

Position Description

Position	Clinical Coordinator
Team / Service	Special Maternal Mental Health Service
Directorate	Mental Health, Addiction & Intellectual Disability Service
District	Capital, Coast & Hutt Valley and Wairarapa Districts
Responsible to	Team Leader, SMMHS
Location	Te Whare Tipu, Mount Victoria, Wellington. From time to time, in response to overall service demand and after discussion with your manager, you may be required to work in other areas/multiple locations 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, 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:

- Mana whakahaere** Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.
- Mana motuhake** Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori.
- Mana tāngata** Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.
- Mana Māori** Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

Te 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.

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 District provides 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.

Specialist Maternal Mental Health (SMMH)

SMMH is a mental health service for those who develop moderate to severe mental health issues during their pregnancy, and/or in the postnatal period up to 12 months at the point of referral.

This regional service offers direct service provision in the Greater Wellington region including Wairarapa providing assessment, treatment and intervention to support clients and their whanau, as well as consultation/ liaison to other health professionals. As well as a part-time consultation / liaison role in the Wairarapa.

Purpose of the role

To coordinate the day-to-day clinical activity of the team, ensuring timely access to services and efficient client flow, whilst upholding high clinical standards and supporting quality initiatives. To contribute to the professional development of staff whilst being cognisant of team objectives and overall service development.

Key Accountabilities & Capabilities

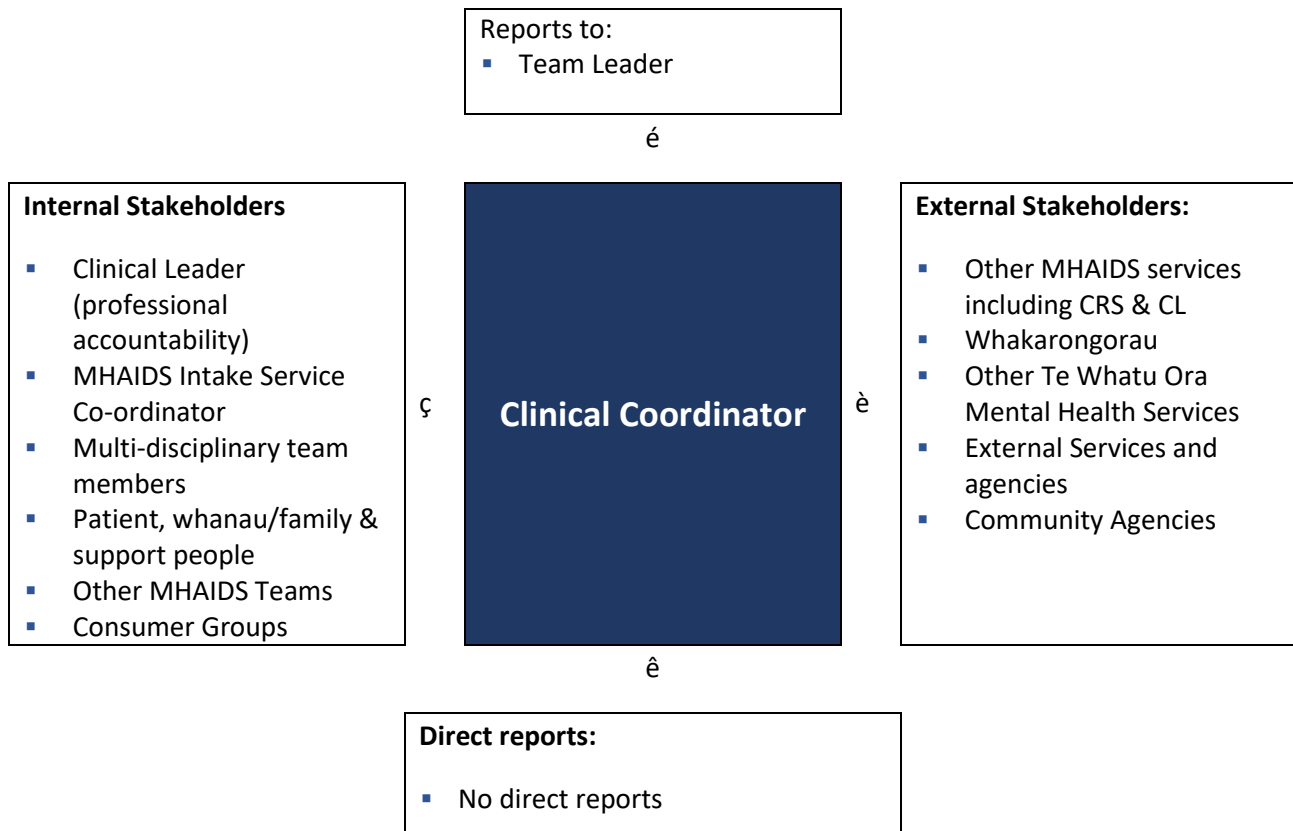
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes
1. General accountabilities	<ul style="list-style-type: none">▪ Works alongside team Leader and Operational Manager to ensure that the needs of tāngata whaiora of the Service are met appropriately.▪ Assists the Service to work closely with relevant community areas and has strong links with relevant NGO and primary care providers ensure an integrated approach.▪ 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.▪ Shares with other team members the representation of our Service at relevant community network forums/meetings.▪ Understands the roles and functions of other MHAIDS teams and services and can support team members to work in partnership with other parts of the MHAIDS/Mental Health and Addiction system (internally and externally).▪ Works closely alongside the Regional Perinatal MH Coordinator to develop and achieve strong local networks with external stakeholders and community services.
2. Leadership	<ul style="list-style-type: none">▪ Ensures the team works to the vision, values and principles of the model of care.▪ Identifies and responds to issues that might affect the clinical pathway of individual team members and the service in general.▪ Supports staff/team members to understand their roles and responsibilities.▪ Facilitates supportive teamwork and fosters a safe and supportive environment for staff▪ Assists with facilitating/co-ordinating the orientation and development of new staff, learning staff and visitors.▪ Develops collaborative relationships with other MHAIDS services, NGOs, and primary care providers.▪ Works with Team Leader to monitor and manage staffing levels within the Service and escalates any risks/staffing

Key accountabilities	Deliverables / Outcomes
	<p>shortages to Team Leader/Operations Manager for management and resolution.</p> <ul style="list-style-type: none"> ▪ Is aware of KPI's and supports team leader with staff meeting these or provides leadership to develop plans to address discrepancies ▪ Takes over some of the tasks of the Team Leader to cover for short-term absences (e.g. approving leave, training requests, managing disputes) and when/if specifically requested. ▪ Leads by example by showing exemplary practice standards in their own clinical work.
3. Coordinate the Service	<ul style="list-style-type: none"> ▪ Works with TL to provide leadership with team functions, specifically triage of referrals, Te Ara Oranga pathway and processes; monitoring of tāngata whaiora allocation ▪ Clinically prioritises referrals and identifies within Intake pathway ▪ Monitors wait times and delays for initial assessments and responds to issues effectively. ▪ Directs the response to crises and supports staff during and after significant events. ▪ Has an advanced knowledge of clinical risk and can confidently escalate issues of risk appropriately.
4. Team Work	<ul style="list-style-type: none"> ▪ Facilitates supportive teamwork and works to develop a safe and supportive environment for staff. ▪ Contributes to facilitating and overseeing the orientation and development of new staff and visitors. ▪ Develops collaborative relationships with other MHAIDS services, NGO's, and GP's. ▪ Assists other staff to work through difficult situations or questions in relation to their clinical work. ▪ Leads by example by showing exemplary practice standards in their own clinical work.
5. Staff Development	<ul style="list-style-type: none"> ▪ Works with the Team Leader to support team with regular caseload reviews and performance appraisals. ▪ Identify staff who may require assistance in their performance and work with the Team Leader to address performance issues. ▪ Colleagues and students of all disciplines are assisted with practice development ▪ Assists staff with identifying professional development opportunities. ▪ Assists in the development of training opportunities.
6. Quality Improvement	<ul style="list-style-type: none"> ▪ Ensures that the team works to relevant policies and guidelines and raises any issues in these areas. ▪ Attends related groups by request from Team Leader/other management and is available to assist in the development and sustainability of initiatives. ▪ Assists the Team Leader to support staff to meet their KPI's, such as completion of paperwork and reviewing clients within timeframes.

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"><li data-bbox="587 271 1366 331">▪ Is aware of the required audits and participates effectively as required/requested in their completion.<li data-bbox="587 338 1417 434">▪ Is aware of national /international contemporary practice and research in the area of perinatal mental health. Considers how to utilise this to support team and service development.

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
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 ▪ Works cooperatively - willingly sharing knowledge and expertise with colleagues; ▪ 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 ▪ Supports in word and action decisions that have been made by the team ▪ Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community.
Quality and Innovation	<ul style="list-style-type: none"> ▪ Provides quality service to those who rely on one's work ▪ Looks for ways to improve work processes - suggests new ideas and approaches ▪ Explores and trials ideas and suggestions for improvement made by others ▪ Shows commitment to continuous learning and performance development.
Taking responsibility	<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.
Integrity and Trust	<ul style="list-style-type: none"> ▪ Is widely trusted ▪ Is seen as direct, truthful individual ▪ Can present the unvarnished truth in an appropriate and helpful manner ▪ Keeps confidences ▪ Admits mistakes ▪ Doesn't misrepresent him/herself for personal gain.
Customer Focus	<ul style="list-style-type: none"> ▪ Is dedicated to meeting the expectations and requirements of internal and external customers ▪ Gets first-hand customer information and uses it for improvements in products and services ▪ Acts with customers in mind ▪ Establishes and maintains effective relationships with customers and gains their trust and respect.
Priority Setting	<ul style="list-style-type: none"> ▪ Spends his/her time and the time of others on what's important ▪ Demonstrates effective time management, with focus on priority matters

Competency	Behaviours
	<ul style="list-style-type: none"> ▪ Can quickly sense what will help or hinder accomplishing a goal ▪ Eliminates roadblocks;
Partnership with Maori	<ul style="list-style-type: none"> ▪ Understands the principals of Te Tiriti o Waitangi and how these apply within the context of health service provision ▪ Applies the notion of partnership and participation with Māori within the workplace and the wider community ▪ Promotes and participates in targeting Māori health initiatives by which Māori health gains can be achieved. Implements strategies that are responsive to the health needs of Māori.

Experience and Capability

Essential qualifications, skills and experience

A. Knowledge, Skills & Experience:

- Previous experience in working as a MH Professional, at a senior level. with mental health consumers and disability consumers in a public sector health setting would be essential.
- Good working knowledge of Te Ara Oranga/client pathway
- Good at facilitating and maintaining quality relationships and cooperation at different levels

B. Essential Professional Qualifications / Accreditations / Registrations:

- Registered MH Professional with current annual practicing certificate
- Current full NZ driver's licence with ability to drive a manual and automatic car
- Proficiency in Microsoft Office, Word, Outlook, PowerPoint, Internet resources and e-mail
- A high standard of written and spoken English.

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

- Providing high quality care for the consumer
- A commitment and understanding of the Te Tiriti o Waitangi (and application to health) and a willingness to work positively in improving outcomes for Māori
- Working collaboratively with other clinicians
- Ensuring that they follow through on their work
- Delivering identified outcomes

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

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