

Position Description

Position	Occupational Therapy Support Worker
Team / Service	Regional Forensics & Inpatient Rehabilitation MH Services
Directorate	Mental Health, Addiction & Intellectual Disability Services (MHAIDS)
District	Capital, Coast, Hutt Valley & Wairarapa districts
Responsible to	Team Leader
Children's Act 2014	This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years
Location	Ratonga Rua o Porirua

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 health care 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

[TeWhatuOra.govt.nz](https://www.TeWhatuOra.govt.nz)

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*MHAIDS is the mental health, addiction and intellectual disability service
for the Capital, Coast, Hutt Valley and Wairarapa districts*

- 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:

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.

Service Perspective

The hospital and health services of the Districts provide a range of services, one such group of services includes Mental Health, Addiction and Intellectual Disability (MHAID) Service. The Service has over 1400 employees and annual revenue of \$135m.

MHAIDS spans two districts - Wairarapa, Capital, Coast and Hutt Valley and includes local, regional, and national services. The local MHAID services are provided from multiple sites within the sub-region – greater Wellington, Hutt Valley and Wairarapa. Te Korowai Whāriki services include regional forensic and rehabilitation services covering the Central region while the intellectual disability services extend the length and breadth of the country from six bases located in Whangarei, Auckland, Cambridge, Wellington, Christchurch, and Dunedin.

The core business of the Service is the provision of quality specialist services, integrated with primary and secondary providers in the communities we serve.

The Service is committed to the underlying principles of:

- Te Tiriti o Waitangi as the founding document of Aotearoa/New Zealand
- He Ara Oranga
- Mental Wellbeing Long Term Pathway
- Whakamaua – Māori Health Action Plan 2020-2025
- The New Zealand Disability Strategy: Making a World of Difference – Whakanui Oranga
- Intellectual Disability High and Complex Framework

The Service has access to business support services including People and Culture, and Finance. In addition, management and delivery of clinical services across the Service is underpinned by consultation, advice, and support from a range of cultural, consumer, and family advisors, and business, quality and organisational development personnel.

Team perspective

Tane Mahuta is an open rehabilitation unit for up to 34 people within Te Korowai Whāriki Rehabilitation Service. This is a regional innovative supportive service working with clients in supporting their journey with a multi-disciplinary team approach.

Role perspective Purpose of the role

The Mental Health Occupational Therapist Support Worker (OTSW) is part of the unregulated health workforce and therefore must always work under direction and/or delegation of an Occupational Therapist (OT). The OTSW role is task-specific and has defined boundaries.

The OTSW is part of a collaborative health care team; they assist the OT to meet the patient/client needs when it is appropriate for the OT to delegate aspects of care to a trained unregulated health OTSW role. The OTSW contributes to the successful operation of the OT team.

The OT may delegate aspects of the patient/client care activities to OTSWs when the work does not require professional knowledge, judgement and skill. The OTSW must seek guidance and supervision when needed. The OTSW may also be allocated service activities or duties that contribute to the service function and delivery.

OTSW working hours are normally Monday to Friday but this will depend on the area of practice.

Specific training will be provided to ensure the OTSW has appropriate skills according to the employer and service expectations.

The OTSW gives and receives feedback on their performance in an annual performance review with their line manager.

Purpose of the role

To provide effective and quality support and services to Tangata Whaiora/ Consumers / Whanau of Mental Health Services. To accept and carry out activities as delegated by Occupational Therapist, Team leader or their nominee. To ensure all duties are carried out to legal requirements and in a culturally safe manner.

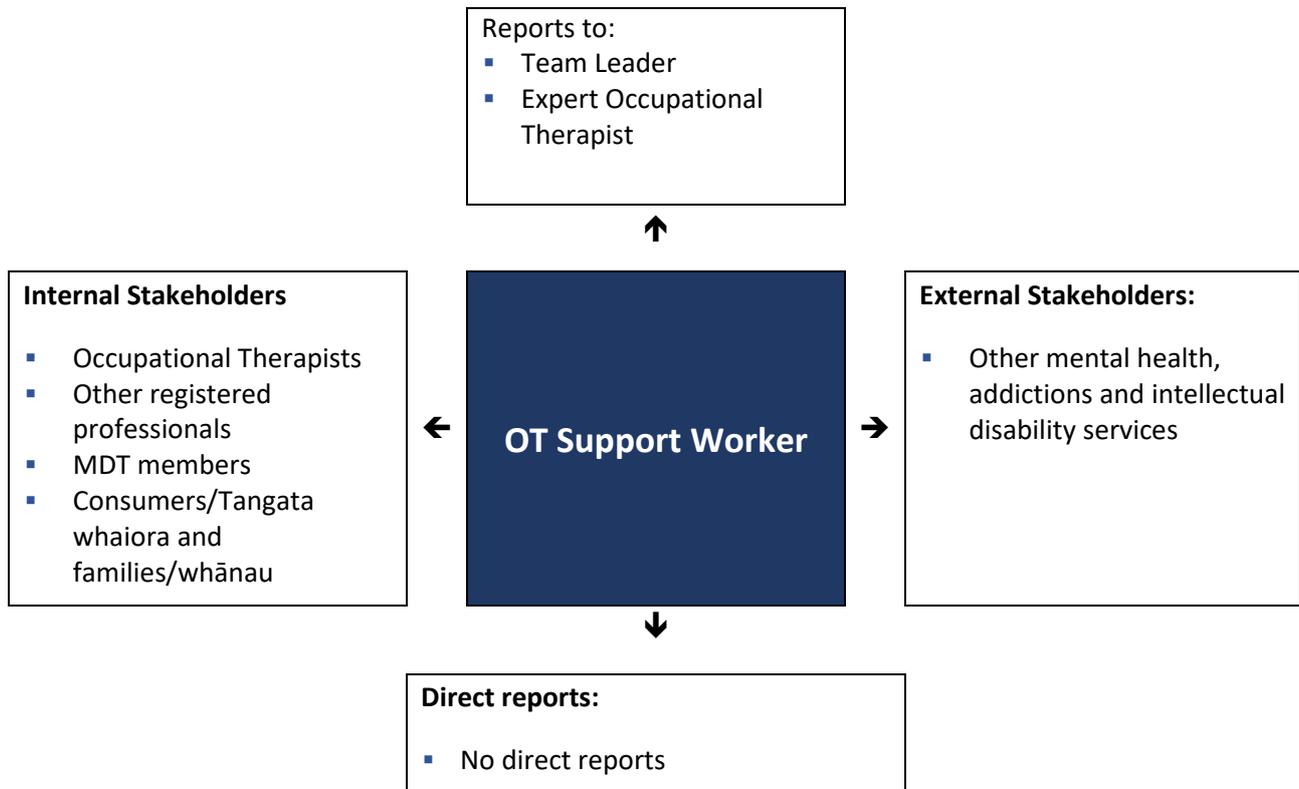
Key Accountabilities

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	Key Performance Indications/Measures
1. Client support	<ul style="list-style-type: none"> ▪ When directed attends clinical /MDT meetings for tangata whaiora / consumers and contributes to treatment plan ▪ Under the direction of a health professional provides support and assists with recreational, social and vocational activities. ▪ Reports and records observations and information which is relevant to tangata whaiora/consumers / whanau. ▪ Provides support and appropriate advice to tangata whaiora/consumers / whanau. ▪ Communicates effectively with tangata whaiora/consumers, their whanau and other members of the team.
2. Safe Environment	<ul style="list-style-type: none"> ▪ Emergency procedures are initiated when required. ▪ Works with team to keep the unit / service clean and tidy. ▪ Checks and maintains equipment and supplies as delegated.
3. Legal responsibilities	<ul style="list-style-type: none"> ▪ Maintains a high quality standard and professional approach to tangata whaiora/ consumer / whanau and others at all times. ▪ Receives regular supervision from Team Leader and/or clinical supervisor. ▪ Complies with Company policies and legislation relevant to the Service. ▪ Keeps appropriate records and provides statistics when required.
4. Maintain cultural safety	<ul style="list-style-type: none"> ▪ Feedback from consumers and whānau. ▪ Participates in cultural development; ▪ Able to deliver clinical practice in a culturally relevant context to Tangata Whaiora and whānau.
5. Self-development	<ul style="list-style-type: none"> ▪ Evidence of receiving supervision. ▪ Demonstrates knowledge of their job description. ▪ Know his/her own limitations and works within these. ▪ Participate in staff core competency training sessions (e.g. Infection Control, CPR assist, C&R, Fire and Moving and handling; SPEC). ▪ Guidance is sought in all situations for which training has not been given. ▪ Participates in staff education sessions.
6. Continuous Quality Improvement	<ul style="list-style-type: none"> ▪ Identifies improvement opportunities and notifies the manager of these; ▪ Participates in the service's quality improvement activities; ▪ Provides good patient/client service and is responsive to patient/client requests or complaints;

Key accountabilities	Key Performance Indications/Measures
	<ul style="list-style-type: none"> ▪ Complies with standards and works to improve patient/client satisfaction.
7. Risk Minimisation	<ul style="list-style-type: none"> ▪ Identifies risks and notifies the manager of these; ▪ Participates in risk minimisation activities; ▪ Complies with C&CD Reportable Events policy and other policies and procedures; ▪ Participates in audits.
8. Occupational Health and Safety	<ul style="list-style-type: none"> ▪ Has read and understood the Health & Safety policy and procedures; ▪ Actively supports and complies with Health & Safety policy and procedures; ▪ Evidence of support and compliance with health and safety policy and procedures including use of protective clothing and equipment as required, active participation in hazard management and identification process, and proactive reporting and remedying of any unsafe work condition, accident or injury; ▪ Complies with responsibilities under the Health and Safety in Employment Act 1992.

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
Commitment to Health and Independence Improvement Goals	<ul style="list-style-type: none"> ▪ Is committed to the values and goals of C&C DHB. ▪ Is committed to continuous learning and performance development. ▪ Encourages the development of all team members.
Teamwork	<ul style="list-style-type: none"> ▪ Develops and maintains positive relationships and works in partnership with other team members. ▪ Develops rapport and builds networks of constructive working relationships with key people. ▪ Effectively uses team dynamics and individual operating styles to build team processes and strengths. ▪ Shares knowledge and works cohesively with the team. ▪ 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.
Innovation	<ul style="list-style-type: none"> ▪ Is innovative in the development of business initiatives and projects. ▪ Is proactive and motivated and responds positively to new challenges and opportunities. ▪ Develops new and/or more effective work processes and systems through lateral thinking and creativity.
Work Approach	<ul style="list-style-type: none"> ▪ Is results focussed and committed to making a difference. ▪ Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected. ▪ Adjusts work style and approach to fit in with requirements. ▪ Perseveres with tasks and achieves objectives despite obstacles. ▪ Is reliable - does what one says one will. ▪ Consistently performs tasks correctly - following set procedures and protocols.
Communication	<ul style="list-style-type: none"> ▪ Practises active and attentive listening. ▪ Explains information and gives instructions in clear and simple terms. ▪ Willingly answers questions and concerns raised by others. ▪ Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged. ▪ Is confident and appropriately assertive in dealing with others. ▪ Deals effectively with conflict. ▪ Able to demonstrate effective written and electronic communication ▪ Effectively communicates to OT following directed tasks ▪ Able to adapt communication to different client needs/styles
Cultural Skills	<ul style="list-style-type: none"> ▪ 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. ▪ Implements strategies that are responsive to the health needs of Maori.

Experience and Capability

Essential qualifications, skills and experience

A. Knowledge, Skills & Experience:

- An interest in working with mental health tangata whaiora/consumer.
- Ability to work under guidance and according to treatment plans and guidelines developed.
- Ability to make an effective unit / team contribution.
- Ability to communicate clearly and effectively both written and oral.
- Ability to adapt within a changing environment.
- Excellent interpersonal and communication skills.
- Sensitive to the needs of tangata whaiora, staff and the public.
- Ability to maintain confidentiality.
- Understanding of the needs of other cultures.
- Strong consumer focus.
- Understanding of and adherence to C&C DHB's aims and objectives.

b) Essential Professional Qualifications / Accreditations / Registrations:

- At least NZQA level 3 or higher certificate or equivalent qualification

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

- Enthusiastic and energetic about the job.
- Basic group facilitation skills.
- Basic problem solving skills.
- Some care giving background.
- Mental health experience.
- Evidence of furthering own development.
- Able to set own values aside

d) Other:

- Current drivers license

**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.