

## Position Description

<b>Position</b>	<b>Mental Health Clinician</b> (psychologist/social worker/OT/nurse/counsellor)
<b>Team / Service</b>	Ngā Tai Oranga
<b>Directorate</b>	MHAIDS Services – Mental Health and Addiction and Intellectual Disability
<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 Wellington Regional Hospital

## 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, surgical and mental health and intellectual disability 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.

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, 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 locations. 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:

**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.

<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

#### 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

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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.

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

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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 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.

## Purpose of the role

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To provide high quality, liaison, support, and information to clinicians working with tāngata whaiora with significant distress intolerance, emotional dysregulation and relational difficulties that impacts on their day to day life. This includes and is not limited to assisting with the development of Whole Service Response

Plans (WSRP), formulation, treatment planning and providing education and support that enable the Mental Health Service to provide psychologically informed care management.

To provide interventions including DBT therapy, evidence based therapeutic interventions, second opinion assessments and group work. Our aim is to also support significant others and whānau ensuring the service user and their whanau's needs are met in a culturally, clinically and legally safe manner.

## 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.

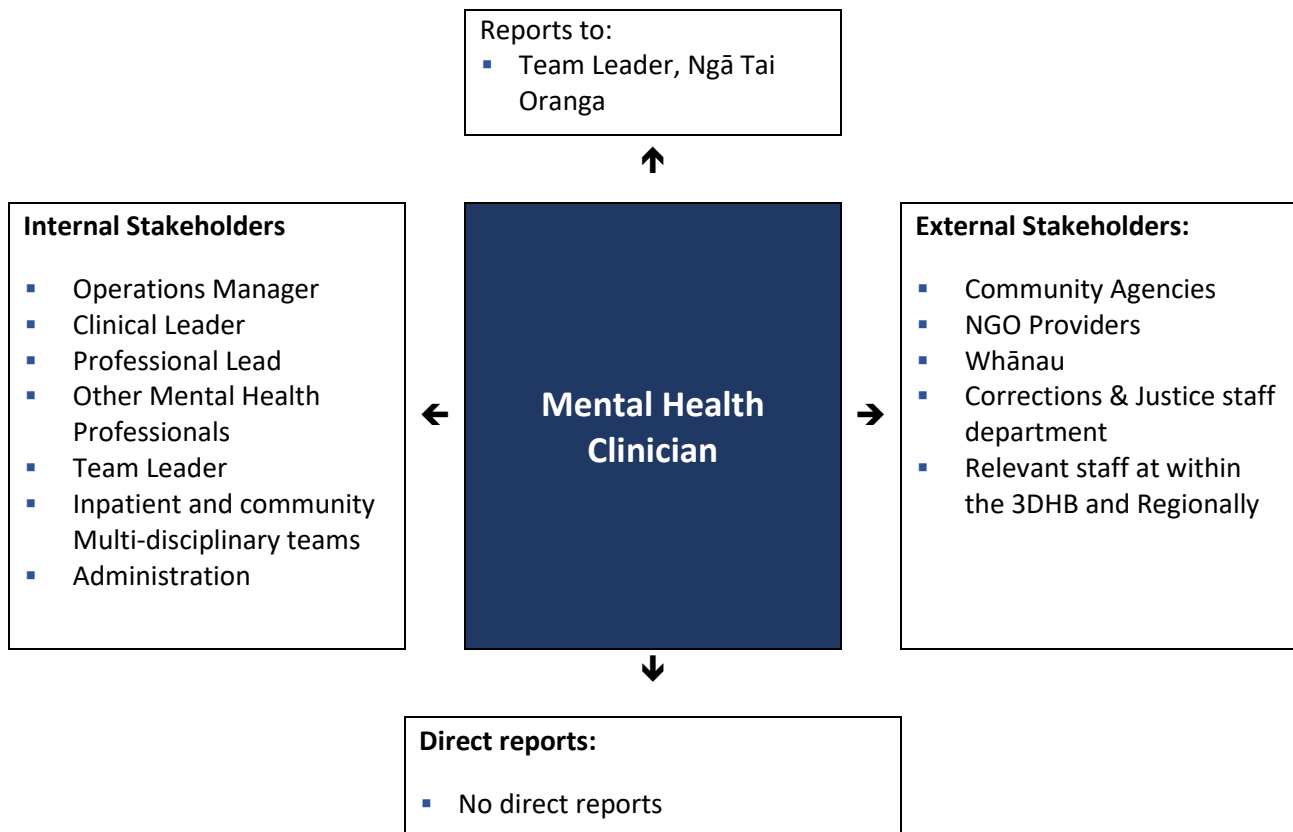
Key accountabilities	Deliverables/Outcomes	Key Performance Indications/Measures
<b>1. Professional Practice</b>	<ul style="list-style-type: none"> <li>Maintains standards of professional practice and promotes and supports other's professional development</li> </ul>	<ul style="list-style-type: none"> <li>Complies with statutory obligations, such as the Mental Health Act, the Privacy Act, the Children &amp; Young Persons Act and all other relevant Acts.</li> <li>Ensures continuing personal and professional development and training activities.</li> <li>Consults with relevant health professionals and advises accordingly.</li> <li>Maintains professional relationships.</li> </ul>
<b>2. Service Planning</b>	<ul style="list-style-type: none"> <li>Actively participate in the service planning and development</li> </ul>	<ul style="list-style-type: none"> <li>Provides expert input to case conferences and service education sessions, as well as with local and regional service training. Also contributes to team development and planning, as appropriate.</li> <li>Client related documentation is developed and maintained.</li> <li>All documentation is complete and accurate.</li> <li>Ensure that all parties are kept appropriately informed about a service user's treatment.</li> </ul>
<b>3. Cultural Effectiveness</b>	<ul style="list-style-type: none"> <li>Work with all service users in a manner relevant and appropriate to their culture.</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrate cultural sensitivity and provide culturally appropriate services through a range of cultural networks and according to team procedures.</li> <li>Ensure that the principles of the Treaty of Waitangi are adhered</li> </ul>

Key accountabilities	Deliverables/Outcomes	Key Performance Indications/Measures
		<p>to in addressing work responsibilities.</p> <ul style="list-style-type: none"> <li>• Attend training and workshops related to improving services for Maori and Pacific Islanders.</li> <li>• Seek appropriate cultural supervision when necessary to provide a responsive service.</li> </ul>
<b>4. Continuous Quality Improvement</b>	<ul style="list-style-type: none"> <li>• Actively contribute to CQI activities within the service</li> </ul>	<ul style="list-style-type: none"> <li>• Identifies improvement opportunities and notifies the manager of these.</li> <li>• Participates in the service's quality improvement activities</li> <li>• Provides professional service to service users and is responsive to service user requests or complaints.</li> <li>• Complies with standards and works to improve service user satisfaction.</li> </ul>
<b>5. Risk Minimisation</b>	<ul style="list-style-type: none"> <li>• Actively contributes to risk minimisation activities within the service.</li> </ul>	<ul style="list-style-type: none"> <li>• Identifies risk and notifies team leader</li> <li>• Participates in service's risk minimisation activities</li> <li>• Complies with CCDHB Reportable Events policy and other policies and procedures</li> <li>• Participates in audits and works to update service user files</li> </ul>
<b>6. Occupational Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>▪ Complies with responsibilities under the Health &amp; Safety in Employment Act 1992.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Has read and understood the Health &amp; Safety policy and procedures;</li> <li>▪ Actively supports and complies with Health &amp; Safety policy and procedures;</li> <li>▪ Evidence of support and compliance with health and safety policy and procedures including use of protective clothing and equipment as required, active participation in hazard management and identification process, and proactive reporting and remedying of any unsafe work condition, accident or injury.</li> </ul>

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## Key Relationships & Authorities

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## 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>Interpersonal Savvy</b>	<ul style="list-style-type: none"> <li>Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation</li> <li>Practices active listening</li> <li>Explains information and gives instructions in a clear and simple manner</li> <li>Builds appropriate rapport</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 position is challenged</li> <li>Builds constructive and effective relationships</li> <li>Uses diplomacy and tact</li> <li>Can diffuse even high-tension situations comfortably</li> </ul>
<b>Taking responsibility</b>	<ul style="list-style-type: none"> <li>Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected</li> <li>Can marshal resources (people, funding, material, support) to get things done</li> <li>Can orchestrate multiple activities at once to accomplish a goal</li> <li>Perseveres with tasks and achieves objectives despite obstacles</li> <li>Is reliable- does what one says one will</li> <li>Uses resources effectively and efficiently</li> <li>Arranges information and files in a useful manner</li> <li>Evaluates results</li> </ul>
<b>Decision Quality</b>	<ul style="list-style-type: none"> <li>Makes good decisions based upon a mixture of analysis, wisdom, experience, and judgement</li> <li>Most of their solutions and suggestions turn out to be correct and accurate when judged over time</li> <li>Sought out by others for advice and solutions</li> </ul>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>Uses rigorous logic and methods to solve difficult problems with effective solutions</li> <li>Probes all fruitful sources for answers</li> <li>Can see hidden problems'</li> <li>Is excellent at honest analysis</li> <li>Looks beyond the obvious and doesn't stop at the first answer</li> </ul>
<b>Quality &amp; 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>Negotiating</b>	<ul style="list-style-type: none"> <li>Can negotiate skilfully in tough situations with both internal and external groups;</li> <li>Can settle differences with minimum noise;</li> <li>Can win concessions without damaging relationships;</li> <li>Can be both direct and forceful as well as diplomatic;</li> <li>Gains trust quickly of other parties to the negotiations;</li> <li>Has a good sense of timing</li> </ul>
<b>Cultural skills</b>	<ul style="list-style-type: none"> <li>Words and actions show an understanding of the implications of Te Tiriti o Waitangi principles and Māori perspective</li> </ul>



Competency	Behaviours
	<ul style="list-style-type: none"> <li>▪ Applies the notion of partnership and participation with Māori within the workplace and the wider community</li> <li>▪ 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.</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 tāngata whaiora's own cultural resources and support frameworks</li> </ul>
<b>Integrity and Trust</b>	<ul style="list-style-type: none"> <li>▪ Is widely trusted</li> <li>▪ Is seen as direct and truthful</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 themselves for personal gain</li> </ul>

## Experience and Capability

Essential qualifications, skills and experience

### A. Knowledge, Skills & Experience:

- Is a practising registered mental health clinician in a large health service delivery organisation
- Has attained sufficient work experience and clinical competence and confidence to work independently as a clinician interacting with consumers and other service providers (internal and external)
- High level of knowledge, understanding and experience working with, treating and assessing personality disorders, complex PTSD and other co-morbid difficulties.
- Knowledge and understanding of the relevant legislation, standards and guidelines. These include and are not limited to: Health and Disability Services Consumers' Code of Rights  
<http://www.hdc.org.nz/the-act--code/the-code-of-rights>
- Teaching and presentation skills
- Ability to work alongside other mental health staff to provide expertise
- Experience in evidence based therapies for treating personality disorders, complex PTSD and other co-morbid difficulties.
- Experience in facilitating groups would be advantageous, as would experience of working with families.
- Ability to practice in a manner consistent with established ethical and clinical practices standards as provided by professional bodies.

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

- Registration with relevant professional body (e.g. Nursing Council of New Zealand as a registered nurse, Social Work Registration Board, Occupational Therapy Board of New Zealand, NZ Psychologist Board, with Clinical Psychology Vocational Scope of Practice)
- Current annual practising certificate

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

- Effective oral and written communication
- Working in an emotionally challenging and changing environment

- Working in a multi-disciplinary environment
- Sharing information and working collaboratively with the team at Ngā Tai Oranga as well as other Service Providers
- Awareness of principles of care for people with severe difficulties managing relationships, emotions and engaging in self injury behaviours
- Recognising and managing risk in a clinical environment
- Knowledge and understanding about Te Tiriti o Waitangi, and the impact of colonisation.
- Understanding about the impacts of poverty, discrimination and minority stress

### **Undertaking professional development to maintain and enhance their skill**

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