

Position Description

Position	Senior Medical Officer
Team / Service	MHAIDS Emergency Department (MH/ED) team
Directorate	Mental Health, Addiction and Intellectual Disability Service (MHAIDS)
District	Capital, Coast and Hutt Valley
Responsible to	Team Leader, Crisis Resolution Service, Acute Mental Health Inpatient, After Hours, District and Hospital Services Sector
Children's Act 2014	This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years
Location	Capital, Coast and Hutt Valley

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

Capital, Coast and Hutt Valley District Context

Capital, Coast and Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly. Together we:

- provide secondary and tertiary, medical and surgical hospital services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region

[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. Kāpiti 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 Kāpiti Health Centre provide secondary and community services based in Porirua and the Kāpiti Coast

MHAIDS is the mental health, addiction and intellectual disability service for the Wairarapa District and Capital, Coast and Hutt Valley District, with multiple specialist facilities. Te Korowai Whāriki is the name which has been given to the ground and buildings where our forensic, rehabilitation and intellectual disability inpatient services are located.

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:

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 Districts

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

Mission

Together, Improve the Health and Independence of the People of the District

Value

Manaakitanga – Respect, caring, kindness
Kotahitanga – Connection, unity, equity
Rangatiratanga – Autonomy, integrity, excellence

Wairarapa

Vision

"Well Wairarapa – Better health for all"

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.

Value

Manaakitanga – Respect, caring, kindness
Auaha – Solutions, responsibility, better
Kotahitanga – Connection, unity, equity
Rangatiratanga – Autonomy, integrity, excellence

District Responsibility

The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and Te Whatu Ora policy.

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 3 districts - Capital, Coast and Hutt Valley district and Wairarapa district. MHAIDS 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.

The MHAIDS Emergency Department Team context:

The MHAIDS Emergency Department (MH/ED) team is a dedicated, multidisciplinary group of mental health professionals who work collaboratively to provide timely, expert care to individuals presenting with acute mental health needs in the Emergency Department setting. Comprising a mix of Consultant Psychiatry, Nurse Practitioner, Specialty Clinical Nurses, the team operates within a shared model of care that emphasises rapid assessment, culturally safe interventions, and integrated support for tāngata whaiora and their whānau.

Team members work in partnership with Emergency Department staff, medical colleagues, and community-based services to ensure a coordinated and effective response to mental health crises. The MH/ED team actively contributes to the broader system through clinical leadership, consultation, and workforce development—supporting the ED environment with both direct care and expert guidance.

This team-based approach fosters a culture of collaboration, continuous learning, and service improvement, aligning with national mental health priorities and local strategies aimed at improving acute flow and patient outcomes. A strong commitment to culturally responsive care and equitable service delivery is central to the team's purpose, particularly in supporting Māori and tāngata whaikaha across all aspects of their health journey.

Purpose of the role

The Consultant Psychiatrist is responsible for ensuring that all clinical steps necessary are taken to assist clients to achieve optimal health, wellbeing and safety through the provision of appropriate assessment, intervention and education. The Consultant Psychiatrist, as well as providing high quality diagnosis, treatment and follow-up of clients, is responsible for supporting clinical development of this service.

The Senior Medical Officer (SMO) in this role will provide expert psychiatric assessment, treatment, and coordination for people presenting to the Emergency Department (ED) with acute mental health concerns and severe psychological distress. The role ensures timely, collaborative care planning in conjunction with ED and mental health teams, with a particular focus on reducing avoidable inpatient admissions and improving continuity and quality of care for individuals in crisis.

You may be asked to support other areas of the service during times when there is reduced demand across the Emergency Departments. This approach ensures continuity of care and adequate medical coverage across acute mental health services during periods of increased demand.

Key Accountabilities

The following role accountabilities may evolve with organisational change.

Key accountabilities	Deliverables/Outcomes	Key Performance Indications/Measures
1. Clinical Responsibilities	<ul style="list-style-type: none">▪ To efficiently assess, diagnose and appropriately treat consumers/tāngata whaiora within a clinical setting;▪ Advise, consult and liaise with the consumers/tāngata whaiora and relevant others about the likely outcomes of the illness, with or without treatment;▪ To work collaboratively with other health professionals involved in the client's care to provide an integrated treatment approach;▪ To attend and actively participate Multi-disciplinary team meetings;▪ To practice in a manner consistent with established ethical and clinical practice standards;▪ To be familiar with all the clinical protocols, the Preferred Medicines list, and other relevant protocols;	<ul style="list-style-type: none">▪ Support the MH ED team to treatment plan and provide advice / clinical oversight▪ Maintenance of daily patient assessment target (minimum four patients per day).▪ Clinical notes on each patient outlining clear formulation and treatment plan by close of business that day▪ Provide an education role within the ED departments▪ Nurse Practitioner intern supervision

	<ul style="list-style-type: none"> To assume an active role in the training and development of medical students and other staff 	
2. Legal & Statutory Responsibilities	<ul style="list-style-type: none"> Comply with relevant statutory requirements, such as the Mental Health (Compulsory Assessment and Treatment) Act, Criminal Procedure (Mentally Impaired Persons) Act, Intellectual Disability (Compulsory Care & Rehabilitation) Act, Protection of Personal & Property Rights Act and the Privacy Act, as well as the general requirements placed upon any medical practitioner; Comply with the provisions of the Privacy Act in respect of consumers/tāngata whaiora confidentiality. 	<ul style="list-style-type: none"> All such legal and statutory duties are undertaken and performed appropriately e.g., Medical Practitioners Act, ACC, Coroners Act, Drugs Act.
3. Oversight of the Mental Health ED unit (once built)	<ul style="list-style-type: none"> Oversee assessment and treatment plan execution for people admitted to the Mental Health ED unit 	<ul style="list-style-type: none"> Maintaining maximum LOS of 72 hours for people admitted to Mental Health ED unit Maintaining low 28-day readmission rate Identifying frequent ED service users, assessing drivers for frequency, demonstrating reduction in ED presentations for each. Liaise with our CRT team and the Police
4. Collaboration and Liaison	<ul style="list-style-type: none"> To liaise with other health professionals such as general practitioners and other community health workers and specific consumers/tāngata whaiora; To consult and liaise with other statutory and voluntary organisations, and Consumer groups and iwi as appropriate; To actively promote and maintain professional relationships with relevant clinicians within MHAIDS and in the community, in order to promote a seamless service for consumers/tāngata whaiora. 	<ul style="list-style-type: none"> Coordinate closely with community teams and NGO services for safe discharge and follow-up planning. Provide timely senior input into complex presentations and high-risk scenarios. Establishes such liaison as is necessary for the purpose of effective casework and also to establish productive relationships in the interest of promoting the mental health and well-being of patients Review medical causes of mental distress and liaise with ED SMOs to ensure these are assessed and managed as clinically indicated.

		<ul style="list-style-type: none"> Positive feedback from ED and MHAIDS staff regarding collaboration and service delivery. 360 reviews
5. Administration and Planning	<ul style="list-style-type: none"> Works to MHAIDS standards and complies with policies. 	<ul style="list-style-type: none"> Provide expert input to case conferences and to service education sessions; Complete all appropriate consumers/tāngata whaiora documentation as specified by appropriate protocols and the Client Pathway; General practitioners and other health workers are kept appropriately informed about a consumers/tāngata whaiora treatment. Documents assessments and plans promptly and adheres to best practice guidelines.
6. Career Development and Continuous Education	<ul style="list-style-type: none"> Provides education and training services to Mental Health Staff Maintains a high level of professional practice; Displays a courteous and friendly demeanour at all times when dealing with internal and external contacts. 	<ul style="list-style-type: none"> Takes responsibility to develop professional career as agreed in discussion with the Clinical Leader and Director of Psychiatry; Participate in MHAIDS medical education meetings scheduled on alternate Wednesday mornings (DrAM), peer review and other in-service training activities; Participate with senior medical colleagues in District-wide business and professional development activities. Maintain good standing with the Medical Council in relation to CPD requirements.
7. Occupational Health and Safety	<ul style="list-style-type: none"> Complies with responsibilities under the Health & Safety in Employment Act 	<ul style="list-style-type: none"> Has read and understood the Health & Safety policy and procedures. Actively supports and complies with Health & Safety policy and procedures. 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

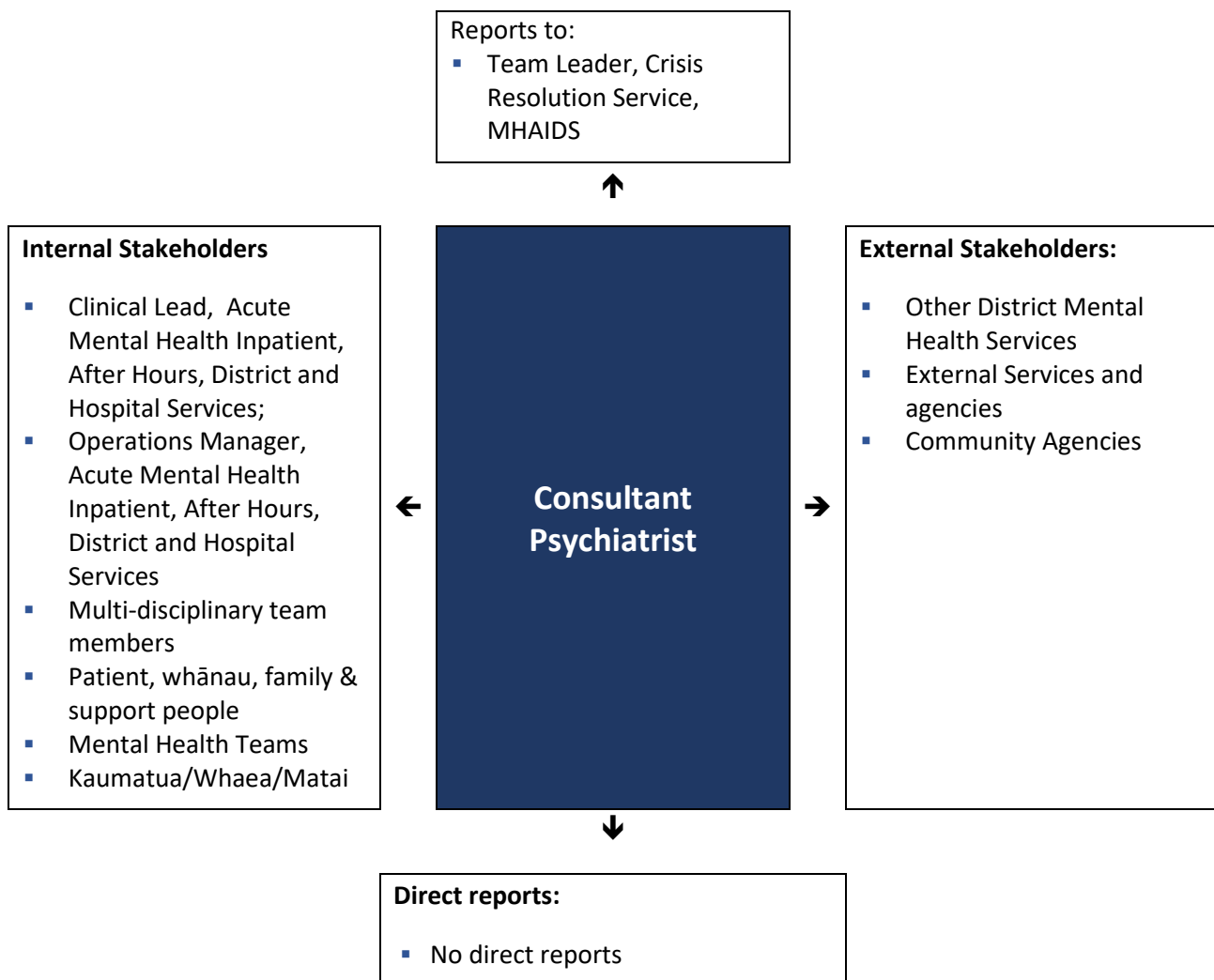
		remedying of any unsafe work condition, accident or injury.
6. Communication	<ul style="list-style-type: none"> Ensure that all communication respects the boundaries of ethics, confidentiality and sensitivity; Adopt a positive, professional and respectful attitude with a focus on team work. 	<ul style="list-style-type: none"> Communicate clearly, respectfully and simply, ensuring audience understands intent of communication; Use style of communication that takes account of different cultural communication styles and language. Documents assessments and plans promptly and adheres to best practice guidelines.
7. Continuous Quality Improvement	<ul style="list-style-type: none"> Actively contribute to Continuous Quality Improvement activities within the adult community mental health sector Be an active participant in the sectors Clinical Governance and take on project work as required and in alignment with your skills and interests. 	<ul style="list-style-type: none"> Identifies improvement opportunities and notifies the manager of these; Provides good patient/client service and is responsive to patient/client requests or complaints; Complies with standards and works to improve patient/client satisfaction. Audits wait times for people to presenting with a mental health emergency, develops reduction strategies applying quality improvement methodology Audits admission rates to the acute inpatient mental health service from the ED, develops improvement plan to reduce this. Specific consideration to audit and plan to reduce admission rates for individuals presenting with: <ul style="list-style-type: none"> - Borderline Personality Disorder - Substance-induced psychosis
8. Risk Minimisation	<ul style="list-style-type: none"> Actively contributes to risk minimisation activities within the service. 	<ul style="list-style-type: none"> Identifies risks and notifies the manager of these; Participates in the service's risk minimisation activities; Complies with District Reportable Events policy and other policies and procedures; Participates in audits.

Support and Resources

- ED Mental Health Speciality Clinical Nurses

- Nurse Practitioner
- Administrative support via the Crisis Resolution Service
- Access to regular supervision and professional development

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
Consumers/tāngata whaiora focus	<p>Demonstrates commitment to understanding and providing what customers want.</p> <ul style="list-style-type: none"> Is dedicated to meeting the expectations and requirements of internal and external customers; Gets first-hand information and uses it for improvements in products and services; Acts with tāngata whaiora in mind; Establishes and maintains effective relationships with tāngata whaiora and gains their trust and respect.
Teamwork	<ul style="list-style-type: none"> Develops constructive working relationships with other team members; Has a friendly manner and a positive sense of humour; Works cooperatively - willingly sharing knowledge and expertise with colleagues; Shows flexibility - is willing to change work arrangements or take on extra tasks in the short term to help the service or team meet its commitments; Supports in word and action decisions that have been made by the team; Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community.
Quality and Innovation	<ul style="list-style-type: none"> Provides quality service to those who rely on one's work; Looks for ways to improve work processes - suggests new ideas and approaches; Explores and trials ideas and suggestions for improvement made by others; Shows commitment to continuous learning and performance development.
Cultural Skills	<ul style="list-style-type: none"> Words and actions show an understanding of the implications for one's work of Te Tiriti o Waitangi principles and Māori perspective as tāngata whenua; Values and celebrates diversity - showing respect for other cultures and people's different needs and ways of living; Shows an awareness of gaps in, and a desire to increase, cultural knowledge and inter-cultural practice relevant to one's work; Accesses resources to make sure culturally appropriate and language appropriate services are provided; Draws on a client's own cultural resources and support frameworks.
Communication	<ul style="list-style-type: none"> Practices active and attentive listening; Explains information and gives instructions in clear and simple terms;

Competency	Behaviours
	<ul style="list-style-type: none"> ▪ 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.
Partnership with Māori	<ul style="list-style-type: none"> ▪ Understands the Principles of Te Tiriti o Waitangi and how these apply within the context of health service provision; ▪ Applies the notion of partnership and participation with Māori within the workplace and the wider community; ▪ Promotes and participates in targeted Māori health initiatives by which Māori health gains can be achieved; ▪ Implements strategies that are responsive to the health needs of Māori.
Dealing with Ambiguity	<ul style="list-style-type: none"> ▪ Can shift gears comfortably; ▪ Can decide and act without having the total picture; ▪ Isn't upset when things are up in the air; ▪ Doesn't have to finish things before moving on; ▪ Can comfortably handle risk & uncertainty.
Intellectual Horsepower	<ul style="list-style-type: none"> ▪ Is bright and intelligent; ▪ Deals with concepts and complexity comfortably; ▪ Described as intellectually sharp, capable, and agile.
Drive for Results	<ul style="list-style-type: none"> ▪ Can be counted on to exceed goals successfully; ▪ Is constantly and consistently one of the top performers; ▪ Very bottom-line oriented; ▪ Steadfastly pushes self and others for results.
Motivating others	<ul style="list-style-type: none"> ▪ Creates a climate in which people want to do their best; ▪ Can motivate many kinds of direct reports and team or project members; ▪ Can assess each person's hot button and use it to get the best out of him/her; ▪ Pushes tasks and decisions down.
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.

Experience and Capability

Essential qualifications, skills and experience

Person Specification

A. Essential Knowledge, Skills & Experience:

- Experienced Consultant Psychiatrist
- Experience in providing clinical leadership in a multi-disciplinary setting

B. Essential Professional Qualifications / Accreditations / Registrations:

- Hold Fellowship of the Royal Australian and New Zealand College of Psychiatrist (FRANZCP)
- Or hold equivalent qualification and be able to register for specialist registration with the MCNZ
- You demonstrating that you are registered with, or you are eligible for registration with, the Medical Council of New Zealand (MCNZ) and that your scope of practice enables you to undertake the duties of the position to which you have been appointed.
- You meeting the New Zealand Immigration Service requirements (i.e. work visa or residency requirements, if applicable).

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

- Recovery model of care;
- Interpersonal relationships and building trust;
- Problem solving inclusively, but able to take lead when needed.

D. Other

- Full unrestricted drivers licence

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.