

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	Psychologist Supportive Care Education
Reports to	Team Lead, Allied Health Oncology (Operational) Professional Leader, Psychology (Professional)
District	Capital, Coast and Hutt Valley
Location	Multiple locations across the district
Department	Allied Health Outpatients Community, Allied Health & Older Adults Group (CAHOA)
Salary band (indicative)ⁱ	APEX Psychologists Collective Agreement Psychologists salary scale
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

The primary purpose of the role is to:

Lead the development and delivery of supportive care education for clinical staff as part of the Central Region Systemic Anti-Cancer Treatment (SACT) Implementation Programme. The role focuses on identifying workforce learning needs and building capability to respond to the supportive care needs of patients and whānau across Capital, Coast, Hutt Valley and Wairarapa cancer services, supporting the delivery of person-centred cancer care closer to home, with an emphasis on the universal level of the stepped care model:

- Undertake a supportive care learning needs analysis across CCHV and Wairarapa cancer treatment services.
- Develop and deliver supportive care education and training for clinical staff.
- Design and facilitate a regional Supportive Care Study Day.
- Identify and respond to district and service-specific supportive care education needs.
- Provide advice and recommendations on the future development of supportive care education within cancer services.

This role sits within the Allied Health Oncology team, which is part of the Community, Allied Health and Older Adults (CAHOA) group. It includes Social Workers, Psychologists, Dietitians, Physiotherapists, Occupational Therapists and Speech-Language Therapists.

The Allied Health Oncology team is a predominantly outpatient and community-based multidisciplinary team though provides in-reach services to inpatient settings when required. Team members provide specialist clinical care and advice to patients, whānau, caregivers and health professionals, including across district and regional services receiving care for cancer and/or blood conditions.

These disciplines work closely together, alongside nursing and medical staff to provide coordinated and integrated care. The team also has strong relationships with other district service and external providers, including Community ORA, Te Rerenga Ora | Wellington Blood & Cancer Centre, outpatient services, NASC agencies and cancer NGOs.

Key Result Area	Expected Outcomes / Performance Indicators
Clinical Practice	- Provides and delivers psychological assessments, consultations and treatments to patients affected by cancer (and whānau where appropriate) - Facilitates the transition of patients on to other organisations and health professionals where necessary (through onward referrals) - Takes legal and professional responsibility for managing a caseload of clients with high and complex needs - Investigates and designs resource-efficient, effective treatment programmes where appropriate to achieve agreed therapeutic objectives - Assesses the client's understanding of assessment, interventions and goals and gains informed consent for intervention, taking into account those who lack capacity (e.g., those with cognitive difficulties) - Regularly reassesses and evaluates the client's progress against identified goals, and adjusts interventions as situations change - Demonstrates provision of, and supports others with culturally safe / bicultural practice with patients and their whānau - Demonstrates an awareness of health inequalities, with evidence of implementing actions within own clinical practice, and also identifying solutions for wider service delivery that will contribute towards reducing inequalities for people and/or whānau - Represents the service and profession by providing clinical knowledge and advice at clinical meetings and case conferences to ensure the delivery of well-planned and coordinated services - Identifies unmet needs of people with cancer along with potential solutions to address these needs - Works collaboratively with all cancer psychological and social support professionals in DHB and non-DHB services, and has a comprehensive understanding of their skills, experience and scope of practice. - Completes documentation consistent with legal and organisational requirements - Provides advice, teaching and instructions to people with cancer, carers and relatives as well as other people involved with their care locally and regionally (as required) to promote consistency of care being delivered (within their scope of practice and professional role)

	• Demonstrates recognition that the client's knowledge, experiences and culture are integral to effectively addressing the presenting health issue and/ or restoring function • Provides timely and accurate reports as required • Conducts oneself in a professional manner at all times • 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
Professional Practice	• Maintains standards of professional practice and promotes and supports other's professional development • Complies with statutory obligations, such as the Mental Health Act, the Privacy Act, the Children & Young Persons Act and all other relevant Acts; • Complies with psychology professional guidelines, including the Psychologists' Code of Ethics and all relevant NZ Psychologists' Board guidelines; • Ensures continuing personal and professional development and training activities; • Consults with relevant health professionals and advises accordingly; • Maintains professional relationships.
Teaching & Learning	• Contributes to the design, development and delivery of specialist training on a range of subjects relating to people with cancer • Contributes to wider workforce capability by providing education in working with people with cancer across relevant sectors (e.g. social sector / health) • Provides critical analysis, appraisal and integration of current research outcomes and relevant literature in order to maintain levels of knowledge and practice. Demonstrate application of this knowledge in practice • Maintains an awareness of current developments in the clinical areas being worked in • Completes mandatory training as applicable for the role • Maintains competency to practice through identification of learning needs and continuing competency activities. This should comply with professional registration requirements • Participates in annual performance reviews and associated clinical assurance activities • Participates in regular professional supervision in line with the organisations requirements and / or professional body • Provide advice, support, teaching and instruction to enable interventions to be carried out by other health professionals where appropriate • Provides clinical support and consultation around specific aspects of clinical work of clinicians of other disciplines where appropriate

	Provides formal supervision of other psychologists where appropriate to their level of experience/expertise, and in line with the organisation's requirements and / or professional body
Leadership & Management	- Presents a credible and positive profile for the service both within and external to the DHB - Demonstrates negotiation and management of conflict skills within the workplace - Carries out and supports others with assessments and management of clinical risks - Demonstrates and role models highly effective communication, reasoning and negotiation skills to establish therapeutic relationships and set expectations with people, whānau and the multidisciplinary and wider health teams. This includes relaying complex, sensitive and contentious information
Continuous Improvement & Innovation	- Promotes professional practice that is based on best practice and research that supports organisational strategic aims - Contributes to the identification and implementation of changes in practice, as appropriate to working with people with cancer, in relation to national and regional drivers in provision of health and social support - Works to improve service processes, in line with evidence-based practice and person-centred care - Contributes to the development of quality improvement activities to develop and improve service delivery, clinical practice or professional standards. This may include care pathways / treatment protocols, standards of practice etc. - Contributes to updating competency based frameworks for clinical staff in area of clinical expertise - Takes a proactive approach to appropriately challenge and question established interventions and approaches - Actively participates in national, regional and sub-regional working groups / clinical networks to identify and implement innovative practice and or service improvements as appropriate - Establishes working partnerships with external organisations to promote integrated working that improves the outcomes and experience of people affected by cancer - Contributes to annual planning process, including identifying gaps in service and participating in work / projects that may result from the planning process - Practices in a way that utilises resources in the most cost effective manner - Is aware of and complies with all legislative and contractual requirements as applicable to the role (e.g. Health and Safety in Employment Act 1992, Privacy Act 1993, and Vulnerable Children's Act 2014 etc.) - Complies with all relevant organisational policies, procedures and guidelines - Where possible, promotes research into psychosocial outcomes/interventions with people with cancer

	Works in other areas as identified, or follows a reasonable request in order to support the organisation in managing patient care and maintaining service delivery
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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 to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.

Relationships

External	Internal
- Patient, whānau & caregivers - Cancer NGOs including Cancer Society and Blood Cancer NZ - Regional & National CPSSS providers - Iwi & Māori Health Providers - Central Region SACT Implementation Working Group	- Allied Health Oncology Team Members - Professional Lead, Social Work - Regional Lead, CPSSS - Wellington Blood & Cancer Centre Staff - Allied Health Leadership Teams - Allied Professions Workforce Educators

About you – to succeed in this role

You will have

Essential:

- Registered Psychologist with New Zealand Psychologist Board with current Annual Practicing Certificate (APC)
- Current full NZ driver's license with ability to drive a manual and automatic car.
- Experience working with people who have complex needs, including completing comprehensive psychosocial assessments to inform care planning, formulation and intervention.
- A commitment to and understanding of Te Tiriti o Waitangi (and its application to health) and a willingness to work positively in improving health outcomes for Māori.
- An ability to work flexibly and adaptably in fast paced clinical settings

Desired:

- Minimum of 5 years' experience working with people undertaking treatment for cancer, ideally in a health setting.
- Member of New Zealand Psychological Society or New Zealand College of Clinical Psychologists.
- Experience planning, facilitating and delivering education and training.
- An understanding of models of supportive care service delivery including the Stepped Care model.

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.

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.