

Position Description

Position	Intake Clinician
Team / Service	Child & Adolescent Mental Health Service Kapiti
Directorate	Mental Health, Addiction and Intellectual Disability
District	Capital, Coast & Hutt Valley and 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 based at Kapiti. From time to time as part of Variance Response you may be required to work in other areas.

Te Whatu Ora

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

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

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

Context

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

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

- provide secondary and tertiary, medical, surgery and mental health and intellectual disability hospital services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region
- deliver health services directly as well as contracting external providers

- provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

The majority of the district's population live in Wellington and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington are proportionally similar, with the largest Pacific population in the region in Porirua. Kapiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups. Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

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

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

Te Tiriti o Waitangi and Māori Health Outcomes

Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

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| Mana whakahaere | Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources. |
| Mana motuhake | Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori. |
| Mana tāngata | Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness. |
| Mana Māori | Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge). |

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

The Vision, Mission and Values from our District

We bring forward and join our values within our district. These will change as we become a team of teams within Te Whatu Ora.

Hutt Valley

Vision

Whanau Ora ki te Awakairangi: Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.

Ō mātou uara – Values

Mahi Pai 'Can do': Mahi Tahi in Partnership: Mahi Tahi Te Atawhai Tonu Always caring and Mahi Rangatira being our Best

Mission

Working together for health and wellbeing.

Capital and Coast

Vision

Keeping our community healthy and well

Value

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

Mission

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

Wairarapa

Vision

"Well Wairarapa – Better health for all"

Value

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

Mission

To improve, promote, and protect health status of the people of the Wairarapa, and the independent living of those with disabilities, by supporting and encouraging healthy choices.

District Responsibility

The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the

community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and HNZ policy.

Te Whatu Ora is committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices.

We are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

Service Perspective

The 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.

Younger Person's Mental Health and Addiction Services offer specialist assessment and treatment when infants, children and young people have emotional, behavioural or mental health difficulties that cannot be managed in a primary care setting. Families/whanau are an important element in the work we do. Our focus in treatment is on building resilience and supporting recovery so that young people can develop to their full potential. We seek to support other agencies working with young people and some of our services have formal roles supporting specialist mental health service provision across the lower North Island (Central Health Region).

The Child Adolescent Mental Health Service (CAMHS) is a community mental health service, part of Local Mental Health Services within Capital, Coast and Hutt District, The Whatu Ora. The service covers the Wellington region, with three teams, one in Kapiti, Porirua and Wellington.

The CAMHS teams provide specialist mental health services for children and adolescents between the ages of birth and 19 years (inclusive) with indicators of significant mental health problems, and consultation services for lead agencies working with children and youth with primary mental health disorders.

Purpose of the role:

The key goal of the Intake and Assessment Clinician is to facilitate access to mental health services in partnership with the people we support within the community. The role is liaising with referrers / key stakeholders and networking within the local community.

Key priorities of the role:

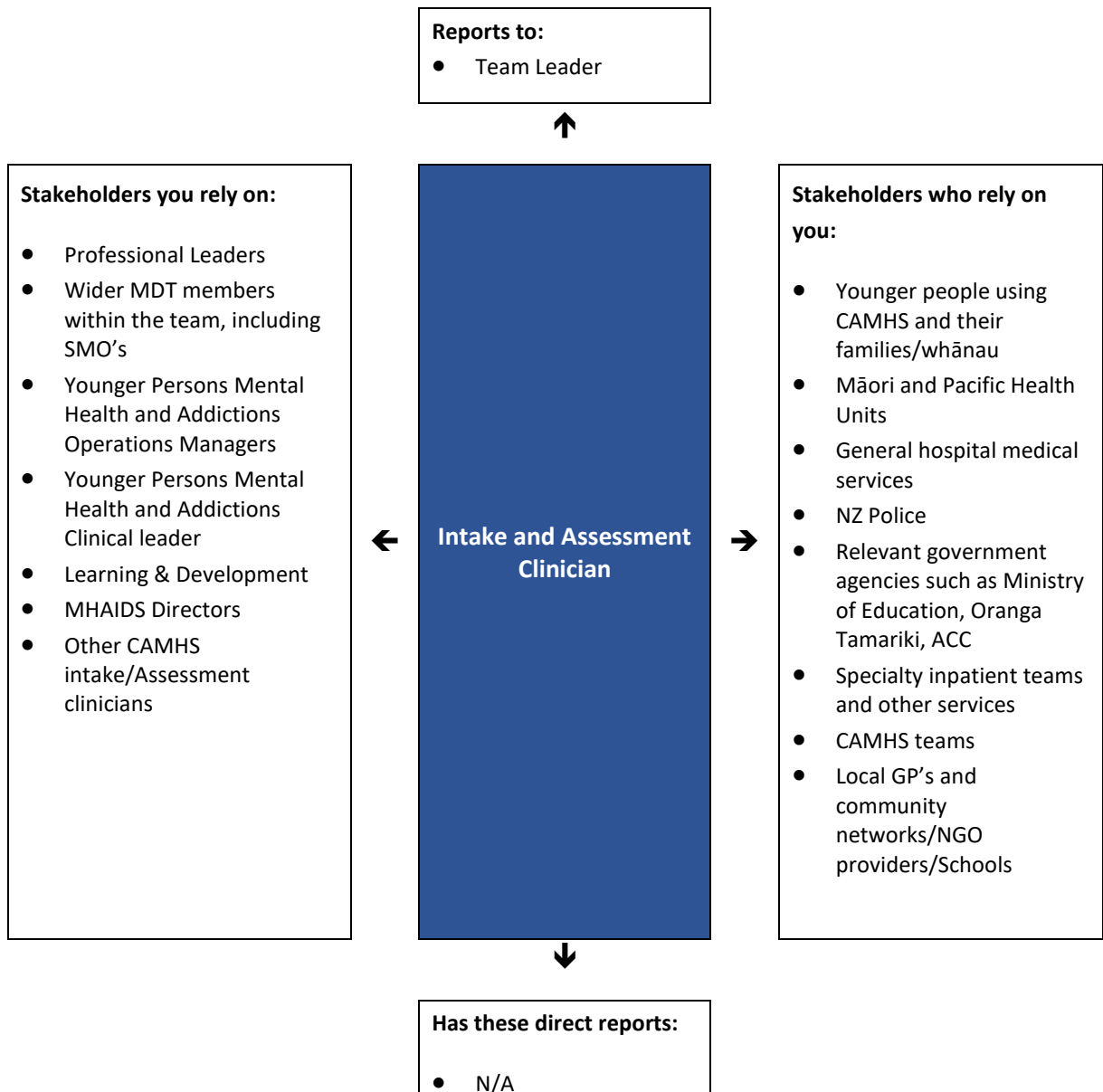
- Receive non-urgent referrals from a variety of sources and triage/screen promptly as per the 3DHB Mental Health & Addiction Prioritisation (Triage) protocol
- Collect collateral information, from other professionals involved in the care of the young person i.e. school, Oranga Tamariki, relevant to the referral. Record all information in Te Ara Oranga (MHAIDS Client Pathway), book the young person into a choice appointment or refer to a more appropriate service.
- Facilitate access to relevant specialised mental health services or other external services (e.g. primary health counselling) if it is agreed in partnership with the person and the referrer that secondary mental health services are not appropriate for the person's needs
- Recognise that culturally safe practices are paramount, and liaise with relevant services such as Te Whāre Marie (Specialist Māori Mental Health Service) to ensure Māori whānau receive safe, high quality and equitable care
- Supports and assesses the mental health and addiction needs of specific population groups e.g. people living with disabilities, gender/sexual minorities and refugee/migrants and links to the appropriate services to assist with this
- Provide appropriate support to people who 'walk in' to the base, either for general mental health and addiction queries or presenting in crisis
- Assess and escalate any crisis/urgent referrals to the appropriate crisis mental health and addiction services
- Formulate an agreed plan with the person and their key supports, which identifies options for further assistance/follow up including what to do in a potential crisis
- Works collaboratively alongside the child and adolescent mental health teams and local service providers to access the most appropriate service/support for the person based on their requirements.
- Liaise with referrers, including local GP's and community networks/NGO providers in the region to ensure people get appropriate, timely and person centred-care and feed back to them if there are any issues regarding quality of referrals
- Acquires and manages evidence-based, up to date resources (including websites) to give to young people and their whanau who may have queries about their mental health
- Works collaboratively with other CAMHS intake assessment clinicians across the sector to ensure referrals are managed efficiently, this may require assisting with referrals from another team.
- Meets monthly and liaises regularly with other CAMHS intake and assessment clinicians across the sector.

Key Accountabilities

<i>Key Accountability</i>	<i>Deliverables / Outcomes</i>	<i>Key Performance Indicators / Measures</i>
Managing Referrals/ Contacts	• Requests for service are responded to with courtesy and within a reasonable time frame in line with Te Ara Oranga Client Pathway requirements • All people's information is kept in a sensitive manner incorporating Privacy Act requirements • Assistance to all stakeholders is given in a customer focussed, professional manner • Responses to internal and external information are prompt and accurate. • Facilitates access to secondary mental health and addiction services	• Customer service complaints are minimal • Enquiries are followed up and resolved • People requiring services are referred to appropriate service. • Referrer satisfaction and feedback is positive • Completes all administration and documentation requirements including service exit process as part of Te Ara Oranga Client Pathway
Continuous Quality Improvement	• Actively contributes to continuous quality improvement activities within the service • Desk files are updated regularly to reflect changes in the role • Monitors compliance with service key performance indicators including wait times and urgency of response	• Identifies improvement opportunities and notifies the Team Leader of these • Participates in the service's quality improvement activities • Provides good service and is responsive to the person's requests or complaints • Complies with standards/KPI's and works to improve customer/stakeholder satisfaction • Complies with all internal and external policies and procedures • Procedure changes are consulted with and approved within the team using DHB policy processes
Risk Minimisation	• Identifies risks and notifies Team Leader • Actively contributes to risk minimisation activities within the service	• Risks are managed and kept to a minimum • Notifies identified risks to the Team Leader • Participates in the services risk minimisation activities • Participates in audits • Complies with our Reportable events policy and other policies and procedures
Occupational Health & Safety	• Complies with responsibilities under the Health & Safety in Employment Act 1992	• Has read and understood the Health & Safety policy and procedures. • Actively supports and complies with Health & Safety policy and procedures including any requirements around COVID-19. • Evidence of support and compliance with health and safety policy and procedures including use of protective clothing and equipment as required,

<i>Key Accountability</i>	<i>Deliverables / Outcomes</i>	<i>Key Performance Indicators / Measures</i>
		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

Competencies

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

Competency	Behaviours
Customer focus	<i>Demonstrates commitment to understanding and providing what customers want.</i> • Is dedicated to meeting the expectations and requirements of internal and external customers • Gets first-hand customer information and uses it for improvements in products and services • Acts with customers in mind • Establishes and maintains effective relationships with customers and gains their trust and respect
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.
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. • Draws on a person's own cultural resources and support frameworks.
Communication	• Practices 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.

The 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.

Experience and Capability

a) Knowledge and Experience:

- An experienced registered mental health professional (allied health or nursing) with at least 5 years of recent work experience in mental health service
- An up to date annual practicing certificate
- Experience in younger persons mental health triage and risk assessment
- Knowledge of the Choice and Partnership approach (CAPA)
- Knowledge and understanding of the relevant legislation, standards and guidelines including the Code of Health & Disability Services Consumers Rights <http://www.hdc.org.nz>

b) Essential Professional Qualifications / Accreditations / Registrations:

- An up to date annual practicing certificate
- The successful applicant must consent to a full Police Vetting Check under the Vulnerable Children's Act 2014
- Be able to work in New Zealand
- Full and clean New Zealand Drivers licence

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

- Understanding of mental health and intellectual Disability in adults and youth and the impact of these issues on clients, their families and community.
- Civility, respect and collaboration in practice
- Challenging stigma and discrimination of service users
- Applying the principles of Te Tiriti ō Waitangi to practice
- Practicing in a manner that service users determine as being culturally safe
- Respect and collaboration in practice
- Delivering an exemplary standard of care
- Leading profession and service delivery
- Active involvement in decision making
- Working collaboratively and professionally with others
- Working within existing resources
- Practice informed by research evidence
- Innovation
- Thinking critically
- Active involvement in their discipline specific professional development pathway
- Working effectively with the community

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

Appendix 1 – New Zealand Nursing Council competencies (only applies if successful candidate is a registered nurse)

Key Accountabilities

The following accountabilities derive from standards of competence outlined by Nursing Council of New Zealand. Competence is the combination of skills, knowledge, attitudes, values and abilities that underpin effective performance as a nurse.

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.

The registered nurse will undertake clinical assessments incorporating the standards of competence for the registered nurse scope of practice within the clinical setting. Area specific appraisals will integrate standards of competence in performance reviews that will occur annually.

Nurses working in MHAIDS must be on or working towards being on the PDRP to demonstrate competence within the speciality areas of mental health, addiction or intellectual disability nursing.

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

Pou	Descriptors
Pou One: Māori Health Reflecting a commitment to Māori health, registered nurses support, respect and protect Māori rights while advocating for equitable and positive health outcomes. Nurses are also required to demonstrate kawa whakaruruhau by addressing power imbalances and working collaboratively with Māori.	Descriptor 1.1 Engages in ongoing professional development related to Māori health and the relevance of te Tiriti o Waitangi articles and principles. Descriptor 1.2 Advocates for health equity for Māori in all situations and contexts. Descriptor 1.3 Understands the impact of social determinants, such as colonisation, on health and wellbeing. Descriptor 1.4 Uses te reo and incorporates tikanga Māori into practice where appropriate.
Pou Two: Cultural Safety	

Cultural safety in nursing practice ensures that registered nurses provide culturally safe care that is inclusive, responsive and equitable. This requires nurses to reflect on their practice, understand their cultural identity and the power imbalances between the nurse and the recipient of care.	Descriptor 2.1 Practises culturally safe care which is determined by the recipient. Descriptor 2.2 Challenges racism and discrimination in the delivery of nursing and health care. Descriptor 2.3 Engages in partnership with individuals, whānau and communities for the provision of health care. Descriptor 2.4 Advocates for individuals and whānau by including their cultural, spiritual, physical and mental health when providing care. Descriptor 2.5 Contributes to a collaborative team culture which respects diversity, including intersectional identities, and protects cultural identity by acknowledging differing worldviews, values and practices.
Pou Three: Whanaungatanga and Communication A commitment to whanaungatanga and communication requires registered nurses to establish relationships through the use of effective communication strategies which are culturally appropriate and reflect concepts such as whānau-centred care and cultural safety. An understanding of different forms of communication enables the nurse to engage with the interprofessional healthcare team, advocate for innovative change where appropriate and influence the direction of the profession.	Descriptor 3.1 Understands and complies with professional, ethical, legal and organisational policies for obtaining, recording, sharing a nd retaining information acquired in practice. Descriptor 3.2 Determines the language and communication needs (verbal and non-verbal) of people, whānau and communities. Descriptor 3.3 Incorporates professional, therapeutic and culturally appropriate communication in all interactions. Descriptor 3.4 Communicates professionally to build shared understanding with people, their whānau and communities. Descriptor 3.5 Assesses health-related knowledge, provides information and evaluates understanding to promote health literacy. Descriptor 3.6 Ensures documentation is legible, relevant, accurate, professional and timely.

	Descriptor 3.7 Uses appropriate digital and online communication. Descriptor 3.8 Provides, receives and responds appropriately to constructive feedback.
Pou Four: Pūkengatanga and Evidence-Informed Nursing Practice Pūkengatanga and evidence-informed nursing practice requires registered nurses to use clinical skills, coupled with critical thinking and informed by high quality and current evidence, to provide quality, safe nursing care. Evidence-informed practice prepares the nurse to differentially diagnose, plan care, identify appropriate interventions, lead the implementation and evaluate care provision and outcomes.	Descriptor 4.1 Understands the wide range of assessment frameworks and uses the appropriate framework to undertake comprehensive assessments in the practice setting. Descriptor 4.2 Develops differential diagnoses based on a comprehensive assessment, clinical expertise and current evidence to inform the plan of care. Descriptor 4.3 Implements and evaluates effectiveness of interventions and determines changes to the plan of care. Descriptor 4.4 Coordinates and assigns care, delegates activities and provides support and direction to others. Descriptor 4.5 Safely manages medicines based on pharmacotherapeutic knowledge, including administration in accordance with policies and best practice guidelines. Descriptor 4.6 Supports individual and whānau choices of complementary therapies by ensuring they have sufficient information to make informed decisions about treatment options. Descriptor 4.7 Understands cultural preferences for complementary treatment, such as the use of rongoā, and supports integration into care.

	Descriptor 4.8 Demonstrates digital capability and online health literacy to support individuals, whānau and communities to use technology for managing health concerns and promoting wellbeing. Descriptor 4.9 Applies infection prevention and control principles in accordance with policies and best practice guidelines. Descriptor 4.10 Identifies, assesses and responds to emerging risks and challenging situations by adjusting priorities and escalating to the appropriate person. Descriptor 4.11 Understands and works within the limits of expertise and seeks guidance to ensure safe practice. Descriptor 4.12 Maintains awareness of trends in national and global nursing to inform change in practice and delivery of care.
Pou Five: Manaakitanga and People-Centred Care Manaakitanga and people-centred care requires nurses to demonstrate compassion, collaboration and partnership to build trust and shared understanding between the nurse and people, whānau or communities. Compassion, trust and partnership underpin effective decision-making in the provision of care to support the integration of beliefs and preferences of people and their whānau.	Descriptor 5.1 Ensures integrated relational and whakapapa-centred care to meet the needs of people and whānau. Descriptor 5.2 Upholds the mana of individuals, whānau and the nursing profession by demonstrating respect, kindness, honesty and transparency of decision-making in practice. Descriptor 5.3 Facilitates opportunities for people and whānau to share their views and actively contribute to care planning, decision-making and the choice of interventions. Descriptor 5.4 Establishes, maintains and concludes safe therapeutic relationships.
Pou Six: Rangatiratanga and Leadership Rangatiratanga and leadership in nursing practice are demonstrated when nurses proactively provide solutions and lead innovation to improve the provision of care. Leadership requires all nurses to act as change agents and lead change when appropriate. Fundamental to the integration of leadership is the need for nurses to intervene, speak	Descriptor 6.1 Actively contributes to a collaborative team culture of respect, support and trust. Descriptor 6.2 Demonstrates professional and ethical accountabilities in practice and adheres to the Nursing Council of New Zealand Code of Conduct, relevant legislation and organisational policies and procedures.

out, and advocate to escalate concerns on behalf of colleagues or recipients of care.	Descriptor 6.3 Understands continuous learning and proactively seeks opportunities for professional development. Descriptor 6.4 Engages in quality improvement activities. Descriptor 6.5 Identifies and responds appropriately to risk impacting the health, safety and wellbeing of self and others to practise safely. Descriptor 6.6 Understands the impact of healthcare provision on global and local resources, demonstrates and supports the constant assessment and improvement of sustainability practices.
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In addition to meeting the above requirements, the RN will satisfy the requirements of the following accountabilities.

Key accountabilities	Deliverables / Outcomes
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.