Health New Zealand
Te Whatu Ora

Position Description | Te whakaturanga ō mahi
Health New Zealand | Te Whatu Ora

Title	Inpatient Mental Health Clinician / Key worker			
Reports to	Charge Nurse			
Location	Kahui o te ihi – Mental Health & Addictions			
Department	Haumaru Ōrite Rangatahi and Haumaru Ōrite mō Māmā me Pēpī			
Direct Reports			**Total FTE**	
Budget Size	**Opex**		**Capex**	
Delegated Authority	**HR**		**Finance**	
Date				
Salary band (indicative)*				

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.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whānaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:
- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

Defining the role:

The key worker role is based on the importance of relationships and allows for the team to be populated with a range of approaches. Research shows that the quality of the relationship predicts more variance in people's recovery than the specific style of therapeutic approach or intervention. The key worker is a primary connector person within Haumaru Ōrite Rangatahi, Māmā me Pēpī. The key worker maintains connections with the young person, whānau, community teams and outside agencies. At the center of this is a tangata whai i te ora and whānau centered approach which advocates for upholding child safety, trauma informed practice, cultural competency and effective communication.

The key worker often works alongside other members of the Haumaru Ōrite team including psychiatrists, psychiatric registrars, other key workers and nursing staff. This may include attending MDT and handover. Psychiatric reviews, Judicial hearings (JR), facilitating groups, Professionals Hui and Whānau Hui.

The key worker may also have opportunities to meet with tangata whai i te ora or their whānau independently to discuss plans, engage in an activity or offer therapeutic intervention. One of the principles of the unit is that 'every interaction can be a therapeutic interaction.' Therapeutic interventions will be specific to a key worker's discipline of origin, in terms of offering psychoeducation, CBT, ACT, sensory profiling, group work, or other forms of structured intervention.

A key aspect of the role includes the formation of relationships with the tangata whai i te ora support peoples, including whānau and community mental health teams. Supporting

whānau communication by participating in appropriate psychoeducation can ensure that a tangata whai i te ora is able to return to their respective communities with adequate understanding in place. Maintaining connections with community mental health teams ensures that formulations can be shared effectively between professionals, and that there is an alignment between inpatient and outpatient treatment. Sometimes it can be helpful for the key worker to meet with parents/caregivers in the first instance to introduce the unit, learn about goals/expectations from the parents, and can also act as an advocate for parents when meeting with the whole team.

Key Result Area	Expected Outcomes / Performance Indicators
Management of Clinical practice:	• To provide a range of therapeutic treatment options, case management and intensive support within an acute mental Health Inpatient setting. • Uses clinical knowledge and skills to assess, plan, implement, monitor and evaluate tangata whai i te ora/ family / whānau health needs. • Provides direct clinical work for service users to achieve best health outcomes. • Educates and provides information to tangata whai i te ora / whānau to improve knowledge of illness, self-management and prevention of complications and promotion of recovery. • Contributes to effective discharge planning and/or referral processes to health care providers and support agencies to meet identified health needs. • Fosters the provision of positive tangata whai i te ora outcomes and person-centred care.
Interpersonal Relationships:	• Collaborates and communicates with multidisciplinary team to co-ordinate care to achieve best health outcomes. • Promotes and participates in effective teamwork and collaborative relationships within the multi- disciplinary team. • Maintains and supports others to develop, effective therapeutic relationships with tangata whai i te ora and whānau.
Inter professional health care and quality improvement:	• Identifies situations of clinical risk and takes appropriate action to ensure a safe environment for tangata whai i te ora /whānau and kaimahi. • Contributes to evidence based clinical practice in specialty area. • Demonstrates commitment to quality improvements, risk management and resource utilisation. • Provides input into clinical standards / protocols and policies and undertakes clinical audits as required. • Evaluates the effectiveness, efficiency and safety of clinical practice. • Assists in the implementation of initiatives to address differential access to healthcare services for Māori. • Acts to identify and minimise organisational risk.

	● Contributes to and participates in Te Toka Tumai Auckland policy development. ● Participates in case review and debriefing activities as required.
Professional responsibility :	● Practices within their registered scope of practice. ● Practices in accordance with legal, ethical, cultural safety and professional standards. ● Maintains and develops own clinical expertise and knowledge in specialty mental health practice. ● Effectively supervises, directs, and delegates to students. ● Fosters inquiry and critical thinking amongst colleagues to advance clinical practice and service user care. ● Participates in peer review/feedback. ● Pro-actively participates in own performance development and review. ● Attends educational opportunities relevant to clinical role and scope of practice. ● Fosters the implementation of organisational and Allied Health goals and values. ● Promotes Te Toka Tumai Auckland as a centre of excellence.
Te Tiriti o Waitangi	• Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.
Equity	• Commits to helping all people achieve equitable health outcomes. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses.
Innovation & Improvement	• Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to ‘do it better’ to the table. • Models an agile approach – tries new approaches, learns quickly, adapts fast. • Develops and maintains appropriate external networks to support current knowledge of leading practices. • Keep up to date with relevant external services to support tangata whai i te ora/whānau.
Collaboration and Relationship Management	• Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same.

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 the Charge Nurse

Relationships

External	Internal	Committees/Groups
• Referrers/GP's • Other CAMHS/ICAMHS teams • Oranga Tamariki • Other Regional Inpatient Units • NGO's • Families/Friends/Whānau • Community Supports Agencies • Cultural Services • Clinical/Professional Registration board	• Charge Nurse • Lead Clinician • Service Clinical Director • Nurse Unit Manager • Practice Supervisor • Nurse Educator • Professional Leader and Practice Supervisor • Clinical Coach • Transition Coordinator	• Haumaru Ōrite Clinical Team Meetings • Peer forums, such as RN, OT or SW meetings.
	• Interdisciplinary Team • Tangata whai i te ora • Whānau • Geographical sub-teams • Admin/clerical staff • Cultural staff • Consumer Representative	

About you – to succeed in this role

You will have

Essential:

- Necessary for safe & effective performance in the position
- Recognised Social Work, Psychologist or Occupational Therapy qualification
- Registration in New Zealand
- Current practicing certificate
- NZ Drivers licence
- Able to work with electronic clinical records

Desired:

- Experience in implementing Te Tiriti o Waitangi in action.
- May contribute to immediate &/or improved performance in the position.
- Post graduate MH qualification.
- Previous community, acute service and other relevant mental health experience.
- Relevant experience / training in therapeutic interventions.
- Experience in a forensic setting or ACT model of practice.
- Experience working with family / whānau and community development.
- Up to date knowledge of local health and social services.

You will be able to

Essential:

- 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.
- With the support of Te Whatu Ora, proactively take care of your own health and safety, to ensure a safe and supportive work environment.
- 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.

Critical Competencies	Description
1. Organisational Skills	Ability to organise, manage roles, together with own case load.
2. Communication Skills	Ability to communicate effectively with service users, family / whānau, care givers, Primary care providers, N.G.O's, both oral and written. Basic Microsoft computer skills are essential (Outlook ,Word,)
3. Ability to work with a team	Ability to work within a multidisciplinary team and participate fully in service quality initiatives, including service evaluation and service development.
4. Clinical skills	Ability to provide a range of assessment and therapeutic skills in the areas of assertive outreach services, with an ability to practice autonomously. Would suit people with an enthusiasm for working with service users of this description, and a capacity to assess and manage high levels of risk. Commitment to own professional development, and to contribute to the professional development of others.
5. Flexibility	Ability to be flexible and innovative in-service delivery models and practise and a willingness to be involved in action research model. Includes the ability to be flexible in regards to hours of work, to meet the needs of an evolving service.
6. Cultural safety	Demonstrated ability to work with Māori and Pacific Island service users and services. Commitment to working in a culturally safe way with ethnic minorities.

Working for Te Toka Tumai Auckland – Expectations of Employees	
Citizenship	All employees are expected to contribute to the innovation and improvement of Te Toka Tumai Auckland as an organisation. This means: • Using resources responsibly • Modelling Te Toka Tumai Auckland values in all interactions

	• Maintaining standards of ethical behaviour and practice • Meeting Te Toka Tumai Auckland performance standards • Participating in organisation development and performance improvement initiatives • Helping to develop and maintain Māori capability in Te Toka Tumai Auckland, including developing our understanding of the Treaty of Waitangi and ways in which it applies in our work • Raising and addressing issues of concern promptly
The Employer and Employee Relationship	We have a shared responsibility for maintaining good employer/employee relationships. This means: • Acting to ensure a safe and healthy working environment at all times • Focusing our best efforts on achieving Te Toka Tumai Auckland's objectives A performance agreement will be reached between the employee and their direct manager and/or professional leader containing specific expectations.
Consumer / Customer / Stakeholder Commitment	All employees are responsible for striving to continuously improve service quality and performance. This means: • Taking the initiative to meet the needs of the consumer/customer/stakeholder • Addressing our obligations under the Treaty of Waitangi • Involving the consumer/customer/stakeholder in defining expectations around the nature of the services to be delivered and the timeframe • Keeping the consumer/stakeholder informed of progress • Following through on actions and queries • Following up with the consumer/customer/stakeholder on their satisfaction with the services
Professional Development	As the business of Te Toka Tumai Auckland develops, the responsibilities and functions of positions may

	change. All kaimahi are expected to contribute and adapt to change by: • Undertaking professional development • Applying skills to a number of long- and short-term projects across different parts of the organisation • Undertaking such development opportunities as Te Toka Tumai Auckland may reasonably require.

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.

**The reference to salary band in this position description is for internal benchmarking and role sizing purposes only. The salary band designation does not form a term or condition of employment and may be changed by the employer at any time. In accepting a Health NZ employment agreement you acknowledge and accept this. Changes to the salary band will not affect an employee's current salary or remuneration.*