

Position Description

Position	Mental Health Support Worker
Team / Service	Mental Health Service Older Persons (MHSOP)
Group	Mental Health, Addictions & Intellectual Disability Service
District	Capital, Coast, Hutt Valley & Wairarapa districts
Responsible to	Team Leader
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	This position is expected to work from MHSOP Inpatient Team, Te Whare Ra Uta, Kenepuru Hospital

Te Whatu Ora

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Context

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

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

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

[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.

Te Wao Nui, the Child Health Service for the Wellington Region and Central New Zealand based in the new purpose built children's hospital on the Wellington Regional Hospital campus, supports babies to adolescents with medical conditions or who may need paediatric surgery. It provides both hospital and outpatient services.

Women's Health Services provide tertiary level maternity care in Wellington and Hutt Regional Hospitals and a Primary Birthing Unit in Kenepuru. The provision of services from Women's Health encompass community-based primary LMC care and breastfeeding support, and tertiary level obstetrics, gynaecology, and other specialist services.

Kenepuru Community Hospital and Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti Coast

MHAIDS is the mental health, addiction and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. The service holds national contracts some of which are delivered in other district locations. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

Te Tiriti o Waitangi and Māori Health Outcomes

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 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 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

The Mental Health Service Older Persons (MHSOP) is a mental health specialty service. The service is primarily community based and provides specialist assessment, treatment and rehabilitation services for people with a recent onset, functional mental illness in later life, dementia at the severe end of the spectrum associated with significant behavioural and psychological symptoms referred to as BPSD and also

people with complex physical and mental health needs where co management across services may be needed.

The service incorporates a 16 bed unit to facilitate assessment, treatment and interventions for consumers with complex presentations. The Mental Health Service Older Persons is staffed with medical, nursing and allied health clinicians. The focus of the service is on providing evidenced based interventions in response to complex presenting needs with a primary orientation in philosophy to providing the least restrictive intervention to facilitate ageing in place where possible. Our community team visit consumers and whānau in their homes as well as providing support, education and resources to the aged care sector and other community NGOs.

Role Perspective

The HCA contributes to the successful operation of the nursing/ midwifery team by collaborating and working alongside the Inter-disciplinary team and Registered Nurse (RN) to meet the patient/client needs. They will assist with delegated patient care, cleaning and undertake housekeeping or clerical functions. The Health Care Assistant may also be required to undertake a specific area of responsibility, as assigned by their manager.

As an unregulated healthcare worker, the Health Care Assistant (HCA) works under the direction and delegation of a Registered Nurse (RN) and will only be delegated tasks that do not require specialised nursing, judgement or skill. The HCA will remain responsible for their actions, while the RN is accountable for the delegation decision, assessment and evaluation of outcomes. The HCA will receive training to complete specific tasks within defined boundaries according to the service areas requirements.

Quality practice and improved patient safety is an important part of this role.

The HCA is expected to contribute to the implementation of District and nursing goals and values and to promote Te Whatu Ora – Health New Zealand Capital, Coast and Hutt Valley as a centre of excellence for nursing practice.

Key Accountabilities

Health Care Assistance (HCA) are legally accountable for their actions and accountable to their employer. They must have the appropriate skills and knowledge to undertake activities, and be working within policy and direction and delegation of a Registered Nurse or Midwife. They must be careful not to lead health consumers to believe they are a nurse when undertaking aspects of nursing care (Nursing Council of New Zealand 2011).

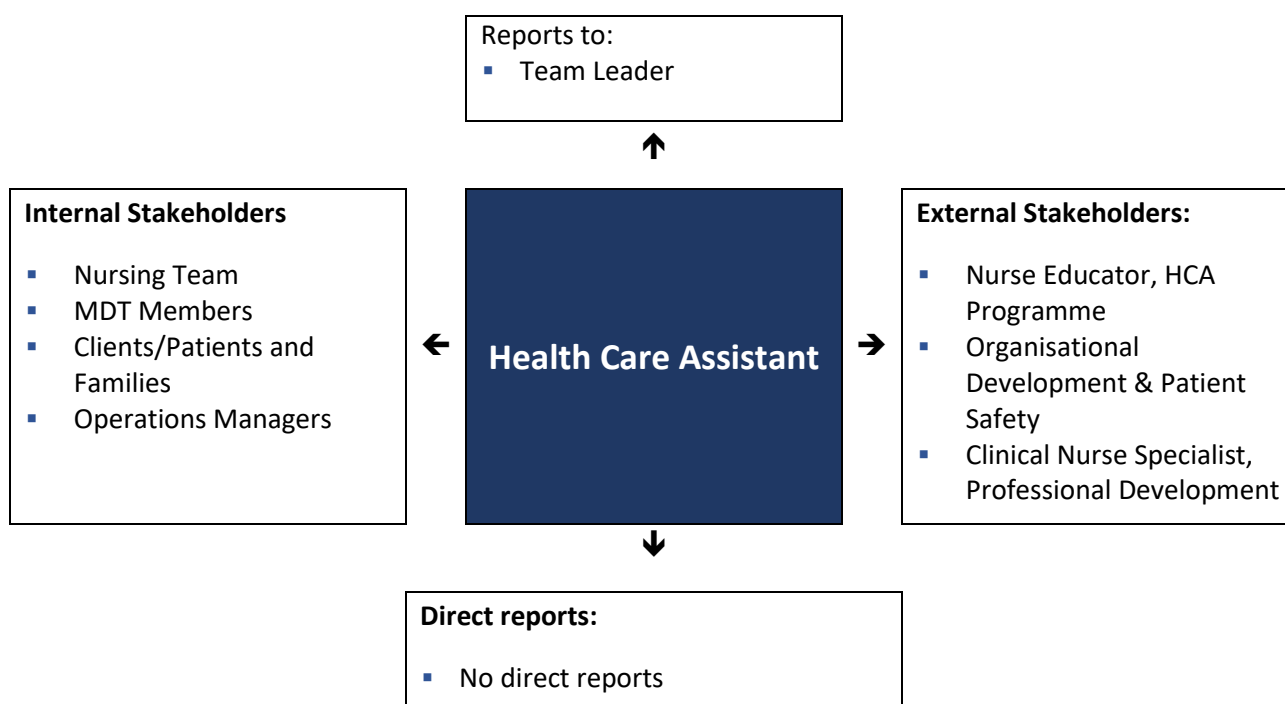
In this Role Description the terms person or patient are used to refer to those who use health services which in different settings may be referred to as tangata whaiora, health consumer or client.

Key accountabilities	Deliverables / Outcomes
1. General accountabilities and principles of practice	▪ Works under direction and delegation of a Registered Nurse; ▪ Accepts responsibility for actions and decisions within level of skills and knowledge; ▪ Ensures they do not undertake activities requiring nursing knowledge, judgment and skill such as assessing, planning and evaluating patient care, patient health teaching and counselling, administering medications, or delegating tasks to others; ▪ Maintains a strict sense of professional ethics, confidentiality and privacy and abides by the Districts Code of Conduct; ▪ Understands and applies the Code of Health and Disability Services Consumers Rights (Code of Rights); ▪ Applies the Districts policies and processes and contributes to a culture of safe practice; ▪ Responds to the changing needs of the District, performing other tasks as required; ▪ Conducts self in a responsible and professional manner ; ▪ Demonstrates reliability and punctuality in attendance to work.
2. Mātauranga Māori and Te Tiriti O Waitangi	▪ Demonstrates knowledge and understanding of Te Tiriti O Waitangi; ▪ Applies and promotes principles of Te Tiriti O Waitangi within practice; ▪ Demonstrates respect for Tikanga Maori values; ▪ Shows an awareness of gaps in, and a desire to increase, cultural knowledge and inter-cultural practice relevant to one's work; ▪ Aware of available services and resources to make sure culturally appropriate and language appropriate services are provided for patients and whanau; ▪ Attends approved organisational Tikanga Māori workshops.
3. Cultural safety and Equity focus	▪ Champions equality and diversity in the workplace; ▪ Demonstrates awareness, sensitivity and respect of others acknowledging and responding to each person's individual and cultural need(s) regardless of ability, ethnicity, gender or sexual orientation; ▪ Communication skills show respect for peoples individual and different cultural and communication needs; ▪ Demonstrates respect and kindness to patients and their whanau; ▪ Recognises inequities in health outcomes and works to address these.
4. Supports the team to deliver effective patient care	▪ Promotes good public relations through positive interactions, ensuring patients are greeted and are always treated with courtesy while receiving care; ▪ Gives priority to the needs of patients, maintaining their dignity and privacy; ▪ Supports nurses and midwives by assisting them to undertake activities and procedures as requested; ▪ Provides directed delivery of activities of daily living (ADLs) for patients e.g. toileting, mobilisation, personal hygiene tasks, assistance with feeding, meal and beverage delivery and positioning, as directed and in accordance with accepted moving and handling practices;

Key accountabilities	Deliverables / Outcomes
	▪ Undertakes patient supervision and related care activities (observation and engagement) under direction of RN; ▪ Answer patients' and/or family/whanau queries and responds to simple requests or locates appropriate team member to pass a message as required; ▪ Follows instructions and passes on relevant information to RN; ▪ Identifies opportunities for improvements in the workplace, and works with the team to initiate required changes; ▪ Shows adaptability to changing circumstances within workplace; ▪ Follows transmission based precautions at all times.
5. Administration support (as required)	▪ Performs reception and greeting functions in a professional manner; ▪ Answers telephone with customer focus, ensuring phone messages are accurate and passed on appropriately and in a timely manner; ▪ Collates patient forms, labels and/or files, in anticipation of patient admissions/discharge as required.
6. Environmental support	▪ Works with team to maintain a safe, clean and functional environment for patients and staff by regularly cleaning and tidying all areas. For example: ○ Cleaning sluice room and treatment areas; ○ Bed making, assembling patient bed spaces for admission and discharge; ○ Assembling and dismantling of procedure trolleys; ○ Restocking and putting away unused consumables/equipment; ○ Cleaning and maintenance of equipment; ○ Disposing waste; ○ Linen management; ○ Maintaining and cleaning tearoom and fridge; ○ Unpacking and putting away bulk stores as they arrive. ▪ Checking supplies, reordering and restocking as required: ○ Maintaining stock levels by bed spaces or in clinic rooms and clinical trolleys as guided by service task lists (area is adequately but not over stocked); ○ Using District supplies in an economic and efficient way; ○ Monitoring stock levels and advising the Charge / Clinical Nurse (CN) when numbers vary; significantly from the par level.
7. Establishes and maintains effective interpersonal relationships with patients and team by working and communicating effectively and professionally	▪ Undertakes effective communication at all times and seeks or clarification if unsure; ▪ Has ability and willingness to act as a 'buddy' / support / resource person for the orientation of new and existing staff; ▪ Demonstrates an understanding of the different roles of the members of the health care team; ▪ Links with RN on a regular basis throughout the course of the duty and communicates discrepancies, problems or concerns to a RN /RM in a timely manner; ▪ Attend and contributes to team meetings, clinical debriefing, in-service education and quality improvement; ▪ Demonstrates adherence to appropriate personal boundaries; ▪ Uses appropriate language to context; ▪ Discussions concerning patients are restricted to appropriate settings and relevant members of the team.

Key accountabilities	Deliverables / Outcomes
8. Shows commitment to personal development and ability to perform their role	- Accepts accountably for actions; - Completes and maintains organisational mandatory learning and competency requirements within specified time frames; - Seeks instruction when presented with unfamiliar situations; - Identifies learning needs and seeks learning opportunities proactively; - Contributes to annual appraisal and identifies learning needs.
9. Health and Safety	- Ensures that health and safety practice meets the requirements of Health and Safety at work legislation; - Applies the District policies and processes and contributes to a culture of safe practice; - Supports and complies with health and safety policy and procedures including use of protective clothing and equipment as required. Participates in hazard management and identification process, and is proactive when 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
Integrity and Trust	- Is widely trusted - Is seen as a direct, truthful individual - Can present the unvarnished truth in an appropriate and helpful manner - Keeps confidences - Admits mistakes - Doesn't misrepresent her/himself for personal gain
Taking Responsibility	- 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.
Quality and Innovation	- 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	- 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. - 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.
Communication	- 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.

Teamwork	▪ 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.
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Experience and Capability

A. Essential Qualifications / Accreditations / skills and experience:

- Health and Wellbeing: Health Assistance Level 3 or equivalent or prepared to complete within specified timeframes
- First year nursing and 4th medical education
- Full drivers licence

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

- Previous experience in a health care setting desirable
- A friendly, caring and empathetic manner
- The ability to act calmly and quickly in emergencies
- The ability to follow instructions
- Good communication skills
- The ability to deal with sickness and distressing medical situations
- Commitment to Te Tiriti o Waitangi
- Living the District values
- Delivering an exemplary standard of care
- Innovation and critical thinking
- Commitment to sustainable practice

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