

Position Description

Position	Personal Assistant
Sector	Central Regional Forensics & Inpatient Rehabilitation Services
Directorate	Mental Health, Addiction & Intellectual Disability Service (MHAIDS)
District	Capital, Coast, Hutt Valley & Wairarapa districts
Responsible to	Clinical Director & Forensic Director Area Mental Health Services (DAMHS)
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 may have to work from multiple locations across the district but will predominantly be based at Te Korowai Whariki, 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 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

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

Te Korowai Whāriki is a regional and national service provider with its own unique identity and stakeholders. Staff are based in various locations in the Central Region, from Gisborne to Whanganui through to Wellington. Te Korowai Whāriki services are both inpatient and community based.

The Regional Forensic and Rehabilitation Inpatient Mental Health Service:

The role of the Regional Forensic and Rehabilitation Inpatient Mental Health Service at Te Korowai Whāriki is to provide inpatient and outpatient care for both youth and adult clients. The regional arm includes the Central Regional Forensic Mental Health Service, Youth Forensic Service and Rehabilitation and Extended Care inpatient Service. This position is located in the regional arm of Te Korowai Whāriki which includes the Central Regional Forensic Mental Health Service. The Forensic Mental Health Service operates at the interface between Mental Health Services and the Justice System and works within the following settings – prisons, courts, community, and inpatient. The Service offers assessment and rehabilitation services to:

- Mentally disordered defendants charged with criminal offences
- Offenders who have psychiatric illness

The Central Regional Forensic Mental Health Service provides the acute inpatient service which consists of Pūrehurehu (male only 15 bed unit) and Rangipapa (mixed gender 13 bed unit). Pukeko House and Saunders House are attached to Rangipapa unit. Both facilities provide rehabilitation/recovery step-down services for a total of 8 tangata whaiora/service users within the inpatient forensic system. The service also has access to low secure and open beds as well as longer stay beds in the Rehabilitation Inpatient Service and there is a close interface between the two services.

The service's inpatient buildings are mainly located on the grounds of what was once Porirua Hospital, and have been given the name of Ratonga-Rua-o Porirua, translating to "The Two Services of Porirua". The site is unique in design and has purpose-built buildings, including Papatuanuku (Administration/Forensic community team offices), Tangaroa (Activity Centre), Rūaumoko (Māori cultural centre), Vaka O Le Pasifika (Pasifika cultural centre) and Chapel which is also used as a drop-in centre for clients. The Regional Forensic and Rehabilitation Services share the use of several buildings across the campus.

Purpose of the role

A key responsibility for the Personal Assistant is the effective and efficient provision of all administrative services to a high quality to the Clinical Director and Director of Area Mental Health Services (Forensic and Rehabilitation). The Personal Assistant ensures administrative support provided to all health professionals in the operational area and information required by other MHAID services, is timely and accurate.

To allow for and sustain flexibility within the changing MHAIDS environment, and to meet contractual requirements, the Personal Assistant from time to time will be required to undertake project work and other tasks as may be assigned.

The role will work collaboratively with the other EAs/PAs across the MHAID Service and will:

- Provide professional administrative and secretarial support to the Clinical Director/Director of Area Mental Health Services (DAMHS) & Clinical Lead for the Forensic & Rehabilitation Services
- Work with other PAs/EAs in ensuring that there is consistency of practice across the MHAID Service
- Work with other PAs/EAs to ensure there is equitable distribution of workload amongst administration staff within their operational area.

The role also works in collaboration and co-operation with the other EAs/PAs in each Regional Forensic Service across Aotearoa New Zealand and internal and external stakeholders.

Key Accountabilities

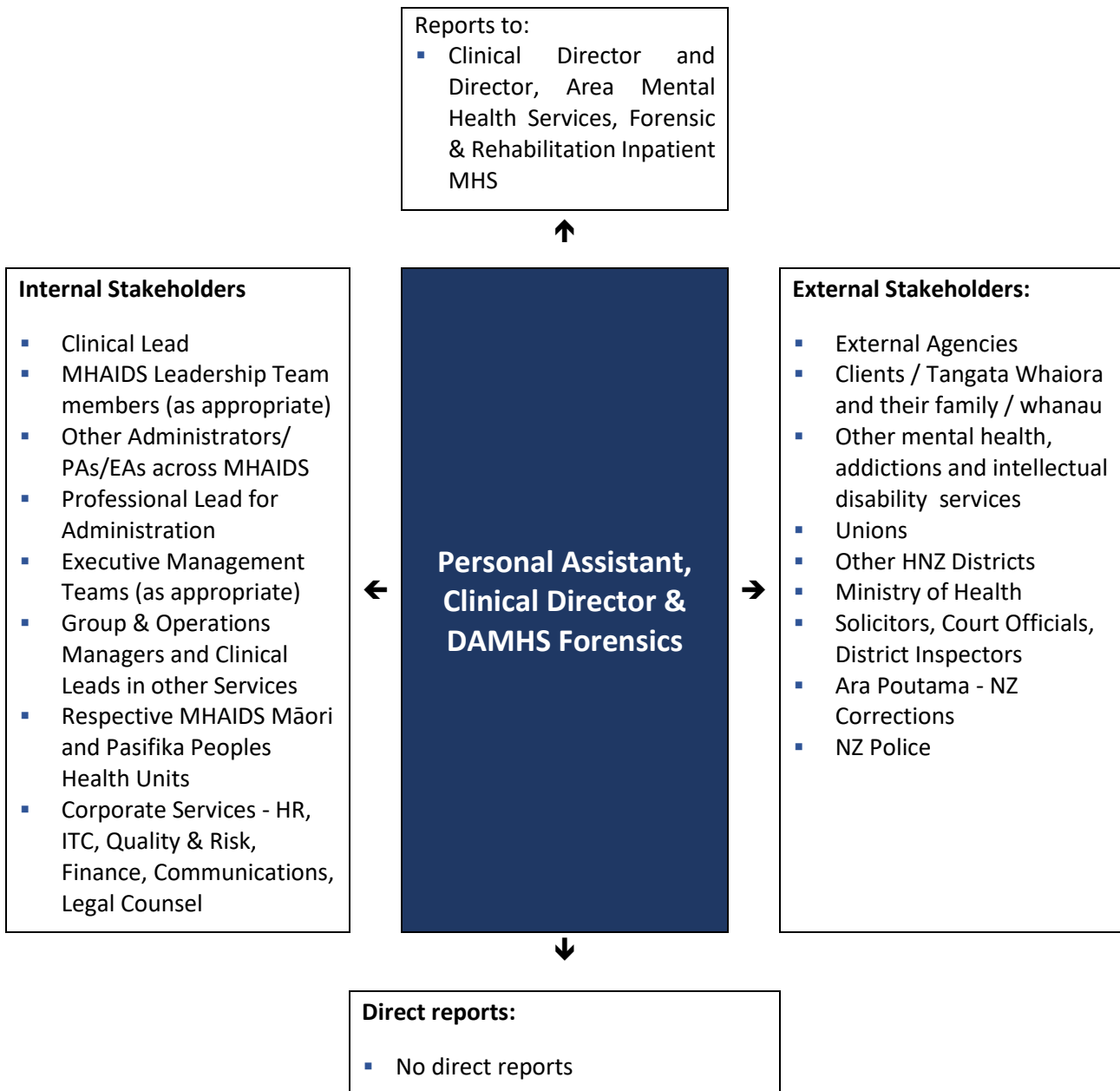
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables/Outcomes	Key Performance Indications/Measures
<p>1. Administrative Support <i>Provides a confidential service to the Clinical Director/Forensic DAMHS</i></p>	<ul style="list-style-type: none"> ▪ Provision of an overall administration service in accordance with the Business Plan and Service Initiatives, supporting service co-ordination and service delivery; ▪ Builds and maintains networks and working relationships with people who are external and internal stakeholders of the service area; ▪ Works with Clinical Director & Forensic DAMHS to ensure all administrative key performance indicators for each of the services are met and reported on; ▪ Coordinate meetings, communication, reports and other relevant support for Clinical Director & Forensic DAMHS where appropriate; ▪ Supports Clinical Director & Forensic DAMHS in meeting deadlines. 	<ul style="list-style-type: none"> ▪ Understands the MHAID Service as well as their own area and contemporary administrative practices in this setting; ▪ Diary is managed efficiently; ▪ Tasks and file are managed; ▪ Correspondence is managed and responded to efficiently; ▪ Reports, documents, spreadsheets and presentations are drafted, compiled, edited and finalised, accurately, of a high quality and within timeframes; ▪ Meetings are organised and arranged as and when required.
<p>2. Information and Business Management <i>Effective management of information received for special patients, Victim notifications and any other planning processes as required – ensuring administrative support functions are meeting the needs of management and staff</i></p>	<ul style="list-style-type: none"> ▪ Co-Ordinates Mental Health Service-wide management of special patient leave & reviews ▪ Administrative support to the TKW Clinical Governance Committee for agendas and minutes ▪ Support MHAIDS in the management of reportable, serious and sentinel events for special patients ▪ Co-Ordinate Mental Health Service-wide management of victim notification register ▪ Administering the database for special patient leave 	<ul style="list-style-type: none"> ▪ Efficient and effective application of the administration process of special patient leave ▪ Efficient and effective application of the administration process of the Victim Notification Register ▪ Efficient and effective application of the administration process of the Special Patient Reviews ▪ Effective administration support to the TKW Clinical Governance Committee

<p>3. Customer Service</p> <p><i>Provides professional frontline service for the management team</i></p>	<ul style="list-style-type: none"> ▪ Displays a courteous and friendly demeanour at all times when dealing with internal and external contacts; ▪ Communicates directly with the Clinical Director & DAMHS direct reports advising them on matters pertaining to their operations. 	<ul style="list-style-type: none"> ▪ Customer feedback; ▪ Feedback from Clinical Director & DAMHS and the clinical teams.
<p>5. Team Functions</p> <p><i>Participate in and encourage a team functioning approach and to support effective communication.</i></p>	<ul style="list-style-type: none"> ▪ Contribute to operational needs of the area; ▪ Participation in team projects as required; ▪ Undertake special projects and others services as required; ▪ Support and advice to be offered to the team(s) when required. 	<ul style="list-style-type: none"> ▪ Good communication and relationships to be maintained with all staff.
<p>6. Professional Development</p>	<ul style="list-style-type: none"> ▪ Participates in appropriate training & development 	<ul style="list-style-type: none"> ▪ Development activity as agreed with Clinical Director & Forensic DAMHS
<p>7. Legal Requirements</p>	<ul style="list-style-type: none"> ▪ Is familiar with legal aspects of the Mental Health (Assessment & Treatment) Act, Criminal Procedure (Mentally Impaired Persons) Act, Intellectual Disability (Compulsory Care & Rehabilitation) Act, and Children Young Persons' & Their Families Act; ▪ Is familiar with the Privacy Act and Health & Information Act. 	<ul style="list-style-type: none"> ▪ All reports from the data entered is accurate and up to date ▪ Accurate records relating to clients under the Mental Health Act, CP(MIP) Act are maintained
<p>8. Quality and Risk Improvement</p> <p><i>Actively contributes to Continuous Quality and risk improvement activities</i></p>	<ul style="list-style-type: none"> ▪ Identifies improvement opportunities and notifies management of these ▪ Provides good client service and is responsive to client requests ▪ Complies with CCHVWai District Reportable Events Policy policies and procedures; ▪ Actively contributes to continuous quality improvement activities within the service. 	<ul style="list-style-type: none"> ▪ Actively contributes to risk minimisation activities within the service.

<p>9. Occupational Health & Safety</p>	<ul style="list-style-type: none"> ▪ Proactive Health & Safety systems and management are in place. 	<ul style="list-style-type: none"> ▪ Has read and understood the Health & Safety policy and procedures ▪ Actively supports and complies with health & safety policy 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
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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
Strategic Agility	<ul style="list-style-type: none"> ▪ Sees ahead clearly; ▪ Can anticipate future consequences and trends accurately; ▪ Has broad knowledge and perspective; ▪ Is future oriented; ▪ Can articulately paint credible pictures and visions of possibilities and likelihoods; ▪ Can create competitive and breakthrough strategies and plans.
Integrity and Trust	<ul style="list-style-type: none"> ▪ Is widely trusted; ▪ Is seen as a direct, truthful individual; ▪ Can present the unvarnished truth in an appropriate and helpful manner; ▪ Keeps confidences and admits mistakes; ▪ Doesn't misrepresent her/himself for personal gain.
Dealing with Ambiguity	<ul style="list-style-type: none"> ▪ Can effectively cope with change; ▪ Can shift gears comfortably; ▪ Can decide and act without having the total picture; ▪ Isn't upset when things are up in the air; ▪ Doesn't have to finish things before moving on; ▪ Can comfortably handle risk and uncertainty.
Composure	<ul style="list-style-type: none"> ▪ Is cool under pressure; ▪ Does not become defensive or irritated when times are tough; ▪ Is considered mature; ▪ Can be counted on to hold things together during tough times; ▪ Can handle stress; ▪ Is not knocked off balance by the unexpected; ▪ Doesn't show frustration when resisted or blocked; ▪ Is a settling influence in a crisis.
Planning	<ul style="list-style-type: none"> ▪ Accurately scopes out length and difficulty of tasks and projects; ▪ Sets objectives and goals; ▪ Breaks down work into the process steps; ▪ Develops schedules and task/people assignments.
Organising	<ul style="list-style-type: none"> ▪ Can marshal resources (people, funding, material, support) to get things done; ▪ Can orchestrate multiple activities at once to accomplish a goal; ▪ Uses resources effectively and efficiently; ▪ Arranges information and files in a useful manner.
Teamwork	<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;

Competency	Behaviours
	<ul style="list-style-type: none"> ▪ Shows an understanding of how one’s own role directly or indirectly supports the health and independence of the community.
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.
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.
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; ▪ Accesses resources to make sure culturally appropriate and language appropriate services are provided; ▪ Draws on a client's own cultural resources and support frameworks.
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.

Experience and Capability

Essential qualifications, skills and experience

A. Knowledge, Skills & Experience:

- Sound experience in developing and maintain administrative procedures
- At least 3 years administrative experience is essential
- Has demonstrated versatility and a high standard of work performance
- Competent in the operation of MS Office and appropriate software to support specific tasks
- Well developed oral and written communication skills
- Proven ability to prioritise workload and deal with multiple tasks in pressure situations
- Ability to work professionally with all ethnic and cultural groups
- Understand the principles and requirements of confidentiality and privacy of information held by an organisation under the Privacy Act, Health Information Act and related legislature

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

- Ability to establish good rapport with staff and possess tact and diplomacy and a sense of humour
- Proven ability to work as part of a team, as well as independently
- Demonstrated ability to learn to exercise initiative, judgement and make sound decisions within the scope of assigned authority
- Commitment to customer service
- Good at anticipating needs and acting on them
- No job is too small or too big attitude
- Has a current driver's licence and maintains it current
- Effective time management, working closely with CD/DAMHS to establish priorities and follow up on deadlines

**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.