

Position Description

Position	Allied Health Professional (Physiotherapist, Occupational Therapist, Social Worker)
Team / Service	Allied Health Early Response Team – Emergency Department Wellington Regional Hospital Inpatient Allied Health
Directorate	Community, Allied Health and Older Adults
District	Capital, Coast and Hutt Valley, Health New Zealand Te Whatu Ora
Responsible to	Allied Health Early Response Team Leader
Children’s Act 2014	This position is classified as a children’s worker, requiring a safety check including police vetting before commencing and every three years
Location	This position is based in the Emergency Department at Wellington Hospital, but may be required to work across the district

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 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.

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

MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. 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.

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

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.

Team/Service Perspective

Allied Health (AH) teams work across the continuum of care – in community settings, in outpatient clinics, and inpatient wards, to support and enable people to live well.

The setup of this new Emergency based team across the winter period is to support the ongoing development of the Allied Health Response in ED and respond to the Shorter Stays in ED targets.

The team will consist of two Allied Health practitioners working in an Allied Health Flow Navigator role with an Occupational Therapist, Physiotherapist and Social Worker working as Allied Health Professionals in an interprofessional manner, supported by a Team Leader. Clinicians work in a rostered and rotating model, to provide a 7 day a week service, working extended hours. The role will also work alongside existing Allied

Health teams working at the Front of Whare (ED / Short stay units) with the model of care supporting a rapid response approach.

The Allied Health Early Response Team provides inter-professional allied health assessment and intervention to prevent hospital admission and facilitate discharges 7 days a week, working alongside the Allied Health Flow Navigators in ED who identify, facilitate, and expedite response to Allied Health referrals.

This will ensure referrals come from the right service, at the right time, across three primary cohorts:

- patients discharged via Rohe Kakariki/Ambulatory care
- patients seen in and discharged from ED
- patients admitted to a ward from ED

Purpose of the role

This position is responsible for providing quality inter-professional assessment and intervention to clients in the Wellington Hospital Emergency Department (ED), supporting admission prevention and proactive, early discharge planning.

This role will:

- Provide Allied Health intervention in the Emergency Department to provide clinical support in an interprofessional model, where safe and appropriate, to enable discharge from ED
- Respond to Allied Health referrals where specialist assessment or intervention is indicated
- Support a discharge-first perspective for Allied Health clinicians across inpatient settings, through early identification of clinical criteria for discharge and key enablers to returning home
- Identify further opportunities for improvement and strengthening the Allied Health workforce through supporting data collection and capturing unmet need for allied health intervention
- Education to referrers and to patients around the role of Allied Health will be provided where appropriate.

Clinical skills

To safely and effectively meet the needs of the people we work with, the allied health professional in this position will need excellent clinical reasoning and clinical communication skills, with experience across settings.

Skills in engaging with our populations to understand and prioritise their needs and identify and manage any risks that are present, along with in-depth problem solving will be required.

Key Accountabilities

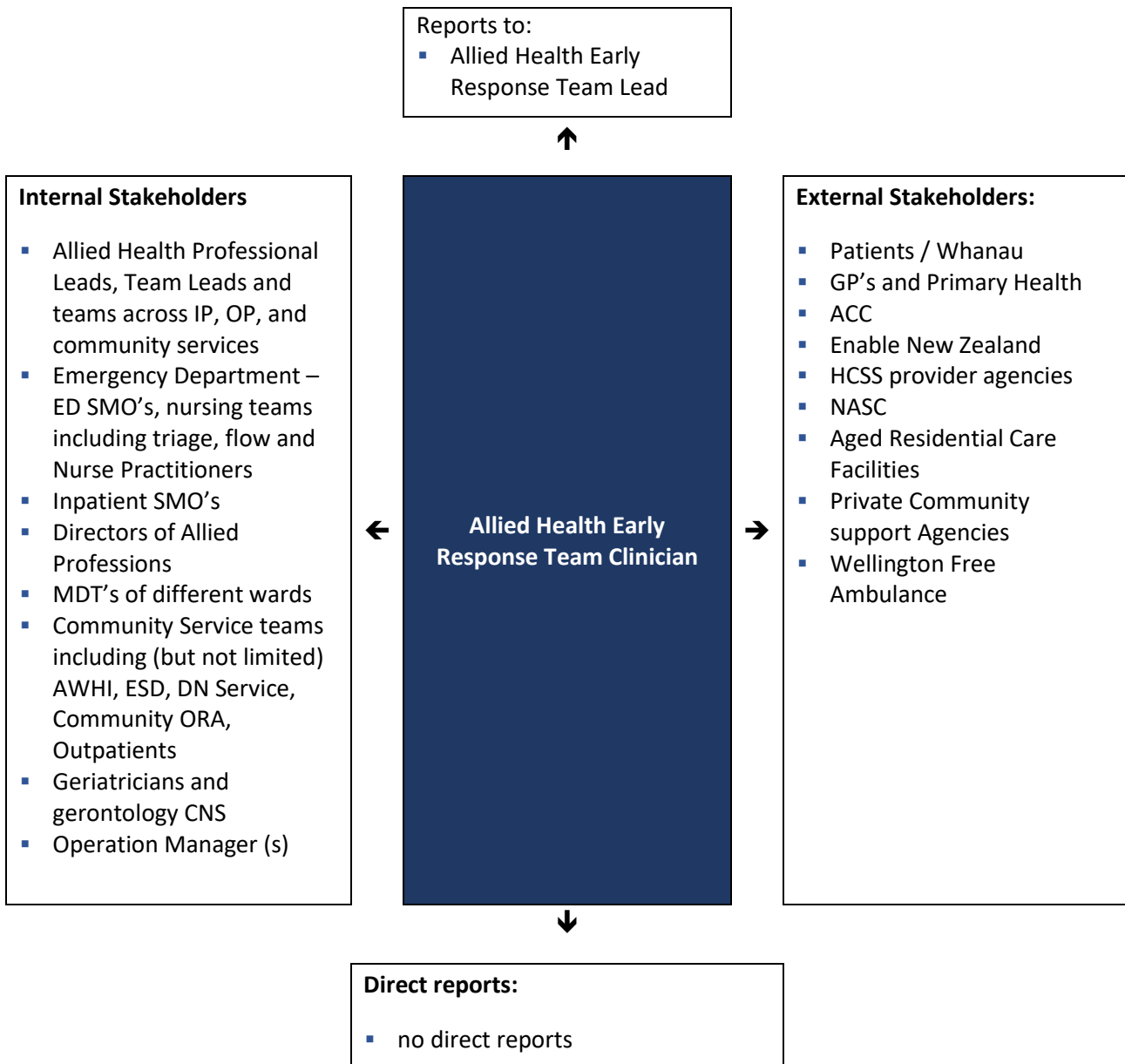
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes
Clinical Practice	<p>Provide high quality, effective, patient-centred and clinically safe interprofessional serviced to Allied Health Early Response Team patients.</p> <p>Provide expert clinical inter-professional assessment of Allied Health Early Response Team patients in ED, patient home or inpatient setting.</p> <p>Recommendations regarding admission and discharge is based on thorough inter disciplinary assessment.</p> <p>Recommendations are communicated to the wider team in an appropriate, timely and professional manner.</p> <p>Uses advanced skills, clinical reasoning, best practice evidence and professional judgement to ensure sound decision making.</p> <p>Is involved in short term treatment/intervention programmes aimed at keeping patients safely at home to prevent unnecessary presentations to the hospital.</p> <p>Referrals are processed in a manner that ensures the patient’s needs are met based on complexity and urgency.</p> <p>Referrals for ongoing services/needs/equipment are processed in a timely and efficient manner.</p> <p>Effective communication and collaboration with the entire team and wider MDT.</p> <p>Identifies situations of clinical risk and takes action to ensure a safe environment of care.</p> <p>Responds to information and enquiries from patients, family/whanau and stakeholders in a timely manner and works to find a solution.</p> <p>Service delivery will require all team members to participate in a 7-day rostered service.</p> <p>Demonstrates culturally and clinically safe practice.</p> <p>Monitors clinical outcomes and manages variance to agreed pathways and policy.</p> <p>Focuses on customer service and communication whilst maintaining accurate and up to date clinical documentation regarding all aspects of care.</p> <p>Flexibly work across teams to facilitate discharge and prevent admission.</p>

	<p>Carries out specialised assessments and makes recommendations/applications for people with short/long term needs, such as housing solutions, equipment provision and package of care.</p> <p>Assessment, and funding applications completed, and</p> <p>Reports/recommendations provided to Te Whatu Ora Capital Coast, Enable, ACC, Access ability and other agencies as per contractual agreements.</p> <p>Attends appropriate clinics, meetings and ward rounds to ensure high quality client care is maintained.</p>
<p>Leadership and Management</p>	<p>Works collaboratively, challenges silo thinking, and supports colleagues to achieve the best outcomes.</p> <p>Undertake key duty role management to ensure effective daily operation of the service as per roster.</p> <p>Supports the development of staff through clinical supervision as delegated.</p> <p>Acts as an effective clinical role model.</p> <p>Actively participates in the team and discipline specific In-service training programme.</p> <p>Committed to and demonstrates ongoing learning to enhance clinical skills.</p> <p>Represents the team in relevant working groups</p>
<p>Teaching and Learning</p>	<p>Maintains and extends own clinical expertise and professional development and meets regulatory standards for a professional annual practicing certificate.</p> <p>Actively seeks feedback on performance, participates in the performance appraisal process.</p> <p>Attends and is actively involved in team in-services, departmental in-service training sessions to ensure a high standard of interprofessional service delivery and development</p> <p>Actively involved in supervision and where trained and appropriate provide supervision to supervisees.</p>

<p>Service Improvement and Research</p>	<p>Contributing to service improvement initiatives</p> <p>Committed to identify and pursue opportunities for developing new knowledge and skills</p> <p>Works collaboratively with team to foster an efficient and effective service.</p> <p>Participating in audits or evaluations to improve patient outcomes, effectiveness, efficiency and safety of care/practice.</p> <p>Identifying gaps in service delivery and proposing solutions.</p>
<p>Other Duties</p>	<p>Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</p> <p>You respond positively to requests for assistance, demonstrating adaptability and willingness.</p>

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
Problem Solving	<ul style="list-style-type: none"> Uses rigorous logic and methods to solve difficult problems with effective solutions Probes all fruitful sources for answers Can see hidden problems' Is excellent at honest analysis Looks beyond the obvious and doesn't stop at the first answer
Priority Setting	<ul style="list-style-type: none"> Spends his/her time and the time of others on what's important Quickly zeroes in on the critical few and puts the trivial many aside Can quickly sense what will help or hinder in accomplishing a goal Eliminates roadblocks Creates focus
Decision Quality	<ul style="list-style-type: none"> Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgement Most of his/her solutions and suggestions turn out to be correct and accurate when judged over time Sought out by others for advice and solutions
Interpersonal Savvy	<ul style="list-style-type: none"> Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation Builds appropriate rapport Builds constructive and effective relationships Uses diplomacy and tact Can diffuse even high-tension situations comfortably
Action Orientated	<ul style="list-style-type: none"> Enjoys working hard. Is action orientated and full of energy for the things he/she sees as challenging Not fearful of acting with a minimum of planning, seizes more opportunities than others
Team Work	<ul style="list-style-type: none"> Develops constructive working relationships with other team members. Has a friendly manner and a positive sense of humour.

Competency	Behaviours
	<p>Works cooperatively - willingly sharing knowledge and expertise with colleagues.</p> <p>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.</p> <p>Supports in word and action decisions that have been made by the team.</p> <p>Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community.</p>

Experience and Capability

A. Knowledge, Skills & Experience:

Someone well-suited to the role will be able to:

- Demonstrate advanced problem-solving skills, judgement and clinical reasoning skills
- Demonstrate ability to develop and implement quality and service improvement initiatives.
- Accredited Assessor with Enable New Zealand or with service accreditation
- Ability to identify and respond appropriate to family harm and child abuse cases in an acute setting (VIP training will be provided)
- Demonstrate 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 your role.
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

B. Essential Professional Qualifications / Accreditations / Registrations:

- A relevant graduate and post-graduate qualification (Physiotherapy/Occupational therapy/Social work).
- Current Annual Practicing Certificate
- A minimum of 5 years post graduate experience preferred.
- NZ Full Drivers Licence
- Experience in implementing Te Tiriti o Waitangi in action.

Desired:

- Experience working in the Community
- Knowledge and experience of Enable New Zealand (OT & Physio)
- Knowledge of ACC and Needs Assessment processes

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.