

# Position Description

<b>Position</b>	<b>Mental Health Professional, Intake &amp; Triage</b>
<b>Team / Service</b>	Wellington Locality
<b>Directorate</b>	Mental Health, Addiction & Intellectual Disability Service (MHAIDS)
<b>District</b>	Capital, Coast, Hutt Valley & Wairarapa districts
<b>Responsible to</b>	Team Leader / Clinical Nurse Manager
<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 expected to work from the Wellington Home Base

## 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:

- |                        |  |
|------------------------|--|
| <b>Mana whakahaere</b> | Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.  |
| <b>Mana motuhake</b>   | Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori. |

**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.

#### Mission

Working together for health and wellbeing.

#### 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

### 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”

### 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.

## 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.

## Purpose of the role

The position aims to meet the needs of service users and their families/whanau using best practice mental health and addiction assessments and treatment which is safe, effective and consumer centred. The service provided is based on comprehensive assessment, is culturally sensitive and evidence-based.

The role of the Intake & Triage clinician is to facilitate and manage consumer access to the range of Mental Health and Addiction clinical services. This includes dealing with enquiries from the public and referrers, evaluating and screening referral as they enter the service, undertaking a range of assessments as required (scheduled and walk-in) and providing general liaison between GPs, MH&A

services, other health services and community and provider agencies. This includes providing crisis response services including timely assessment and intervention for people experiencing mental health crisis.

The Intake & Triage clinician assists with programmes that enhance Continuous Quality Improvements whilst providing clinical excellence, in particular those involving service entry pathways.

# Key Accountabilities

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

Key accountabilities	Deliverables/Outcomes
<b>1. Crisis assessment, care planning and therapy service</b>	<ul style="list-style-type: none"> <li>Assessments are completed using appropriate assessment tools.</li> <li>Risk assessment and management plans are incorporated to the recovery planning process;</li> <li>Practice demonstrates specialist knowledge of mental illness and mental health issues;</li> <li>Clinical interventions include a variety of models of therapy and an ability to apply a range of support strategies and treatment options;</li> <li>The needs of tangata whaiora, consumers are clearly identified and care/treatment/ recovery plans documented;</li> <li>Tangata whaiora, consumer are actively involved in assessment, recovery planning / review and discharge processes;</li> <li>Tangata whaiora, consumers are supported in achieving their identified goals through assessment, treatment and discharge planning;</li> <li>The needs of tangata whaiora, consumers are clearly identified and care/treatment/ recovery plans documented;</li> <li>Assessment and recovery planning includes those people identified by the tangata whaiora, consumer as significant to them and their recovery;</li> <li>Comprehensive clinical case notes are kept up-to-date in accordance with legislation, organizational policy and service procedure.</li> </ul>
<b>2. Intake and Triage</b>	<ul style="list-style-type: none"> <li>All referrals into the service are evaluated for adequacy of information, fit to service criteria and degree of urgency;</li> <li>Referral evaluation, screening and assessment occurs within target time-frame;</li> <li>Actively seeks to identify and address health inequities in delivery of services;</li> <li>Identifies situations of clinical risk and takes appropriate action;</li> <li>Where clinically indicated referrals are forwarded on to more appropriate services or providers;</li> <li>Using appropriate methods of assessment, pertinent consumer information is obtained and effective treatment plans and/or recommendations are made;</li> <li>All assessments and therapeutic interventions are carried out to the highest professional standards;</li> <li>A Registered Mental Health Professional provides safe and clinically effective tangata whaiora/client assessment and intervention, within a specific clinical area with a development of more in depth knowledge and skills.</li> </ul>

<b>3. Be a pro-active member of the multi-disciplinary team</b>	<ul style="list-style-type: none"> <li>▪ Displays professional and constructive participation in teamwork and acknowledges others' expertise, strengths and limitations;</li> <li>▪ Discipline specific skills, knowledge and professional perspective are made available to assist colleagues in a positive and proactive manner;</li> <li>▪ Liaison and consultation with the MDT ensures care and treatment options are negotiated to meet the best outcomes for tangata whaiora / clients, their families/whanau/caregivers.</li> </ul>
<b>4. Quality Improvement</b>	<ul style="list-style-type: none"> <li>▪ Active participation is maintained in team meetings to plan quality clinical care and contribute to service development planning, the strategic direction and integrity of Mental Health Services;</li> <li>▪ Commitment to continuous Quality Improvement is demonstrated by identifying quality initiatives within own practice and services to clients;</li> <li>▪ Informs and updates team on service development projects and specialist interest areas;</li> <li>▪ Provision of clinical services meets the standards required by Te Whatu Ora policy, service delivery pathways and procedures, relevant guidelines and regulations;</li> <li>▪ Contributes to Mental Health promotion, education and illness prevention activities according to service requirements.</li> </ul>
<b>5. Assist in providing a safe environment which promotes health and wellbeing</b>	<ul style="list-style-type: none"> <li>▪ Tangata whaiora, consumers are treated with respect and their comfort, privacy and dignity is maintained;</li> <li>▪ Practice reflects knowledge and understanding in the application of the principles of the Treaty of Waitangi as they relate to mental health;</li> <li>▪ Knowledge of the Health &amp; Disability code of Consumers Rights is reflected in practice;</li> <li>▪ Effective advocacy skills and relationships support tangata whaiora/clients, their whanau/ families and caregivers;</li> <li>▪ Te Whatu Ora wide training and MHS core competencies are undertaken and updated as required.</li> </ul>
<b>6. Consultation / Liaison</b>	<ul style="list-style-type: none"> <li>▪ Effective support networks, communication and liaison with other key providers / agencies are developed and maintained;</li> <li>▪ Links are maintained with MH Regional Specialty services/areas – and specific expertise in specialty areas is utilised within the team to support clinicians and tangata whaiora/clients.</li> </ul>

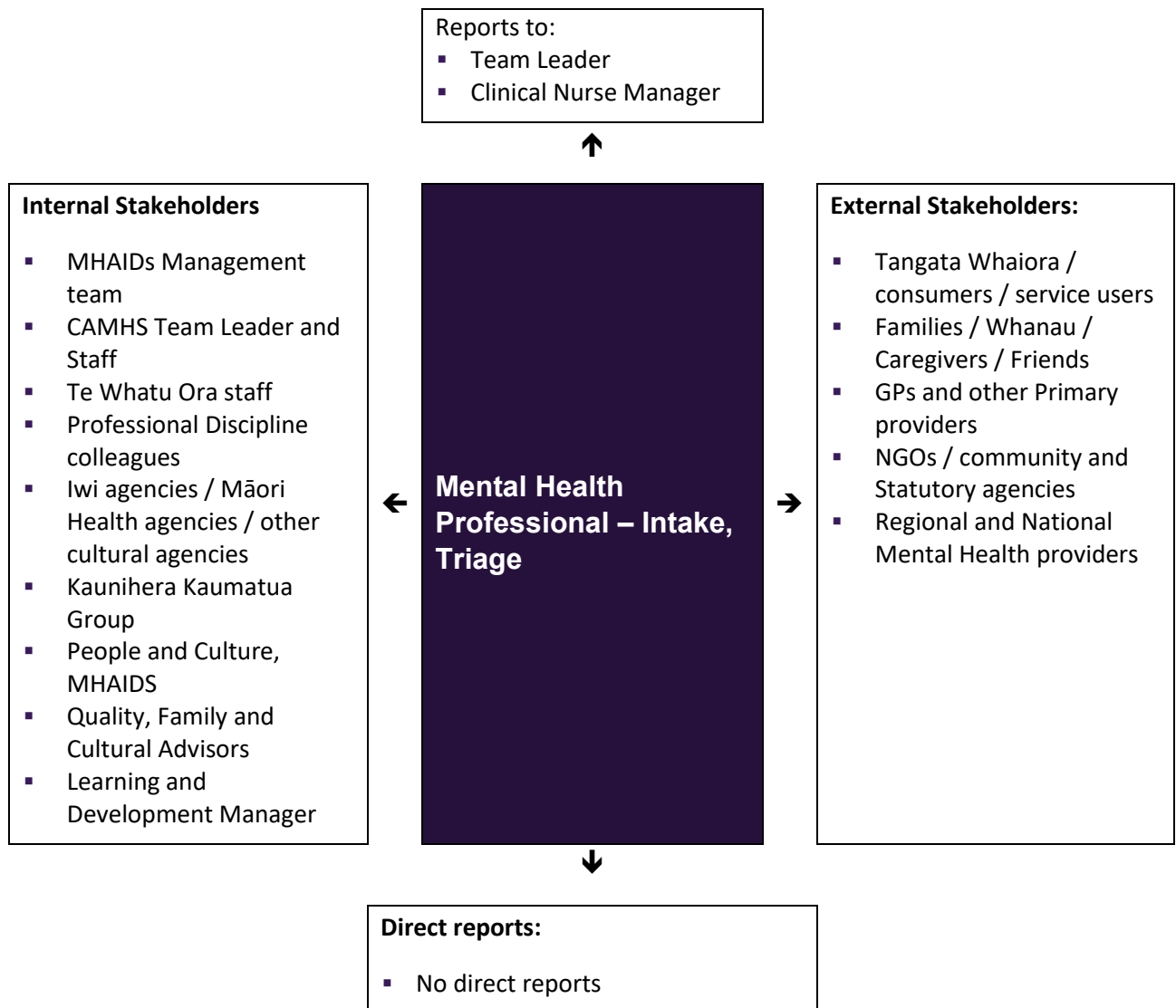
<b>7. Education / Professional development</b>	<ul style="list-style-type: none"> <li>▪ Orientation and core training (Te Whatu Ora and MHS) are completed;</li> <li>▪ Te Whatu Ora and MHS training &amp; education requirements and updates are attended as required;</li> <li>▪ Professional and cultural training needs are identified and actioned;</li> <li>▪ Peer supervision is undertaken with colleagues;</li> <li>▪ Clinical supervision is undertaken in accordance with the service procedure and relevant guidelines;</li> <li>▪ Annual performance appraisal and development plans are arranged with the Charge Nurse Manager and professional body advisor;</li> <li>▪ Collegial support is maintained with professional discipline colleagues and attendance at professional training or meetings is encouraged.</li> </ul>
<b>8. After Hours Crisis Roster &amp; Training as Duly Authorised Officer</b>	<ul style="list-style-type: none"> <li>▪ Be available as required to carry out rostered after hour's crisis duties;</li> <li>▪ Attend scheduled After Hours Peer Review meetings;</li> <li>▪ May be required to complete training as Duly Authorised Officer as negotiated with Team Leader/Charge Nurse Manager and DAMHS.</li> </ul>
<b>9. Other Duties</b>	<ul style="list-style-type: none"> <li>▪ Role-related duties are undertaken as agreed with the Team Leader/ Charge Nurse Manager and/or Operations Manager.</li> </ul>
<b>10. Quality, Safety and Risk</b>	<ul style="list-style-type: none"> <li>▪ Displays commitment through actively supporting all health and safety initiatives;</li> <li>▪ Ensures all staff/colleagues maintain adequate safety standards on the job through consultation, training and supervision;</li> <li>▪ Ensures own and others safety at all times;</li> <li>▪ Complies with policies, procedures and safe systems of work;</li> <li>▪ Reports all incidents/accidents, including near misses, in a timely manner and the Team Leader/Clinical Nurse Manager is advised of any actual or potential risk to self and tangata whaiora/client safety;</li> <li>▪ Is involved in health and safety through participation and consultation;</li> <li>▪ Actively participates in the hazard management and identification process.</li> </ul>



**10. To Act within legal boundaries and the Te Whatu Ora policies**

- In accordance with the Health Practitioners Competence Assurance Act 2003 your appointment is subject to you demonstrating that you are registered with a relevant professional body, and that your scope of practice enables you to undertake the duties of the position to which you have been appointed;
- You must inform your Manager immediately upon notification from your registering body that your scope of practice has changed or of the suspension, cancellation or imposition of any conditions on your registration;
- Ensure that all records are maintained accurately and in accordance with legislation and Capital & Coast District Health Board policy;
- Provide appropriate information in accordance with the Privacy Act and other relevant legislation and Capital & Coast District Health Board policy;
- Practice and performance demonstrates knowledge and application of the principles of the Treaty of Waitangi;
- Practice and performance demonstrates competent knowledge and application of relevant legislation, regulations and guidelines including Ministry of Health Guidelines, Health and Disability sector Standards and Te Whatu Ora and MH Policy and Procedures;
- Practice demonstrates working knowledge and competent application of the Mental Health Act 1992 and relevant amendments;
- Practice demonstrates compliance with the Professional Body Standards of Practice and Code of Conduct.

## Key Relationships & Authorities



# Experience and Capability

## Essential qualifications, skills and experience

### A. Education and Qualifications:

- A registered health professional qualification such as social work, nursing, clinical psychology or occupational therapy;
- Registration with the relevant professional registration body (e.g., Nursing Council of New Zealand as a Registered Nurse, Registered Social Worker, Registered Clinical Psychologist, Registered Occupational Therapist);
- A current practising certificate at all times.

### B. Knowledge and Experience:

- Proven experience in working with specialist mental health issues and mental illness;
- A commitment to EEO principles and the implication of these to Mental Health;
- Has knowledge and understanding of the relevant legislation, standards and guidelines. These include but are not limited to:

Health and Disability Services Consumers' Code of Rights:

<http://www.hdc.org.nz/the-act--code/the-code-of-rights>

New Zealand Nursing Council's (NCNZ) Nurse Practitioner/Registered Nurse/Enrolled Nurse Competencies:

<http://nursingcouncil.org.nz/Nurses/Scopes-of-practice>

#### Desirable

- Duly Authorised Officer experience;
- Previous Community Mental Health experience.

### C. Awareness and Understanding of:

- Knowledge and understanding of the principles of the Treaty of Waitangi and the ability to apply in practice.

#### Desirable

- A working knowledge of the Mental Health Act 1992 and amendments.

### D. Skills and Competencies

- A current full clean driver's license.

#### Desirable

- Proven skills and experience in a variety of therapeutic approaches;
- Motivation and the ability to work independently across a variety of settings;
- Ability to work as part of the team and contribute to a positive team culture;
- Excellent communication and interpersonal skills.

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

- Effective oral and written communication;
- Recognising and managing risk in a clinical environment;
- Working in an emotionally challenging and changing environment;
- Working in a multi-disciplinary environment;
  - Being forward thinking and resourceful for Service Development;
  - Undertaking professional development to maintain and enhance their skills.

**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.