

## Position Description

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<b>Position</b>	Clinical Coordinator
<b>Team / Service</b>	Mental Health Needs Assessment Service Co-ordination (MHNASC)
<b>Directorate</b>	Mental Health, Addiction and Intellectual Disability Service (MHAIDS)
<b>District</b>	Capital, Coast and Hutt Valley District
<b>Responsible to</b>	Team Leader, Mental Health Needs Assessment Service Coordination
<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 is based in Porirua but is expected to work from multiple locations across the district. From time to time, as part of Variance Response, you may be required to work in other areas.

## Te Whatu Ora

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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

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Capital, Coast and Hutt Valley district provides Hospital and Health Services (HHS) 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;
- 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 level maternity 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 and Hutt Valley District, with multiple specialist facilities. Ratonga-Rua-O-Porirua is the forensic, rehabilitation and intellectual disability inpatient service.

## 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:

- 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.

## Te Mauri o Rongo

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Te Mauri o Rongo recognises our connection to this work, to each other, to the people we serve and to our whakapapa. It speaks to specific behaviours that we will expect from each other guided by the pou of Te Mauri o Rongo:

### Wairuatanga

Working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

### Rangatiratanga

As organisations we support our people to lead. We know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

### Whanaungatanga

We are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. “Whiria te tangāta” – we will weave our people together.

### Te Korowai Āhuru

A cloak which seeks to provide safety and comfort to the workforce.

## 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 Health NZ 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

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The HHS of the Districts provide a range of services, one such group of services includes MHAIDS. 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 MHAIDS 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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MHNASC is a specialist mental health service, part of the MHAIDS Operations Centre and covers the Capital, Coast and Hutt Valley district.

The team are registered mental health professionals who provide comprehensive assessments of mental health and addictions support needs for people aged 18 and over, and refers them to services in the community. These services may include community based supports, home based support and housing and recovery residential accommodation.

## Purpose of the role

To coordinate the work and support the development of staff and the functioning of the team.

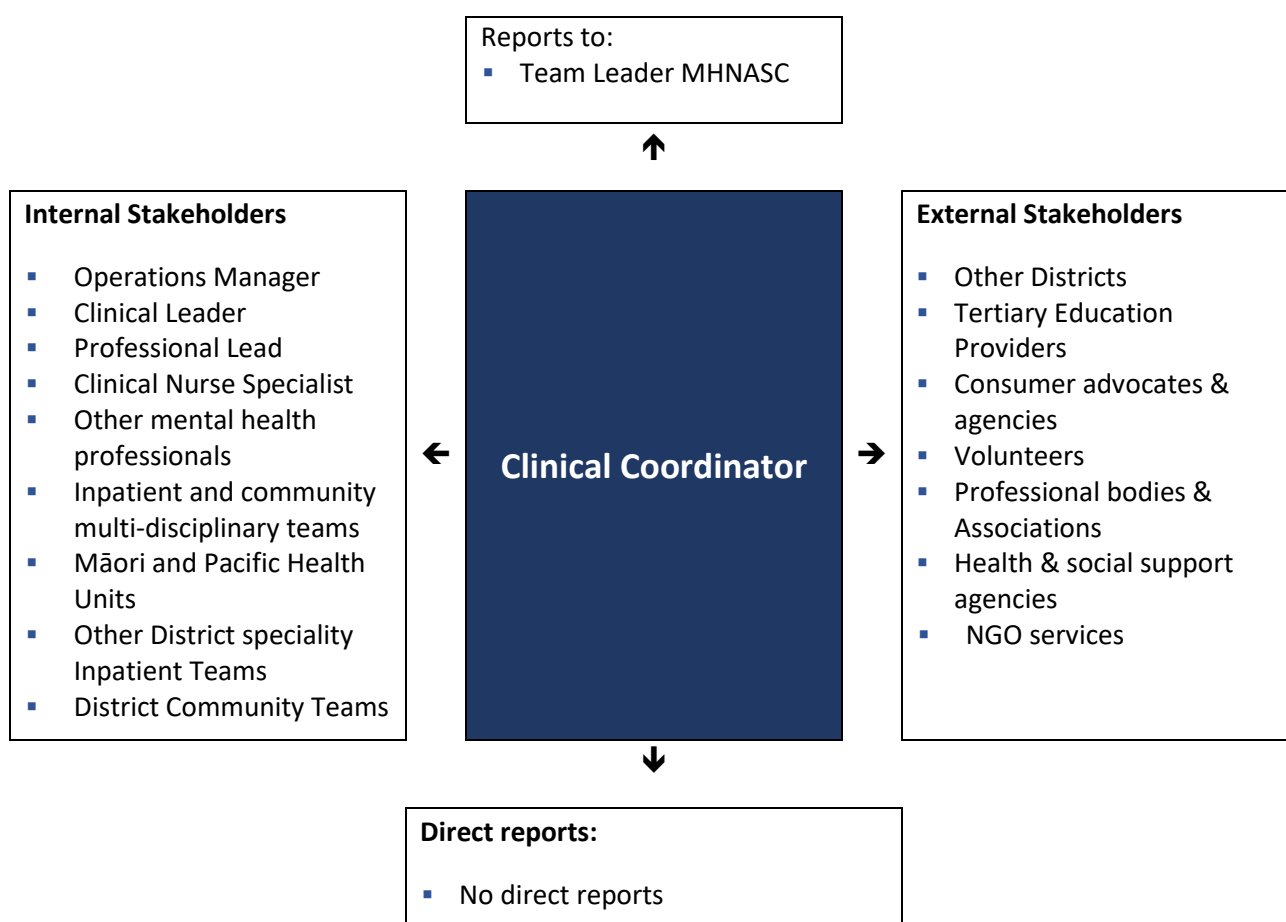
## Key Accountabilities & Capabilities

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

Key accountabilities	Deliverables / Outcomes
1. Coordinate the Service	<ul style="list-style-type: none"> <li>▪ Triages referrals and allocations to appropriate clinicians.</li> <li>▪ Monitors wait times and delays for MHNASC assessments and responds to issues and delays appropriately;</li> <li>▪ Is aware of KPI's and ensures that these are being met or that plans are in place to address discrepancies;</li> <li>▪ Ensures that staff are fulfilling their roles and responsibilities, including extra duties such as health and safety representative;</li> <li>▪ Identifies and responds to issues that might affect the clinical performance of individual team members and the service in general;</li> <li>▪ Directs the response to crises and supports staff during and after significant events;</li> <li>▪ Takes over some of the tasks of the Team Leader to cover for short-term absences (e.g. approving leave, training requests, managing disputes).</li> </ul>
2. Team Work	<ul style="list-style-type: none"> <li>▪ Facilitates supportive team work and works to develop a safe and supportive environment for staff;</li> <li>▪ Facilitates and oversees the orientation and development of new staff and visitors;</li> <li>▪ Develops collaborative relationships with other MHAIDS services, NGO's, GP's and other districts;</li> <li>▪ Assists other staff to work through difficult situations or questions in relation to their clinical work;</li> <li>▪ Leads by example by showing exemplary practice standards in their own clinical work.</li> </ul>
3. Staff Development	<ul style="list-style-type: none"> <li>▪ Works with the Team Leader to complete regular caseload reviews and performance appraisals;</li> <li>▪ Identify staff who may require assistance in their performance and work with the Team Leader to address performance issues;</li> <li>▪ Assist staff with identifying professional development opportunities;</li> <li>▪ Assist in the development of training opportunities.</li> </ul>
4. Quality Improvement	<ul style="list-style-type: none"> <li>▪ Ensures that the team works to relevant policies and guidelines and raises any issues in these areas;</li> </ul>

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> <li>▪ Attends related groups, such as Clinical Governance, and is available to assist in the development and sustainability of initiatives;</li> <li>▪ Assists the Team Leader to support staff to meet their KPI's, such as completion of paperwork and reviewing clients within timeframes.</li> <li>▪ Is aware of the required audits and facilitates their completion effectively.</li> </ul>

## 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
<b>Team Work</b>	<ul style="list-style-type: none"><li>▪ Develops constructive working relationships with other team members;</li><li>▪ Have a friendly manner and a positive sense of humour;</li><li>▪ Works cooperatively - willingly sharing knowledge and expertise with colleagues;</li><li>▪ 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;</li><li>▪ Supports in word and action decisions that have been made by the team;</li><li>▪ Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community.</li></ul>
<b>Quality and Innovation</b>	<ul style="list-style-type: none"><li>▪ Provides quality service to those who rely on one's work;</li><li>▪ Looks for ways to improve work processes - suggests new ideas and approaches;</li><li>▪ Explores and trials ideas and suggestions for improvement made by others;</li><li>▪ Shows commitment to continuous learning and performance development.</li></ul>
<b>Taking responsibility</b>	<ul style="list-style-type: none"><li>▪ Is results focussed and committed to making a difference;</li><li>▪ Plans and organises work, 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>▪ Perseveres with tasks and achieves objectives despite obstacles;</li><li>▪ Is reliable - does what one says one will;</li><li>▪ Consistently performs tasks correctly - following set procedures and protocols.</li></ul>
<b>Communication</b>	<ul style="list-style-type: none"><li>▪ Practises active and attentive listening;</li><li>▪ Explains information and gives instructions in clear and simple terms;</li><li>▪ Willingly answers questions and concerns raised by others;</li><li>▪ Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged;</li><li>▪ Is confident and appropriately assertive in dealing with others;</li><li>▪ Deals effectively with conflict.</li></ul>
<b>Integrity and Trust</b>	<ul style="list-style-type: none"><li>▪ Is widely trusted;</li><li>▪ Is seen as direct, truthful individual;</li><li>▪ Can present the unvarnished truth in an appropriate and helpful manner;</li><li>▪ Keeps confidences;</li><li>▪ Admits mistakes;</li><li>▪ Doesn't misrepresent him/herself for personal gain.</li></ul>
<b>Customer Focus</b>	<ul style="list-style-type: none"><li>▪ Is dedicated to meeting the expectations and requirements of internal and external customers;</li><li>▪ Gets first-hand customer information and uses it for improvements in products and services;</li><li>▪ Acts with customers in mind;</li><li>▪ Establishes and maintains effective relationships with customers and gains their trust and respect.</li></ul>

Competency	Behaviours
<b>Partnership with Maori</b>	<ul style="list-style-type: none"> <li>▪ Understands the principals of Te Tiriti o Waitangi and how these apply within the context of health service provision;</li> <li>▪ Applies the notion of partnership and participation with Māori within the workplace and the wider community;</li> <li>▪ Promotes and participates in targeting Māori health initiatives by which Māori health gains can be achieved;</li> <li>▪ Implements strategies that are responsive to the health needs of Māori.</li> </ul>

## Essential Experience and Capability

### Essential Professional Qualifications / Accreditations / Registrations skills and experience:

- Registered mental health professional with current practising certificate and a minimum of 5 years clinical experience;
- Sound knowledge of MHNASC and NGO services;
- Demonstrates an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in the service coordinator role with a commitment to achieving equitable outcomes for Māori;
- A personal commitment to on-going learning and development;
- Strong and successful experience in leading and delivering comprehensive assessments, and working in collaboration with people and their whānau to ensure best possible health and wellbeing outcomes;
- Record of working successfully within complex systems to collaborate and facilitate positive outcomes;
- Experience in using critical thinking and judgement on how best to allocate resources to support the recommendations from the assessment;
- Proficiency in using technology within the workplace;
- A high standard of written and spoken English;
- Full driver's licence.

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

- Commitment to Te Tiriti o Waitangi
- Demonstrating values and behaviours of Te Mauri o Rongo
- Respect and collaboration in practice
- Delivering an exemplary standard of care
- Practice informed by research evidence
- Innovation and critical thinking
- Commitment to sustainable practice

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

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encouragement in the areas of employment, training, career development and promotion for all its employees.