

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

Title	Mental Health Professional – Intake and Triage		
Reports to	Team Leader		
Location	Porirua		
Department	Te Whare Mārie – CAMHS		
		Total FTE	.8
Date	04/09/2026		
Salary band (indicative)ⁱ	PSA HNZ Allied Health Step 4-7 ; PSA HNZ Nursing Step 4-7 depending on experience and discipline		
Children's Worker roleⁱⁱ	Yes		

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

Younger Person's Mental Health and Addiction Services offer specialist assessment and treatment when infants, children and young people have emotional, behavioural or mental health difficulties that cannot be managed in a primary care setting. Families/whanau are an important element in the work we do. Our focus in treatment is on building resilience and supporting recovery so that young people can develop to their full potential. We seek to support other agencies working with young people and some of our services have formal roles supporting specialist mental health service provision across the lower North Island (Central Health Region).

The Intake and Assessment Clinician role, with the key goal of facilitating access to mental health services in partnership with the people we support within the community. The role is liaising with referrers / key stakeholders and networking within the local community.

Key priorities of the role:

- Receive non-urgent referrals from a variety of sources and triage/screen promptly as per the 3DHB Mental Health & Addiction Prioritisation (Triage) protocol
- Collect collateral information, from other professionals involved in the care of the young person i.e. School, Oranga Tamariki, relevant to the referral. Record all information in Single Clinical

Portal (MHAIDS Client Pathway), book the young person into a choice appointment or refer to a more appropriate service.

- Facilitate access to relevant specialised mental health services or other external services (e.g. primary health counselling) if it is agreed in partnership with the person and the referrer that secondary mental health services are not appropriate for the person's needs
- Provide appropriate support to people who 'walk in' to the base, either for general mental health and addiction queries or presenting in crisis
- Assess and escalate any crisis/urgent referrals to the appropriate crisis mental health and addiction services
- Formulate an agreed plan with the person and their key supports, which identifies options for further assistance/follow up including what to do in a potential crisis
- Works collaboratively alongside the child and adolescent mental health teams and local service providers to access the most appropriate service/support for the person based on their requirements.
- Liaise with referrers, including local GP's and community networks/NGO providers in the region to ensure people get appropriate, timely and person centred-care and feed back to them if there are any issues regarding quality of referrals
- Acquires and manages evidence-based, up to date resources (including websites) to give to young people and their whanau who may have queries about their mental health
- Works collaboratively with other CAMHS intake assessment clinicians across the sector to ensure referrals are managed efficiently; this may require assisting with referrals from another team.
- Meets monthly and liaises regularly with other CAMHS intake and assessment clinicians across the sector.

About the Team / Service Location

Te Whare Mārie CAMHS is a community-based team in Porirua that provide specialist assessment and treatment for 0 – 18 year olds and their families/ whānau. We offer a range of therapeutic approaches blending a cultural and clinical approach. We are a team of passionate Kaimahi, including social workers, psychologists, psychiatrists, nurses, and occupational therapists that you would be working closely alongside. We strive to meet the needs of whanau by providing holistic services that respects, values and includes whanau beliefs, customs, language and culture.

About you

The successful applicant will be able to work collaboratively and supportively with other team members to ensure provision of appropriate assessment and treatment. The person suitable for this role will also have excellent clinical and mental health knowledge. The ability to establish and maintain excellent working relationships within the team, service, the DHB, the wider mental health services, and community agencies is integral to this role.

Key Result Area	Expected Outcomes / Performance Indicators
Access and Outcomes	• Supports efforts to improve access to services and achieve better outcomes for the communities we serve. • Uses evidence and insights to identify barriers and opportunities for improvement. • Contributes to inclusive, responsive, and effective service delivery.

Te Tiriti o Waitangi	• Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. • Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. • Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.
Health & safety	• Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. • Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. • Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	• Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

Matters which must be referred

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
- Clinical or operational matters that require escalation must be referred to the relevant health professionals, team leader, operations and allied health professional leader

Relationships

External	Internal
• Tangata Whaiora and Whānau • Education services • Oranga Tamariki • Health & social support agencies • Youth Respite Services • Community agencies • NGO Providers • Primary Health Organisations • GP's • Professional Registration board • Professional Association • Other National Mental Health & AOD Teams both inpatient and community. • Consumer advocates & agencies • Volunteers • Contracted Agencies to CAMHS.	• Multidisciplinary team • Administrators • Students • CAMHS & other regional Youth Sector Services, Adult Community Mental Health & AOD Teams. • Crisis Response Service (CRS), Duty managers, • Co Response Team (CRT) • Child Development Service (CDS) • Inpatient hospital wards- Paediatrics, ED, RRAIS • Cultural consultants, Lived Experience and Family advisors • Professional Leaders • Director of Allied Health or Nursing • Quality Coordinators

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| <ul style="list-style-type: none"> • Police • Corrections & Justice Staff] • | <ul style="list-style-type: none"> • Learning & Development • Operations Manager |
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About you – to succeed in this role

You will have

Essential:

- [Registration with the relevant professional registration body (e.g., Nursing Council of New Zealand as a Registered Nurse, Registered Social Worker, Registered Clinical Psychologist, Registered Occupational Therapist.
- A current practising certificate at all times.
- High level of knowledge, understanding and experience working with, treating and assessing personality disorders, complex PTSD and other co-morbid difficulties.
- Has attained sufficient work experience and clinical competence and confidence to work independently as a clinician interacting with consumers and other service providers (internal and external).

Desired:

- Previous experience working with children and young people in a CAMHS setting.

You will be able to

Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.
- Recognise and manage risk in a clinical environment
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Desired:

- Work in an emotionally challenging and changing environment.
- Work in a multi-disciplinary environment.
- Be forward thinking and resourceful for Service Development.
- Aware of general principles of care for people with BPD and specific effective BPD treatments.

- Knowledge and understanding about Te Tiriti o Waitangi, and the impact of colonisation. Understanding about the impacts of poverty, discrimination and minority stress.
- Undertake professional development to maintain and enhance their skill.
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ⁱ Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

ⁱⁱ The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.