiently. ▪ Arranges information, data and files in a useful manner.
Stakeholder focus	<ul style="list-style-type: none"> ▪ Is dedicated to meeting the expectations and requirements of internal and external stakeholders. ▪ Gets first-hand stakeholder information and uses it for improvements in training packages, products and services. ▪ Acts with Stakeholders in mind.

Competency	Behaviours
	<ul style="list-style-type: none"> Establishes and maintains effective relationships with stakeholders and gains their trust and respect.
Motivating others	<ul style="list-style-type: none"> Creates a climate in which people want to do their best. Can motivate many kinds of direct reports and team or project members. Can assess each person's strengths and use it to get the best out of him/her. Is able to delegate when required. Invites input from each person and shares ownership and visibility. Makes each individual feel his/her work is important. Is someone people like working with.
Partnership with Māori	<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 Māori within the workplace and the wider community. Promotes and participates in targeting Māori health initiatives by which Māori health gains can be achieved. Implements strategies that are responsive to the health needs of Māori.

Experience and Capability

Essential qualifications, skills and experience

A. Knowledge, Skills & Experience:

- Experience in implementing Te Tiriti o Waitangi in action.
- 3 years clinical experience; or experience in a safety services role, crime prevention or CPI Safety Intervention Trainer.
- Experience in facilitating and developing adult education.
- Degree or equivalent experience in any field related to health, safety, crime prevention.
- Experienced and competent in the use of Microsoft Office suite of products.

Desired:

- Basic Life Support trained.

B. Someone well-suited to the role will be able to::

Essential:

- Demonstrate 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 your role.
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

- Deliver and communicate to stakeholders at all levels, in differing forums.
- Demonstrate competency in incident investigation and application of situation specific interventions and controls.
- Develop and deliver bespoke violence at work education when required.
- Deliver de-escalation and physical training.

Desired:

- Excellent engagement and communication skills.
- Experience in data collection and analysis.
- Experience or willingness to participate in simulations.
- Ability to be flexible and responsive to evolving priorities.

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.