

## Position Description

<b>Position</b>	<b>Service Lead, Primary Care Liaison</b>
<b>Sector</b>	Mental Health and Addiction
<b>Directorate</b>	Mental Health, Addiction & Intellectual Disability Service (MHAIDS)
<b>District</b>	Capital, Coast, Hutt Valley & Wairarapa districts
<b>Responsible to</b>	Operations Manager, MHAIDS Operations Centre
<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 a primary care provider base.

## Health New Zealand 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 and community-based health, rehabilitation, and support services.

Most of the the district's population live in Wellington City and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington City 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 Kāpiti 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 ō 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 the whole 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 Tonus Always caring and Mahi Rangatira  
being our Best

#### Mission

Working together for health and wellbeing.

### Capital and Coast

#### Vision

Keeping our community healthy and well

#### Mission

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

#### Value

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

### Wairarapa

#### Vision

"Well Wairarapa – Better health for all"

#### Mission

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

#### Value

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

## District Responsibility

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

## Service Perspective

The hospital and health services of the districts provide a range of services, one such group of services includes the 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 Kāpiti/Porirua, 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.

## Group Perspective

The model of care for the Local Adult Specialist Mental Health and Addiction Service seeks to eliminate inequities experienced by Māori, Pacific peoples, disabled people, and other groups. It supports our vision for an integrated mental health and addiction service, with a focus on local delivery across the district – ‘one system, one service, locally delivered’.

The model of care aims to improve the inequalities and barriers faced by tāngata whaiora and whānau when accessing services.

### Our principles

#### **Principle 1: Grounded in Te Tiriti o Waitangi | Whakapapa ki Te Tiriti o Waitangi**

- Tino rangatiratanga
- Equity
- Active protection
- Options
- Partnership

**Other key principles underpinning our model of care:**

**Principle 2: Informed by peers and those with lived experience** | Ka whakamōhio e nga hoa me te hunga whai wheako ora

**Principle 3: A welcoming, person and whānau-led approach** | He huarahi manaaki, tāngata me te whānau

**Principle 4: Timely access to services in the community** | Te whai waahi ki nga ratonga i roto i te hapori

**Principle 5: A strengths-based, trauma-informed and recovery focussed approach**, using advanced therapy and evidence based holistic interventions | Mā te mōhio ka whai whakaaro

## Team/Service perspective

### The MHAIDS Operations Centre (OC)

The OC uses information data, predictive analytics and innovative problem-solving to enhance the experience of tāngata whaiora who use acute mental health services from service entry to exit including in and out of hospital. This includes after hours where the OC have full operational oversight. After-hours management in the MHAIDS Operations Centre have decision making authority in place to support and allocate casual staff when and where their skills and time will be most effectively used.

**The Operations Manager for this service is responsible for:**

- MHAIDS Operations Centre Staff
- MHAIDS Casual Pool
- After Hours Medical Rostering
- Regional Acute Day Service (RADS)
- Mental Health Needs Assessment and Service Coordination
- Primary Care Liaison
- Intake and Assessment

The MHAIDS Operations Centre is a shared service sector, with a focus on capacity/demand prediction, aiming to escalate to senior management any issues in an organised and coordinated way and working together as a sector alongside other functions and localities to address any acute issues.

### Primary Care Liaison Function- Local Adult Specialist Mental Health and Addiction Service

The Primary Care Liaison Service provides specialist advice to GPs and Nurse Practitioners (NPs) who are supporting patients with mental health and addiction needs. The service helps GPs and NPs develop specialist guided treatment plans, providing specialist support as early as possible. The PCL team role is the services who are supporting people who aren't in secondary mental health services but might need guidance around treatment.

**Specific service provisions:**

- Support for practices to provide diagnostic clarification, medication review or support with planning and connection with other services, as well as Local Adult Specialist Mental Health and Addiction Service.

- Provision of a telephone service, offering primary care clinicians real-time medication advice and case review.
- Work with practices to ensure any physical health needs as well as mental health needs for tāngata whaiora are monitored and managed.
- Education for primary care providers on intensive mental health assessment and treatment and the role of specialist mental health and addiction services.

## Purpose of the role

The core purpose of this role will be managing the interface/relationships between the Local Specialist Mental Health and Addiction Service and local primary care providers. This will ensure seamless transitions between primary/community and secondary services for tāngata whaiora and whānau. The Primary Care Function will be based in the workplace of a local primary health care provider and manage primary care liaison staff who will be based in local home bases in the Local Adult Specialist Mental Health Service.

The role will work in partnership with all services in the MHAIDS Operations Centre, including Mental Health Needs Assessment Service Coordination (MHNASC) and the Intake/Referral function, to ensure that the team works closely with internal and external stakeholders (tāngata whaiora, whānau and community) and delivers on its vision of an integrated approach to service delivery. They will also work closely with the other identified Local Service Leads within the locality to ensure that the needs of the wider community are met.

The Service Lead is an experienced mental health and addiction practitioner who, through their actions, privileges the voice of tāngata whaiora and demonstrates and values the contributions of our community partners and networks. They possess proficient leadership attributes and the ability to facilitate the development of primary mental health and addiction capacity, with the aim of providing the best outcomes for tāngata whaiora and whānau.

### Expected outcomes include:

- Increased capability, within Primary Care, to manage tāngata whaiora who are experiencing complex mental health challenges.
- Enhanced interface and relationships between MHAIDS and primary care.
- Faster access to primary mental health and addiction services National Mental Health target is either met or exceeded.
- Formal accountable processes and procedures via the Operational Accountability Forum.
- Effective transition through the Local Adult Specialist Mental Health and Addiction Service, with a particular focus on linking tāngata whaiora to their community primary care provider so exit from specialist services is facilitated.

## Key deliverables and competencies

- Supports the service to uphold the vision, model of care and principles of the Local Adult Specialist Mental Health and Addiction Service
- Fosters effective partnerships between NGOs, primary care providers, other organisations and the community.

- Leads the effective, efficient, and safe delivery of the service by providing timely access and advice to primary care providers to facilitate clinical decision making.
- Cultivates a team environment that is resilient and responsive to unanticipated changes.
- Ensures the active participation of tāngata whaiora and whānau as equal partners in care through the development of person and whānau led initiatives.
- Works in partnership with the Lived Experience Lead to support the implementation of the voices of tāngata whaiora and whānau in service delivery and design.
- Collaborates with the Equity Lead to support the embedding of Te Tiriti o Waitangi and Mātauranga Māori principles into operational plans and decision-making processes.
- Provide secretariat support to the Primary Care Operational Accountability forum including the development of an outcome framework.
- Develops a practice prioritisation framework in partnership with PHOs.
- Partner with the Mentally Well PFO team to review and align the packages of care (and similar) contracts across the districts.

## 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.

A temporary change of location to another base may be required in order to meet service requirements.

Key accountabilities	Deliverables / Outcomes
<b>1. General Accountabilities</b>	<ul style="list-style-type: none"> <li>The relational and communication skills required to form and maintain a strong clinical-management leadership partnership with the Principal Clinician and Lived Experience Lead for the locality.</li> <li>A commitment to working alongside internal and external stakeholders, such as leads of other localities/home bases, primary care providers, community NGO partners, and local hospital services to achieve positive outcomes for tāngata whaiora and whānau.</li> <li>Embedding peer support and the voices of tāngata whaiora and whānau into the locality home base and ensuring these are reflected at all levels of governance and delivery, reflecting our key principle of person-directed care.</li> <li>The ability to assist the Operations Manager and Clinical Leader in developing and maintaining the infrastructure required to effectively deliver the locality's proposed functions (e.g., clearly defined population outcomes, data collection, information technology, workforce training and development, etc.).</li> <li>Leads a culture of safe practice by ensuring that health and safety practice meets health and safety requirements at work legislation, and by applying the relevant district policies and processes.</li> <li>Leads and role models the application of Te Tiriti ō Waitangi statement and intent.</li> <li>Champions equity and diversity in the workplace.</li> </ul>
<b>2. Leadership</b>	<ul style="list-style-type: none"> <li>Ensures the Primary Care Liaison function operates according to the principles, vision and model of care of the Local Adult Specialist Mental Health and Addiction Service.</li> <li>Articulates a strong vision and provides leadership to achieve the overall district strategic goals and objectives.</li> <li>Cultivates an emotionally containing work environment and role models resilience and problem-solving.</li> <li>Collaborates with other Local Service Leads and Clinical Leaders/Principal Clinicians/Clinical Nurse Specialists to provide robust operational and clinical leadership.</li> <li>Role models the organisation's values and the commitment to Te Tiriti ō Waitangi and person-directed care.</li> <li>Ensures staff are competent and aware of their obligations to the spirit and intent of Te Tiriti ō Waitangi.</li> <li>Manages systems, processes, and resources that enable staff to meet the needs of tāngata whaiora and whānau.</li> <li>Is visible and accessible to all members of the team.</li> </ul>

	<ul style="list-style-type: none"> <li>• Establishes and maintains regular forums for staff communication regarding service development and district activities.</li> <li>• Attends local service network forums with NGO/Primary Care providers, actively participating and supporting the overall vision of integrated care in the localities.</li> <li>• Promotes the importance of building intentional partnerships to strengthen community connection, awareness and understanding of services available and how they could be utilised to support tāngata whaiora and whānau as part of their recovery journey.</li> <li>• Readily shares knowledge and skills, provides guidance and coaching to develop staff and promotes workforce development.</li> <li>• Maintains a strict sense of professional ethics, confidentiality and privacy and abides by the District Code of Conduct.</li> <li>• Manages team dynamics to ensure a cohesive, strong team.</li> <li>• Manages conflict situations, working to a constructive resolution</li> <li>• Identifies and manages clinical competency issues with the local home base leadership team.</li> <li>• Advocates for adequate fiscal and human resources to enable a safe practice environment.</li> <li>• Leads quality improvement.</li> <li>• Ensures documentation meets district, legal, contractual, and professional requirements.</li> <li>• Coordinates the development and review of clinical policies and procedures in line with best practice following appropriate district process.</li> <li>• Ensures direction and delegation activities result in safe care delivery.</li> <li>• Promotes and enables staff to participate in inter-professional team practice.</li> <li>• Promotes an environment where staff can exercise independent judgement and apply ethical principles to resolve clinical care issues.</li> <li>• Supports the implementation, monitoring and reporting of tools to assist with managing demand and appropriate allocation of resources, including caseload acuity.</li> <li>• Liaises with key stakeholders for effective capacity management and service flow as required.</li> </ul>
<b>3. Financial Resource Management</b>	<ul style="list-style-type: none"> <li>• Adheres to the district financial/contractual policies.</li> <li>• Manages within the internal budget.</li> <li>• Understands and can explain variances to the primary care liaison budget.</li> <li>• Initiates actions to address any budget variances.</li> <li>• Manages FTE Establishment within the budget.</li> <li>• Plans to minimise waste and support sustainability.</li> <li>• Works with the Service/Operations Manager, HR and Management Accountant to ensure accurate and timely FTE data is maintained.</li> </ul>
<b>4. Quality and Risk</b>	<ul style="list-style-type: none"> <li>• Champions an effective continuous quality improvement programme within the Primary Care Liaison service.</li> <li>• Use data and feedback (both qualitative and quantitative) to inform quality improvement activities.</li> </ul>

	<ul style="list-style-type: none"> <li>Identified risks are monitored, reported, and escalated as appropriate with risk mitigations implemented.</li> <li>Ensure locality/Mental Health and Addiction audit schedule activities completed and appropriate corrective action plans are developed, followed through and monitored when deficits in care are identified.</li> <li>Arranges support and debrief following events that have, or have the potential, to impact on staff.</li> <li>Ensures all staff have appropriate police vetting.</li> </ul>
<b>5. Workforce</b>	<ul style="list-style-type: none"> <li>Identifies and actions ways to recruit, develop and retain the workforce within the Primary Care Liaison function in line with the required skill mix to deliver the appropriate interventions.</li> <li>Is responsible for the ongoing professional development and performance appraisals for designated staff within the home base.</li> <li>Actively champions staff to complete and maintain their own professional development frameworks aligned with their professional and scope of practice.</li> <li>Ensures all Primary Care Liaison MHAIDS staff have a current Annual Practicing Certificate (APC).</li> <li>Ensures that staff are fulfilling their roles and responsibilities, including extra duties such as health and safety representative and pharmacy liaison.</li> </ul>
<b>6. Te Tiriti ō Waitangi</b>	<ul style="list-style-type: none"> <li>Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti ō Waitangi obligations are adhered to</li> <li>Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance.</li> <li>Demonstrates an awareness of health inequalities and supports workforce and wider service initiatives that contribute towards reducing these inequalities.</li> <li>Cultural competence is grown across the team, supporting inclusion and partnership.</li> </ul>
<b>7. Lived Experience Engagement</b>	<ul style="list-style-type: none"> <li>Is committed to upholding the Code of Expectations required by the Pae Ora Act 2022.</li> <li>Is committed to recovery, wellbeing, culturally responsive and person-directed service design and delivery within the home base.</li> <li>Will creates a culture that is safe and supportive of the lived experience and peer support workforce. Leading by example and supporting staff in training to improve knowledge and decrease experiences of discrimination.</li> <li>Values and prioritises the voice of lived experience and recognises its contribution and expertise within the Primary Care Liaison Service. This is demonstrated by working in partnership with the Lived Experience Lead to inform service design and delivery.</li> </ul>

## 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>Equity</b>	<ul style="list-style-type: none"> <li>• Is committed to achieving equitable health outcomes for Māori</li> <li>• Demonstrates a proactive stance on equity actions for the other priority populations (i.e., Pacific Peoples, Tāngata Whaikaha and Rainbow communities)</li> <li>• Demonstrates a willingness to personally take a stand for equity</li> <li>• Equity informed decision-making evident in the development of plans, strategies and actions that impact service delivery for Māori</li> <li>• Ensures that actions taken to address inequities are timely, effective, pragmatic and based on robust evidence and change methodologies</li> <li>• Challenges current processes and thinking, leading the development of new thinking that will deliver equitable outcomes</li> <li>• Works in partnership with Māori stakeholders to achieve equity goals for Māori and ensure Te Tiriti o Waitangi obligations are demonstrated</li> <li>• Supports Pacific-led responses</li> <li>• Supports disability-focused/tāngata whaikaha responses</li> </ul>
<b>Commitment to Te Āo Māori</b>	<ul style="list-style-type: none"> <li>• Demonstrates critical consciousness and on-going self-reflection in terms of the impact of your own culture on your professional practice</li> <li>• Cultural competency is current, contemporary and supports inclusivity and partnership principles</li> <li>• Good understanding and working knowledge of current Māori Models utilised in our service</li> <li>• Understands and demonstrates understanding of tikanga.</li> <li>• Actively encourages Māori concepts of whakawhanaungatanga in their daily work practices</li> <li>• Demonstrates MHAIDS values of Kotahitanga, Rangatiratanga and Manaakitanga in professional practice</li> </ul>
<b>Lived Experience</b>	<ul style="list-style-type: none"> <li>• Has an understanding of recovery that is trauma-informed, strength-based, and wellbeing orientated.</li> <li>• Has a good understanding of lived experience and the peer workforce</li> <li>• Can recognise the value of tāngata whaiora and whānau voices in quality improvement, service design and delivery</li> <li>• Can model partnership with lived experience, creating a culture that is safe and supported of the lived experience voice</li> <li>• Challenges stigma and discrimination</li> <li>• Understands the importance of involving whānau in care and recognises the need to be led by tāngata whaiora in its involvement</li> </ul>
<b>Dealing with ambiguity</b>	<ul style="list-style-type: none"> <li>• Can effectively cope with change</li> <li>• Can shift gears comfortably</li> <li>• Can decide and act without having the total picture</li> <li>• Isn't upset when things are up in the air</li> <li>• Doesn't have to finish things before moving on</li> <li>• Can comfortably handle risk and uncertainty</li> </ul>

<b>Composure</b>	<ul style="list-style-type: none"> <li>• Is cool under pressure</li> <li>• Does not become defensive or irritated when times are tough</li> <li>• Is considered mature</li> <li>• Can be counted on to hold things together during the tough times</li> <li>• Can handle stress</li> <li>• Is not knocked off balance by the unexpected</li> <li>• Doesn't show frustration when resisted or blocked</li> <li>• Is a settling influence in a crisis</li> </ul>
<b>Developing Direct Reports and Others</b>	<ul style="list-style-type: none"> <li>• Provides challenging and stretching tasks and assignments</li> <li>• Holds frequent development discussions</li> <li>• Is aware of each person's career goals</li> <li>• Constructs compelling development plans and executes them</li> <li>• Pushes people to accept developmental moves</li> <li>• Will take on those who need help and further development</li> <li>• Cooperates with the developmental system in the organisation</li> <li>• Is a people builder</li> </ul>
<b>Interpersonal Savvy</b>	<ul style="list-style-type: none"> <li>• Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation</li> <li>• Builds appropriate rapport</li> <li>• Builds constructive and effective relationships</li> <li>• Uses diplomacy and tact</li> <li>• Can diffuse even high-tension situations comfortably</li> </ul>
<b>Decision Quality</b>	<ul style="list-style-type: none"> <li>• Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgement</li> <li>• Most of their solutions and suggestions turn out to be correct and accurate when judged over time</li> <li>• Sought out by others for advice and solutions</li> </ul>
<b>Functional/Technical Skills</b>	<ul style="list-style-type: none"> <li>• Has the functional and technical knowledge and skills to do the job at a high level of accomplishment</li> </ul>
<b>Drive for Results</b>	<ul style="list-style-type: none"> <li>• Can be counted on to exceed goals successfully</li> <li>• Is constantly and consistently one of the top performers</li> <li>• Very bottom-line oriented; steadfastly pushes self and others for results</li> </ul>
<b>Managing Vision &amp; Purpose</b>	<ul style="list-style-type: none"> <li>• Communicates a compelling and inspired vision or sense of core purpose</li> <li>• Talks beyond today</li> <li>• Talks about possibilities</li> <li>• Is optimistic</li> <li>• Creates mileposts and symbols to rally support behind the vision</li> <li>• Makes the vision sharable by everyone</li> <li>• Can inspire and motivate entire units or organisations</li> </ul>

## Experience and Capability

### Experience and Capability

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

- Registration with appropriate professional body – e.g. New Zealand Nursing Council, New Zealand Social Work Registration Board

- A current APC and scope appropriate to place of work
- A personal commitment to on-going learning and development, including the attainment/maintenance of the PDRP or other applicable professional frameworks
- Post Graduate Diploma qualification, working towards Master's Degree (nursing or health-related)
- Experience in working in primary care practices and at least 5-7 years' experience as a frontline mental health clinician
- Development, implementation and monitoring of policies, audits, protocols, and guidelines.
- Competent computer skills
- Full NZ Drivers Licence
- Ability to consent and undergo a full Police Vetting Check under the Vulnerable Children's Act (2015)

**Someone well-suited to the role will also place a high value on the following:**

- Working in a way that is consistent and aligns with the values, principles, model of care and kaupapa of the new Local Adult Specialist Mental Health and Addiction Services
- Places value on seamless service delivery, to reduce the need for tāngata whaiora and whānau to repeat their stories to different services
- A commitment to work alongside lived experience and external stakeholders, such as NGO's, primary care, local community networks
- Thinking beyond the service and team to achieve the best outcomes for tāngata whaiora and whānau
- Demonstrated ability to be responsive, empathetic, culturally competent, and aware
- Intellectual curiosity - will ask questions and double check to make sure they have the facts before proceeding
- The ability to be flexible and adaptable, and to work under pressure.

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

Te Whatu Ora is committed to Te Tiriti ō 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.