

Position Description

Position	Lived Experience Advisor
Service	Te Whatu Ora Mental Health, Addiction and Intellectual disability services (MHAIDS)
District	Capital, Coast, Hutt Valley & Wairarapa districts
Responsible to	Team Leader – Lived Experience Advisory Team

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

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.

[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

Te Tiriti o Waitangi

MHAIDS is committed to Te Tiriti o Waitangi principles of partnership, participation and protection. Our partnership obligation under Te Tiriti encompasses an expectation by Māori that a te ao Māori perspective will be evident in our policy and service design. The principle of participation means ensuring that Māori are a vital and visible element throughout MHAIDS as health planners, professionals and advocates for improving Māori health outcomes. The principle of protection means that in practice, we will place the concepts of health equity at the forefront in respect of planning, management and our delivery of health services.

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.
- **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.

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

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 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 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
- 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.

Purpose of the role

Lived Experience Advisors are people with lived experience of accessing secondary or tertiary mental health and/or addiction services, recovery and wellbeing. Lived Experience Advisors provide systemic and strategic support, inform and lead policy, processes, and quality improvement using lived experience shared values, competencies and approaches. They ensure the voices of people with lived experience inform the strategic direction and planning of the service and Model of Care.

The Lived Experience Advisor is broadly accountable for:

- Ensuring a lived experience perspective is presented, valued and implemented in decision-making, policy and all co-design or co-production quality improvement projects
- Informing, guiding and leading policy development
- Supporting teams and other staff to undertake lived experience engagement, co-design and co-production
- Planning, implementation and evaluation of services

Team Perspective

Since 2001 there has been requirement for lived experience of accessing services to be involved in the planning, implementation and evaluation at every level of Mental Health and Addiction services to ensure services are responsive to individuals (Ngā Paerewa Health and Disability Service Standard, 8134:2021, Standard 2.3.9).

The Lived Experience Advisory team are systems-focused advisors. They work in collaboration and cooperation with MHAIDS and the services they are employed to ensure a lived experience perspective is provided into specified workforce priorities that will enhance the delivery of effective health services to our population.

The team also work closely with relevant internal and external stakeholders (local/regional/national) to advise and assist in the development of strategies and processes required to achieve successful outcomes for people with lived experience, under the direction of the Team Leader and Director of Lived Experience and Engagement.

Key Accountabilities

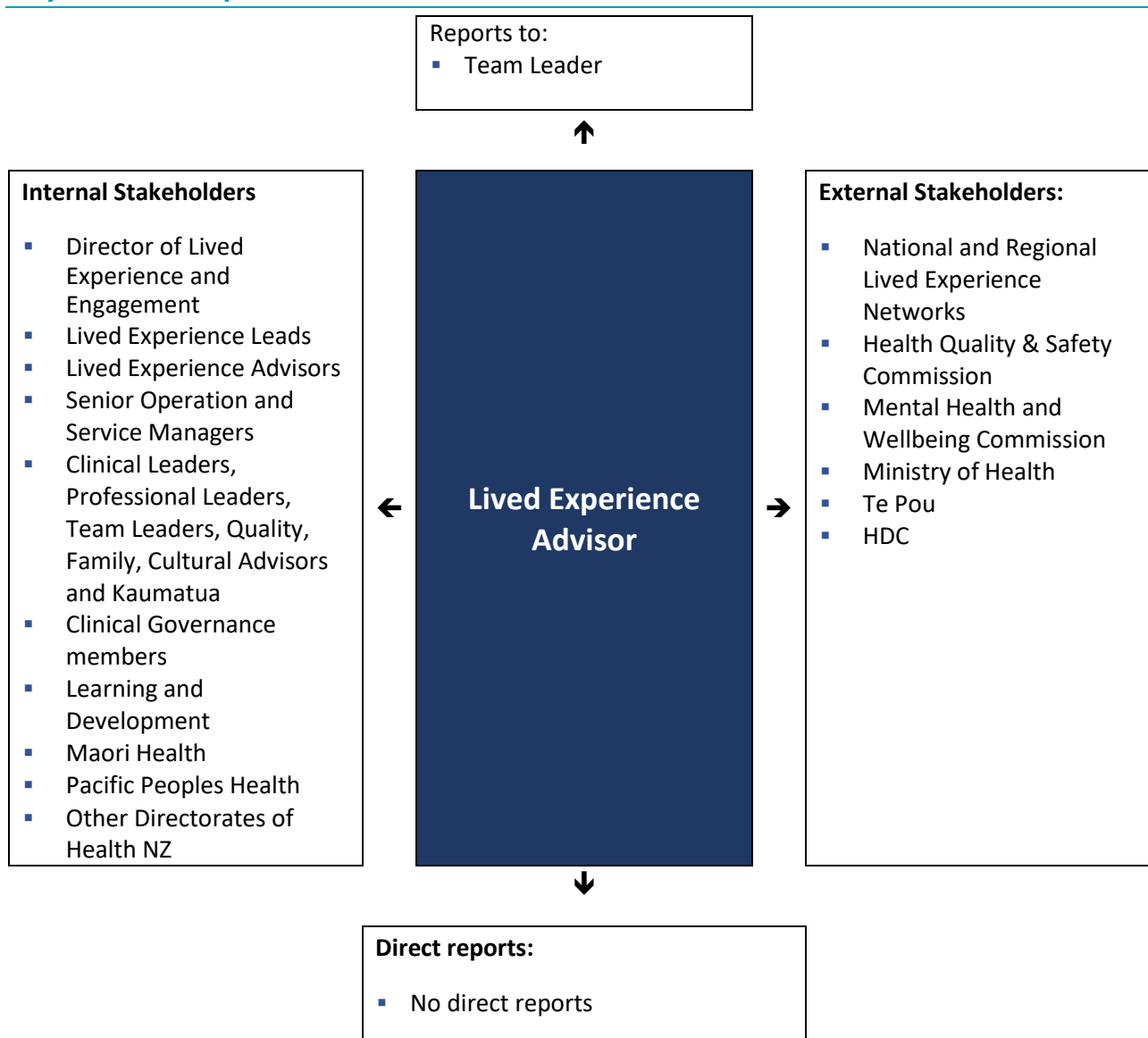
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables/Outcomes	Key Performance Indications/Measures
1. Leadership	<ul style="list-style-type: none"> Provides in an advisory capacity an informed lived experience perspective at service level Provides leadership, direction and support to the Team Leader, Director of Lived Experience, senior management and clinical services 	<ul style="list-style-type: none"> Active participation in MDTs, clinical governance groups and working groups as required Timely advice and reports are provided to the Team Leader, Director of Lived Experience and other managers as required
2. Cultural Responsiveness	<ul style="list-style-type: none"> Committed to prioritizing needs of Māori within health services and places importance of Māori outcomes Understands the main articles of the Treaty, the principles and examples of application to practice, what this means in contemporary times, and the impact of colonisation/ alienation on Māori Takes responsibility for their own cultural and Te Reo development 	<ul style="list-style-type: none"> Engages with Māori Health, Cultural Advisors and Kaumatua in the first instance, when Māori input or representation is required Engages with Māori based on kanohi ki te kanohi, where possible Attends organisational Te Tiriti o Waitangi training and refreshers Utilises the organisation's processes in regards to accessing Māori input or representation Work proactively to protect the rights and interests of Māori whaiora
3. Communication	<ul style="list-style-type: none"> Communicates and advocates MHAIDS mission and priorities both internally and externally as appropriate 	<ul style="list-style-type: none"> Ensures there is active engagement with internal and external stakeholders Contributes toward effective engagement strategies and processes

Key accountabilities	Deliverables/Outcomes	Key Performance Indications/Measures
		<ul style="list-style-type: none"> Forms productive relationships with local and national lived experience groups. Articulates lived experience issues to a range of clinical and management audiences, to ensure services are able to respond appropriately.
4. Quality improvement	<ul style="list-style-type: none"> Participates in service level quality improvement projects and initiatives Supports MHAID service teams and other staff to undertake lived experience engagement Supports MHAIDS clinical teams and other staff to establish and undertake co-design and co-production projects. 	<ul style="list-style-type: none"> Attends project meetings and carries out project tasks where appropriate Ensures regular opportunities for lived experience individuals and groups who use MHAID services to feed into service improvement projects through co-design and co-production Participates in post seclusion reviews, restraint reviews, and serious event reviews. Contributes to the review and development of policies and procedures
5. Service Delivery	<ul style="list-style-type: none"> Influences service delivery teams to seek ideas and advice from lived experience advisors and current services users on how to improve services for people 	<ul style="list-style-type: none"> Attends relevant operational and strategic meetings to give lived experience perspective Participates on interview panels for appointments Supports and develops training and other resources for the lived experience workforce Assists in the evaluation of service delivery to ensure effectiveness
6. Professional Development	<ul style="list-style-type: none"> Participates in appropriate training and development 	<ul style="list-style-type: none"> Development activity as agreed with Team Leader
7. Lived Experience Advisory Team	<ul style="list-style-type: none"> Contributes towards the direction and goals of the Lived Experience Advisory Service 	<ul style="list-style-type: none"> Attends fortnightly lived experience team meetings

Key accountabilities	Deliverables/Outcomes	Key Performance Indications/Measures
		<ul style="list-style-type: none"> Participates in service strategic planning under direction from the Team Leader Contributes towards team submissions as required Prepares monthly activity report that includes progress against agreed work plan.
8. Health Equity	<ul style="list-style-type: none"> Committed to eliminating health inequalities and achieving to the fullest extent health equity for Māori and Pacific people Awareness of the determinants of health and wellbeing and the impact on wellbeing for Māori and Pacific people 	<ul style="list-style-type: none"> Participates in health equity policy, procedures, approaches and guideline development Utilises Māori and Pacific Models of Health and frameworks Attends organisational cultural training Engages with Māori and Pacific People lived experience groups in the first instance, when Māori and Pasifika lived experience input or representation is required
9. Occupational Health and Safety	<ul style="list-style-type: none"> Proactively manages health and safety, ensuring health and safety requirements are met 	<ul style="list-style-type: none"> Has read and understood the Health & Safety policy and procedures Actively supports and complies with Health and Safety policy and procedures Active participation in hazard management and identification process, and proactive reporting and remedying of any unsafe work condition, accident or injury.

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
Lived Experience	<ul style="list-style-type: none"> Has lived experience of accessing secondary or tertiary mental health and/or addiction services, recovery and wellbeing and can share appropriate and relevant experiences to influence systemic change. Upholds peer values and has an understanding of recovery that is trauma-informed, strengths-based, and wellbeing orientated. Has an 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. Supports a human rights approach. Understands the importance of involving whānau in care and recognises the need to be led by tāngata whaiora in its involvement.

	<ul style="list-style-type: none"> • Applies and demonstrates recovery, self-care and stress management strategies. • Is committed to ongoing professional development.
Commitment to Te Āo Māori	<ul style="list-style-type: none"> • Demonstrates critical consciousness and ongoing 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 whakawhanaungatanga in their daily work practises. • Demonstrates MHAIDS values of Kotahitanga, Rangatiratanga and Manaakitanga in your professional practise
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 Rainbow communities) • Demonstrates a willingness to personally take a stand for equity • Works 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
Strategic Agility	<ul style="list-style-type: none"> • Sees ahead clearly • Can anticipate future consequences and treads accurately • Notices gaps and can develop and implement a solution • Is future oriented • Can articulately paint credible pictures and visions of possibilities and likelihoods • Can create strategies and plans
Managing Vision & Purpose	<ul style="list-style-type: none"> • Communicates a compelling and inspired vision or sense of core purpose. • Talks about possibilities. • Is optimistic. • Creates mileposts and symbols to rally support behind the vision. • Makes the vision sharable by everyone. • Can inspire and motivate entire units or organisations.
Composure	<ul style="list-style-type: none"> • Is cool under pressure. • Does not become defensive or irritated when times are tough. • Can be counted on to hold things together during tough times. • Can handle stress. • Is not knocked off balance by the unexpected. • Doesn't show frustration when resisted or blocked. • Is a settling influence in a crisis.
Interpersonal Savvy	<ul style="list-style-type: none"> • Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation. • Builds appropriate rapport. • Builds constructive and effective relationships. • Uses diplomacy and tact. • Can diffuse even high-tension situations comfortably.

Essential Experience and Capability

Other aspects of capability not covered by the above competencies

a) Knowledge and Experience:

- Has experience of working in a lived experience role (voluntary or paid). For example, peer support worker, member of a lived experience advisory group, etc.
- Has operated within a complex environment, including prioritising workload and meeting the needs of multiple competing demands at the same time.
- Can apply recovery, self-care and stress management skills.
- Understands issues relating to stigma and discrimination
- Understands Human Rights, Health and Disability Sector Standards, and the implementation of this.
- Successful experience in managing internal and external relationships with an assortment of stakeholders, with success in building relationships and gaining the support and participation of key individuals and groups.
- Can present to groups and communicate a compelling message.
- Has the ability to facilitate/co-facilitate workshops and groups with tāngata whaiora and staff
- Experience with lived experience networks.
- Can demonstrate the ability to negotiate consensus between different and competing points of view.

b) Someone well-suited to the role will place a high value on the following:

- Lived experience engagement
- Working in a way that is consistent and aligns with the values of MHAIDS
- Is able to work alongside people with differences in opinion and move collectively towards a common goal.
- A commitment to improving health equity for Māori and Pacific peoples
- Is able to work effectively independently and within a team.
- The rights of tāngata whaiora and whānau
- A commitment to contribute at a strategic level
- Valuing the contribution of others

c) Other

- Current driver license
- Excellent communication and computer skills
- Broad and lateral thinker who can articulate thinking well at all levels
- Adept at working across established networks and structures
- Emotionally resilient
- Flexible and adaptable, and works well with complexity and ambiguity
- Skilled in time and organisational management
- Works well under pressure – keeps a balanced perspective

d) Essential Professional Qualifications / Accreditations / Registrations:

- A relevant diploma or degree qualification for this role is not required

Ma tini, ma mano, ka rapa te whai

By joining together we will succeed

MHAIDS is 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.

MHAIDS 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.

This role description will be reviewed regularly in order for it to continue to reflect the changing needs of the organisation. Any changes will be discussed with the position holder before being made. Annual objectives and performance measures will be set each year during the annual performance planning and development meeting.