

Position Description

Position	Intake and Referral Coordinator
Team / Service	MHAIDS Operations Centre, After Hours District and Hospital Services (Mental Health and Addiction)
Directorate	Mental Health, Addiction & Intellectual Disability Service
District	Capital, Coast & Hutt Valley and Wairarapa Districts
Responsible to	Operations Manager, MHAIDS Operations Centre
Location	This position is expected to work from the MHAIDS Operations Centre. 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, 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)

Capital, Coast | Private Bag 7902, Newtown, Wellington 6342 | 04 385 5999 Hutt Valley | Private Bag 31907, Lower Hutt 5010 | 04 566 6999

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

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 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

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

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 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
- 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 (LASMHAS) 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’.

Our principles

Principle 1: Grounded in Te Tiriti o Waitangi | Whakapapa ki Te Tiriti o 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 MHAIDS Operations Centre (OC)

The OC uses information data, predictive analytics and innovative problem-solving to enhance the experience of tāngata whaiora who use acute mental health services from service entry to exit including in and out of hospital. This includes after hours where the OC have full operational oversight. After-hours management in the MHAIDS Operations Centre have decision making authority in place to support and allocate casual staff when and where their skills and time will be most effectively used.

The Care Capacity Demand Management programme provides an overall service specification for the establishment of an operations centre. These include:

An integrated operations centre is a dedicated space in which operational decisions are made

- *about care capacity demand management*
- *in the moment (and over time)*
- *with the right data and*
- *The right stakeholders in the room.*

Healthcare organisations are complex and dynamic. Therefore operational decisions need to be:

- *Precise - use data to make the right decisions now and in the future.*
- *Agile - change decisions quickly to take advantage of opportunities and threats*
- *Consistent - provide consistent messaging*
- *Fast - take action in the moment.*
- *Effective - balance quality, safety and best use of resources.*

The MHAIDS Operations Centre main focus is on capacity/demand prediction, aiming to escalate to senior management any issues in an organised and coordinated way and working together as a sector alongside other functions and localities to address any acute issues.

Purpose of the role

The Referral Coordinator is a senior role and is responsible for:

- Ensuring clear access pathways into mental health and addiction services. This is demonstrated by our services working in a collaborative and coordinated way resulting in high stakeholder satisfaction.
- Providing advice, training and support for Intake and Assessment Clinicians, ensuring their practice is aligned with the principles, vision and values of the Local Adult Specialist Mental Health and Addiction Service.
- Oversight of intake whiteboards for all MHAIDS teams and support teams to manage their intake and referral work as appropriate
- Liaising with the Local Service Leads/Team Leaders/Local Service Coordinators and provide support/direction with intake processes as needed.
- Be the key liaison clinician with Whakarongorau to ensure that agreed processes are followed and to problem solve any issues as they arise. Set up and lead formal meetings with Whakarongorau to review data and reports.
- Lead ongoing quality improvement projects related to intake and triage within MHAIDS
- Ongoing contact with non-MHAIDS services and agencies to discuss referral pathways into MHAIDS are understood and systems issues are addressed
- Work closely with MHAIDS Business Teams on constant improvement and oversight of intake related systems and processes.
- Regular contact with Operations Centre Operations Manager to report back on KPI's and to report any issues as they arise.

Key Accountabilities & Capabilities

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. General accountabilities	<ul style="list-style-type: none"> ▪ Understands the roles and functions of the Local Adult Specialist Mental Health and Addiction Service, including the localities and can support team members to work in partnership with other parts of the mental health and addiction system (internally and externally). ▪ Clinically prioritises and processes referrals and email documentation promptly, ensuring all information is kept in a sensitive manner in accordance with the Privacy Act (2020) requirements and its subsequent amendments. ▪ Monitors wait times and delays for initial assessments and responds to issues effectively. ▪ Has an advanced knowledge of clinical risk, and can confidently escalate issues of risk appropriately. ▪ Collects sufficient information to allow accurate flow onto e-whiteboards. ▪ Leads by example by showing exemplary practice standards in their own clinical work.
2. Leadership	<ul style="list-style-type: none"> ▪ Ensures the intake team works to the vision, values and principles of the LASMHAS model of care. ▪ Facilitates supportive team work across the service and fosters a safe and supportive environment for staff.

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> ▪ Develops collaborative relationships with other MHAIDS services, NGOs, and primary care providers. ▪ Assists other staff to work through difficult situations or questions in relation to their clinical work. ▪ Role-models person-directed care and attitudes.
3. Quality and Risk	<ul style="list-style-type: none"> ▪ Data is collected which enables the evaluation of the referral process outcomes and impacts. ▪ Provides agreed reports to relevant stakeholders. ▪ Is an active member of the MHAIDS Operations Centre Clinical Governance Committee, and is available to assist in the development and sustainability of service development initiatives across the localities as well. ▪ Is aware of required audits and facilitates their completion effectively. ▪
5. 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 ▪ Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance. ▪ Demonstrates an awareness of health inequalities and supports workforce and wider service initiatives that contribute towards reducing these inequalities.
6. Lived Experience Engagement	<ul style="list-style-type: none"> ▪ Is committed to upholding the Code of Expectations required by the Pae Ora Act 2022. ▪ Is committed to recovery, wellbeing, culturally responsive and person-directed service design and delivery. ▪ Creates a culture that is safe and supportive of the lived experience and peer support workforce. Leading by example and supporting staff in training to improve knowledge and decrease experiences of discrimination. ▪ Seeks feedback on ways to enhance the service entry process. This is demonstrated by positive Mārama RealTime Feedback, direct feedback from tāngata whaiora and whānau, and the compliments and complaints processes about the referral pathways.

Key Relationships & Authorities

Reports to:

- Operations Manager, MHAIDS Operations Centre

Internal Stakeholders

- Other Operations Managers/Clinical Leaders/Principal Clinicians
- Rapid Response and Primary Care and Community Transition Functions (once established)
- Professional Leaders
- Multidisciplinary team members
- Tāngata whaiora, whānau and support people
- Local Service Coordinators in the localities
- Other home base staff and teams
- Lived Experience Advisory Team
- ICT Business Analyst Team
- Quality and Risk Team

Referral Coordinator

External Stakeholders:

- Whakarongorau Aotearoa
- Māori and Pacific Health partners
- Disability Team
- Peer support advocates and agencies
- NGO and Primary Care providers within locality
- Other external stakeholders such as NZ Police, Ambulance, hospital services
- Other Districts

Direct reports:

- No direct reports

Capability Profile

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

Competency	Behaviours
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 LGBT community. Demonstrates a willingness to personally take a stand for equity. Equity informed decision-making evident in the development of plans, strategies and actions that impact service delivery for Māori. Ensuring that actions taken to address inequities are timely, effective, pragmatic and based on robust evidence and change methodologies. Challenges current processes and thinking, leading the development of new thinking that will deliver equitable outcomes. Work 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.
Commitment to Te Āo Māori	<ul style="list-style-type: none"> Demonstrates critical consciousness and on-going 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 whakawhānaungatanga in their daily work practises. Demonstrates MHAIDS values of Kotahitanga, Rangatiratanga and Manaakitanga in your professional practise
Lived Experience	<ul style="list-style-type: none"> Has an understanding of recovery that is trauma-informed, strengths based, and wellbeing orientated. Has a good 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 supported of the lived experience voice. Challenges stigma and discrimination. Understands the importance of involving whānau in care and recognises the need to be led by tāngata whaiora in its involvement.
Taking responsibility	<ul style="list-style-type: none"> Is results focussed and committed to making a difference. Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected. Adjusts work style and approach to fit in with requirements. Perseveres with tasks and achieves objectives despite obstacles. Is reliable - does what one says one will. Consistently performs tasks correctly - following set procedures and protocols.

Competency	Behaviours
Communication	<ul style="list-style-type: none"> ▪ Practises active and attentive listening. ▪ Explains information and gives instructions in clear and simple terms. ▪ Willingly answers questions and concerns raised by others. ▪ Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged. ▪ Is confident and appropriately assertive in dealing with others. ▪ Deals effectively with conflict.
Approachability	<ul style="list-style-type: none"> ▪ Is easy to approach and talk to. ▪ Spends the extra effort to put others at ease. ▪ Can be warm, pleasant, and gracious. ▪ Is sensitive to and patient with the interpersonal anxieties of others. ▪ Builds rapport well. ▪ Is a good listener. ▪ Is an early knower, getting informal and incomplete information in time to do something about it.
Integrity and Trust	<ul style="list-style-type: none"> ▪ Is widely trusted. ▪ Is seen as direct, truthful individual. ▪ Can present the unvarnished truth in an appropriate and helpful manner. ▪ Keeps confidences. ▪ Admits mistakes. ▪ Doesn't misrepresent him/herself for personal gain.
Customer Focus	<ul style="list-style-type: none"> ▪ Is dedicated to meeting the expectations and requirements of internal and external customers. ▪ Gets first-hand customer information and uses it for improvements in products and services. ▪ Acts with customers in mind. ▪ Establishes and maintains effective relationships with customers and gains their trust and respect.
Priority Setting	<ul style="list-style-type: none"> ▪ Spends his/her time and the time of others on what's important. ▪ Quickly zeros in on the critical few and puts the trivial many aside. ▪ Can quickly sense what will help or hinder accomplishing a goal. ▪ Eliminates roadblocks. ▪ Creates focus.

Experience and Capability

Essential qualifications, skills and experience

A. Knowledge, Skills & Experience:

- At least 5 years' experience working as a registered mental health and addiction professional.
- Has experience working in Mental Health Triage and intake roles; preferably within MHAIDS
- A commitment to achieving equitable outcomes for Māori whānau.
- A commitment to achieving equitable outcomes for other priority/vulnerable populations, including Pacific peoples and disabled people.

- Experience managing referrals to secondary/specialist mental health and addiction services.
- A personal commitment to ongoing learning and development, including the attainment/maintenance of the PDRP or other applicable professional frameworks.

B. Essential Professional Qualifications / Accreditations / Registrations:

- Registered mental health professional with current annual practicing certificate.
- Current full NZ driver's licence.
- Proficiency in Microsoft Office, Word, Outlook, PowerPoint, Internet resources and e-mail.
- A high standard of written and spoken English.
- Ability to consent and undergo a full Police Vetting Check under the Vulnerable Childrens Act (2015).

C. Someone well-suited to the role:

- Has the ability to see the bigger picture and to think strategically, working with ambiguity and complexity.
- Is interpersonally effective and emotionally intelligent.
- Provides an emotionally containing presence for staff.
- Fosters a nurturing environment.
- Is a good and fair negotiator.
- Is well organised and shows attention to detail.
- Has excellent time management skills.
- Demonstrates a commitment to and understanding of Te Tiriti o Waitangi (and its application to health) and has a willingness to improve outcomes for Māori.
- Can be relied upon to deliver identified outcomes and results.

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

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