

## Position Description

<b>Position</b>	<b>Mental Health Support Worker</b>
<b>Team / Service</b>	National Youth Forensic Unit – Nga Taiohi
<b>Directorate</b>	Mental Health, Addiction & Intellectual Disability Services (MHAIDS)
<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 may be expected to work across the sub-regional MHAIDS services as required.

## 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

[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

- 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, 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

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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:

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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.  |
| <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.

## 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
- 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.

## Team Perspective

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Te Korowai Whariki (TKW) is an operational group of regional and national services that has staff based in various locations in the Central Region, from Gisborne to Wanganui through to Wellington. Te Korowai Whariki services are both inpatient and community based. Te Korowai Whariki consists primarily of two arms - Central Regional Services and the Intellectual Disability (ID) Services

The regional arm of Te Korowai-Whāriki includes the Central Regional Forensic Mental Health Service which operates at the interface between Mental Health Services and the Justice System and works within the following settings – prisons, courts, community, and inpatient. The Service offers assessment and rehabilitation services to -

- Defendants charges with criminal offences
- Offenders who have psychiatric illness

The Service also provides consultation and liaison to General Mental Health Services, including provision of cultural support with formal reviews and a network of community services based at Wellington, Wairarapa, Manawatu, Wanganui, Hawke's Bay and Gisborne/East Coast.

The forensic community teams are multidisciplinary based with their principal role as providing mental health services to all prisons (there are 6 prisons and a third of New Zealand's total prison population in the Central Region) and courts (there are 17 court systems) in the region. These teams also follow up in the community certain tangata whaiora/consumers that transition from the inpatient units.

The Central Regional Forensic Service also is involved with the Youth Court providing a Court Liaison Service and completing specialist psychological or psychiatric assessments ordered by the Court through Children Young Persons & Family Act, 1989 (Section 333). Provide consultation and liaison to the CAMHS services and provides services to Youth Justice residential facilities.

Nga Taiohi is the national secure youth forensic 10 beds unit which provides the inpatient service for youth offenders with a severe mental health and/or alcohol and other drug (AOD) problems.

## Role perspective:

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The Mental Health Support Worker (MHSW) is part of the unregulated health workforce and therefore must always work under direction and/or delegation of a Registered Nurse (RN). The MHSW role is task-specific and has defined boundaries.

The MHSW is part of a collaborative health care team; they assist the RN to meet the patient/client needs when it is appropriate for the RN to delegate aspects of care to a trained unregulated health MHSW role. The MHSW contributes to the successful operation of the nursing team.

The RN may delegate aspects of the patient/client care activities to MHSWs when the work does not require professional nursing knowledge, judgement and skill. The MHSW must seek guidance and supervision when needed. The MHSW may also be allocated service activities or duties that contribute to the service function and delivery.

MHSW working hours are normally rostered and rotating but this will depend on the area of practice.

Specific training will be provided to ensure the MHSW has appropriate skills according to the employer and service expectations.

The MHSW gives and receives feedback on their performance in an annual performance appraisal with the manager.

Recognition of advancing level of skill /knowledge is incorporated into the NZ Nurses' Organisation (NZNO) Multi-Employer Collective Agreement (MECA). There are two levels - known as 'Merit Steps'. Steps One and Two have a monetary allowance paid on successful completion of a pre-determined set of criteria. MHSWs may apply for Merit Step One or Two depending on their level of skill / knowledge. Merit Step criteria are included in the next section of this Role Description, where MHSW accountabilities are described in five categories.

## Purpose of the role

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To work under the direction and supervision of Registered Nurse (RN) assisting the health care team as required with service delivery.

Maintaining a safe environment for consumers/families/staff.

Promote cooperative relationships through positive interactions with consumer tangata whaiora / families, DHB staff.

## 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	Key Performance Indications/Measures
<b>1. Patient Care</b>	<ul style="list-style-type: none"> <li>As directed by the RN assists with the delivery of activities of daily living for patients;</li> <li>Completes the duties and tasks as outlined in the daily Task List;</li> <li>Answer consumer tangata whaiora call bell and respond to simple requests or locate a RN as required;</li> <li>Undertake 'watches' under direction of RN;</li> <li>Respect and provide privacy and dignity to consumer tangata whaiora / families;</li> <li>Provides support and assists with leisure and recreational and vocational activities;</li> <li>Provides safe escorts when allocated by RN;</li> <li>Consumer tangata whaiora and family privacy and confidentiality are maintained.</li> </ul>
<b>2. Safe Environment</b>	<ul style="list-style-type: none"> <li>Assists with unit safety systems;</li> <li>Environmental safety checks are completed and any hazards identified;</li> <li>Maintenance and repair of equipment is reported promptly.</li> </ul>
<b>3. Housekeeping</b>	<ul style="list-style-type: none"> <li>Ensure linen supplies and stores are maintained at adequate levels for staff / consumers to access;</li> <li>Economic and efficient use is made of hospital supplies;</li> <li>Works with team to keep unit and service areas clean and tidy;</li> <li>Clean equipment and utensils as required;</li> <li>Bed and space are ready for admissions;</li> <li>Assists with filing, photocopying and faxing as requested;</li> <li>Bed space ready for admission.</li> </ul>
<b>4. Communication</b>	<ul style="list-style-type: none"> <li>Promote good public relations through positive interaction with patients, families, visitors and all other health care professionals;</li> <li>Assisting consumers' tangata whaiora, families with queries and referring on to appropriate team member;</li> <li>Demonstrates reliability and punctuality in attendance to work.</li> </ul>
<b>5. Works co-operatively</b>	<ul style="list-style-type: none"> <li>Ensure consumers tangata whaiora are greeted and are always treated with courtesy and dignity;</li> <li>All information is relayed to appropriate staff in timely manner, Keeping the supervising RN fully informed of matters arising;</li> <li>Use initiative in the work environment and able to prioritise and organises workload;</li> <li>Documents in a clear and concise accurate observations and information relevant to tangata whaiora consumers;</li> <li>Progress notes signed off by supervising RN.</li> </ul>
<b>6. Risk Management</b>	<ul style="list-style-type: none"> <li>Maintain a safe environment in accordance with hospital policies procedures and statutory regulations;</li> <li>Demonstrate and understanding in the event of an emergency incidents;</li> </ul>

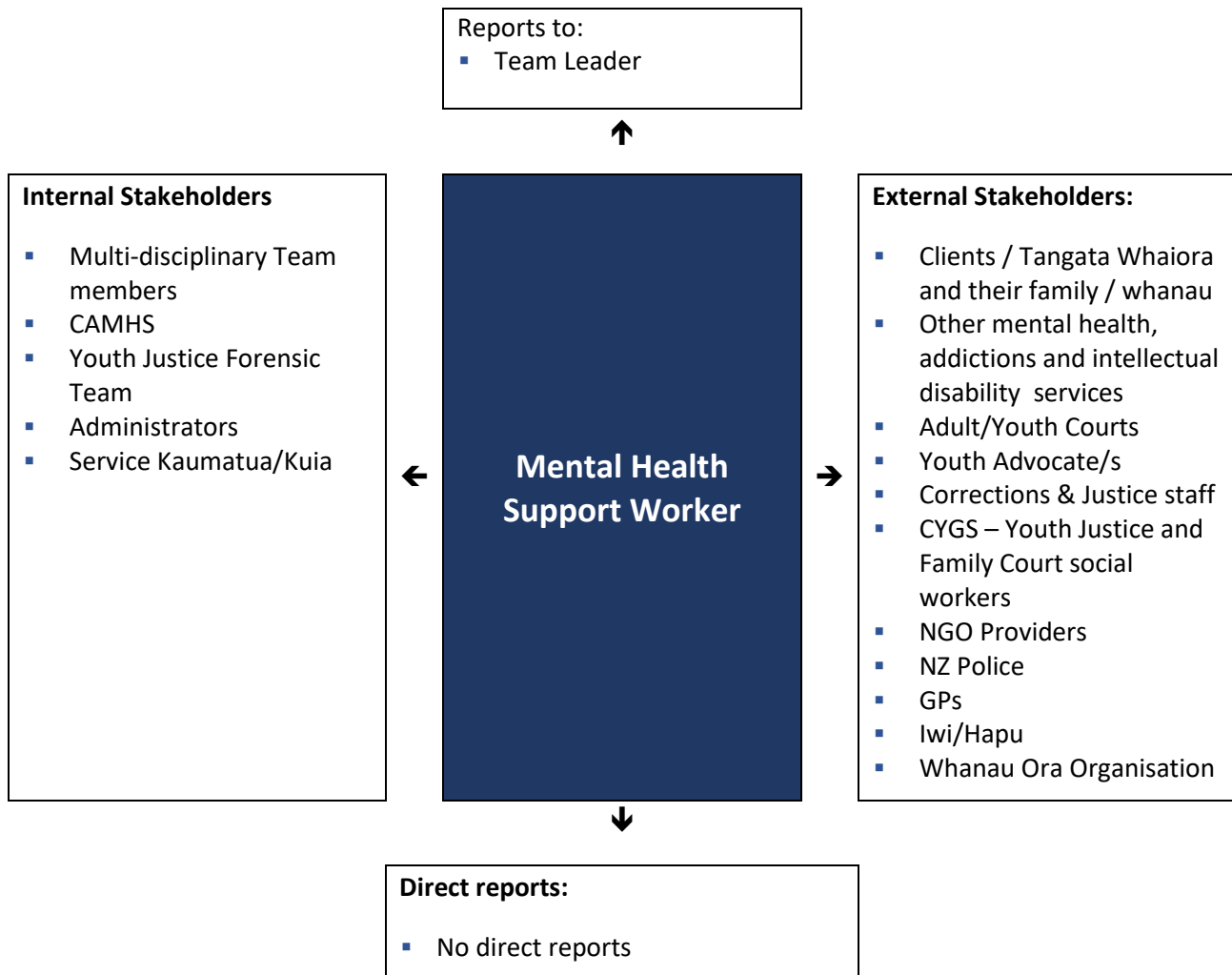
Key accountabilities	Key Performance Indications/Measures
	<ul style="list-style-type: none"> <li>Assists with the reportable events procedures.</li> </ul>
<b>7. Cultural safety</b>	<ul style="list-style-type: none"> <li>Participates in cultural development;</li> <li>Able to deliver clinical practice in a culturally relevant context to Tangata Whaiora and whanau.</li> <li>Demonstrates knowledge and understanding of the Treaty of Waitangi</li> <li>Participates in cultural development opportunities with the other staff of Nga Taiohi as applicable.</li> <li>Ensures patients are greeted and are always treated with courtesy and dignity while receiving care</li> <li>Assumes role as necessary within the unit to support the delivery of culturally relevant occasions under the guidance of Nga Kaumatua of the Nga Taiohi unit.</li> <li>Is able to apply a range of bicultural models in all activities to a level that is reflective of their own knowledge and the shared team understanding.</li> <li>Feedback about communication from patients / family / whanau is positive</li> <li>Cultural needs are respected and met</li> <li>Team feedback</li> <li>Responsive to feedback and develops in areas where this is desirable</li> </ul>
<b>8. Training and Development</b>	<ul style="list-style-type: none"> <li>Demonstrates knowledge of their job description;</li> <li>Know his/her own limitations and works within these;</li> <li>Seeks advise, assistance and uses supervision from allocated RN to support own role each shift;</li> <li>Participate in staff training sessions Infection Control, CPR, C&amp;R, Fire and Manual Handling and MHSW training;</li> <li>Guidance is sought in all situations for which training has not been given;</li> <li>Participates in staff education sessions;</li> <li>Seeks educational opportunities for role development.</li> </ul>
<b>9. Continuous Quality Improvement</b>	<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 good patient/client service and is responsive to patient/client requests or complaints;</li> <li>Complies with standards and works to improve patient/client satisfaction.</li> </ul>
<b>10. Risk Minimisation</b>	<ul style="list-style-type: none"> <li>Identifies risks and notifies the manager of these;</li> <li>Participates in risk minimisation activities;</li> <li>Complies with C&amp;CDHB Reportable Events policy and other policies and procedures;</li> <li>Participates in audits.</li> </ul>
<b>11. Occupational Health and Safety</b>	<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> </ul>

Key accountabilities	Key Performance Indications/Measures
	<ul style="list-style-type: none"> <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> <li>▪ Complies with responsibilities under the Health and Safety in Employment Act 1992.</li> </ul>



## 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>Commitment to Health and Independence Improvement Goals</b>	<ul style="list-style-type: none"> <li>Is committed to the values and goals of C&amp;C DHB;</li> <li>Is committed to continuous learning and performance development;</li> <li>Encourages the development of all team members.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>Develops and maintains positive relationships and works in partnership with other team members;</li> <li>Develops rapport and builds networks of constructive working relationships with key people;</li> <li>Effectively uses team dynamics and individual operating styles to build team processes and strengths;</li> <li>Shares knowledge and works cohesively with the team.</li> </ul>
<b>Innovation</b>	<ul style="list-style-type: none"> <li>Is innovative in the development of business initiatives and projects;</li> <li>Is proactive and motivated and responds positively to new challenges and opportunities;</li> <li>Develops new and/or more effective work processes and systems through lateral thinking and creativity.</li> </ul>
<b>Work Approach</b>	<ul style="list-style-type: none"> <li>Is results focussed and committed to making a difference;</li> <li>Plan and organise own workload, allocating time to priority issues, meeting deadlines and coping with the unexpected;</li> <li>Adjusts work style and approach to fit in with requirements;</li> <li>Focuses on quality improvement and customer satisfaction;</li> <li>Perseveres with tasks and achieves objectives despite obstacles.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>Listens with a preparedness to understand;</li> <li>Is confident and appropriately assertive in dealing with others;</li> <li>Deals effectively with conflict.</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>Implements strategies that are responsive to the health needs of Maori.</li> </ul>

## Experience and Capability

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Essential qualifications, skills and experience

### A. Knowledge, Skills & Experience:

- Effective oral and written skills and interpersonal communication skills;
- Can demonstrate effective organisational ability and time management skills;
- A commitment to customer service and a positive attitude to work;
- Able to be flexible and adaptable;
- Ability to work under direction but also carries out non-patient/whanau related tasks independently and demonstrate awareness of own capabilities;
- Awareness and commitment to the principles of the Treaty of Waitangi;
- Willingness to work and contribute to the Health Care Team;
- Ability to work under stress and respond to a variety of changing situations;
- Full current and 'clean driver's' licence;
- PC skills.

### Desirable

- Previous experience in health service field;
- Hospitality service experience an advantage;
- Certificate in L4 NZ Certificate in Health & Wellbeing (Social and Community Services) or equivalent

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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.