

Position Description | Te whakaturanga ō mahi

Title	Mental Health Clinician
Reporting manager	Clinical Team Leader- Awhi Mātua
Department	Awhi Mātua
Location	Awhi Mātua, Building 14 Greenlane Clinical Centre
Full time equivalent (FTE)	1.0
Date reviewed	September 2025

Kia kotahi te oranga mo te iti me te rahi o te hāpori **Healthy communities | World-class healthcare | Achieved together**

Te Toka Tumai recognises and respects Te Tiriti o Waitangi as the founding document which encapsulates the fundamental relationship between the Crown and Iwi. This established the New Zealand Government and defined Aotearoa as a bi-cultural nation. As a bi-cultural organisation, Te Toka Tumai understands that as Tangata Tiriti we have a Tiriti o Waitangi responsibility for Māori health improvement and a legislative responsibility to eliminate health inequities.

Our **vision** is to support our local population to achieve the outcomes determined for themselves, their whānau and their community, and to ensure high quality, safe and equitable services are accessible when needed. Our approach is patient and whānau-centred healthcare, which means people are at the heart of everything we do.

Our **purpose** is to support our population to be well and healthy, with special emphasis on accelerating health gain for Māori and achieving equitable health outcomes across our community. We commission health and disability services across the whole system from problem prevention to end of life care. We provide specialist healthcare services to patients and whānau from across districts, Aotearoa, and the Pacific.

About our values

Our shared values are the foundation to how we do things at Te Toka Tumai. It is about how we treat people, and about how we make our patients, whānau and each other feel.

Haere Mai Welcome <i>we see you, we welcome you as a person</i>
Manaaki Respect <i>we respect, nurture and care for each other</i>
Tūhono Together <i>we are a high performing team: colleagues, patients and families</i>
Angamua Aim High <i>we aspire to excellence and the safest care</i>



Our values in action

See me for who I am

When my team understands who I am, and where I come from, I feel accepted

My voice counts

When I know my voice is heard I feel a valued part of the team

Thank you goes a long way

When I'm thanked it motivates me to keep doing great work

Be kind to each other

When I'm respected, I'm happier in the workplace

I have your back

As a team we support each other and lend a helping hand when it's needed

I am part of a team

I give more of myself when we work together as one big whānau

Context for the role

Awhi Mātua is a community based specialist psychogeriatric team which serves the central Auckland population. The team works with Tangata Whaiora and their support people to provide specialized assessment and care planning for individuals living with mental health challenges as well as behavioural difficulties associated with dementia.

The team works predominantly with older adults aged over 65 years old, and support them from acute crisis through to continuing care and eventual discharge back to GP or Age Related Care Facilities.

You will hold a caseload, as determined by service need, and will provide discipline specific consultation, care planning and active liaison within the multidisciplinary team (MDT), with general practitioners (GP) and other health care providers, including NGOs and inpatient teams.

The key worker will practice in a variety of clinical contexts to provide assessments and a comprehensive range of therapeutic treatment options which can occur in a range of community settings. This will be done in partnership with the Tangata Whaiora, their whānau and communities.

About the role

The primary purpose of the role is to meet the needs of tangata whaiora and their whānau using contemporary care that is safe, appropriate, and effective. The care is based on comprehensive assessment and care planning which ensures continuity, and treatments are whaiora centred, culturally sensitive and evidence based. (Specific Annual Performance Objectives to meet these accountabilities will be agreed separately during the performance planning process)

Key result area	Expected outcomes/performance indicators – position specific
Clinical Work	<ul style="list-style-type: none">• Use discipline specific knowledge and skills to assess, plan, implement, monitor and evaluate whaiora/whānau health needs.• Provides direct care management and care planning for whaiora to achieve best health outcomes.• Evaluates whaiora outcomes and reports variance to clinical pathway or best practice guidelines.• Educates and provides information to whaiora/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.• Document assessments of whaiora's health status and response to interventions and other treatments.• Applies clinical reasoning and professional judgement to practice issues/decisions.• Role models culturally safe practice.• Fosters the provision of positive whaiora outcomes and person-centred care.
Interpersonal Relationships:	<ul style="list-style-type: none">• Collaborates and communicates with multidisciplinary team to co-ordinate care and achieve best health outcomes for whaiora.• Promotes and participates in effective teamwork and collaborative relationships within the multi-disciplinary team.• Maintains (and supports others to develop) effective therapeutic relationships with whaiora and whānau.
Inter Professional health care and Quality	<ul style="list-style-type: none">• Identifies situations of clinical risk and takes appropriate action to ensure a safe environment for whaiora, whānau and staff.• Contributes to evidence based practice.
Improvement	<ul style="list-style-type: none">• Demonstrates commitment to quality improvements, risk management and resource utilisation.

	<ul style="list-style-type: none"> • Provides input into clinical standards/protocols and policies and undertakes clinical audits as required. • Evaluates the effectiveness, efficiency and safety of clinical practice. • Participates in the implementation of models of care appropriate to whaiora population needs. • 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 policy development. • Participates in case review and debriefing activities as required. • Practices in accordance with legal, ethical, cultural safety and professional standards. • Maintains and develops own clinical expertise and knowledge in specialty practice. • Effectively supervises, directs and delegates to students. • Fosters inquiry and critical thinking amongst colleagues to advance practice and whaiora care. • Participates in peer review/feedback. • Pro-actively participates in own performance development and review. • Attends educational opportunities relevant to the role and scope of practice. • Fosters the implementation of organizational and professional goals and values. • Promotes Te Toka Tumai as a centre of excellence.
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Key result area	Expected outcomes/performance indicators for all Te Toka Tumai employees
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Supports the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori • Supports tangata whenua/mana whenua led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care • Supports Māori oversight and ownership of decision making processes necessary to achieve Māori health equity • Support the expression of hauora Māori models of care and mātauranga Māori
Equity	<ul style="list-style-type: none"> • Commits to helping all of our residents achieve equitable health outcomes • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery • Supports the dismantling of policies, procedures and practices that cause inequity • Supports Māori-led responses • Supports Pacific-led responses
Digital	<ul style="list-style-type: none"> • Supports digital tools that foster organisational effectiveness
Whānau-centric	<ul style="list-style-type: none"> • Supports improved service engagement with whānau • Supports people and whaiora experience in the design, delivery and evaluation of services
Resilient services	<ul style="list-style-type: none"> • Demonstrates performance improvement and efficiency • Supports the implementation of agreed continuous improvement initiatives
Health & Safety	<ul style="list-style-type: none"> • Takes responsibility for keeping self and others free from harm at work • Complies with the requirements of the Health and Safety policy and procedures of Te Toka Tumai
Risk	<ul style="list-style-type: none"> • Actively participates in Te Toka Tumai's approach to risk management
Recordkeeping	<ul style="list-style-type: none"> • Creates accurate and appropriate records to support and evidence business activities and regularly files to ensure that corporate information is secure, unchanged and not removed until its compliant disposal date.

Matters which must be referred to the Clinical Team Leader

Any clinical or service-related risks or concerns requiring further advice or discussion.

Authorities

Delegated financial authority	N/A
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Relationships

External	Internal
<ul style="list-style-type: none"> Referring clinicians/services Other relevant clinical services/NGOs GP's and other primary care services. Family and whānau Other relevant community organisations e.g., Police, Justice, MSD District Inspectors 	<ul style="list-style-type: none"> Clinical Coordinator Inter-disciplinary team Consumer advisors Admin clerical staff Other CMHC staff Consumer Representative Clinical Team Leader Lead Clinician Service Clinical Director Awhi Mātua Fraser McDonald Unit Liaison Psychiatry Team

About you – to succeed in this role.

You will have

Essential:

- A commitment to biculturalism
- A commitment to achieving equitable outcomes for Māori.
- NZ Registered Allied Health Professional with a current annual practicing certificate
- A full NZ Drivers licence

Desired:

- Post graduate MH qualification or equivalent.
- Minimum three years' experience working in mental health.
- Additional Training in MH/& or older people

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.
- Demonstrate alignment with Te Toka Tumai values.
- Demonstrate knowledge and clinical skills.

Desired:

- A willingness or desire to work with older adults

Critical competencies

Teamwork	<ul style="list-style-type: none"> • Collaborates with fellow team members and other work groups to achieve effective whaiora outcomes. Actively contributes to and accepts consensus decisions. Seeks out opportunities to support others. Recognises and respects individual difference.
Whaiora Orientation	<ul style="list-style-type: none"> • Develops positive working relationships with tangata whaiora, identifies and seeks to meet their needs treating them respectfully and as a first priority. Able to understand and balance the needs of whaiora and their whānau.
Bicultural Approach	<ul style="list-style-type: none"> • Understands the significance of Te Tiriti o Waitangi. Displays cultural sensitivity and a willingness to work positively with organisational strategies to improve Māori health and opportunities for Māori. Knowledge of Te Toka Tumai population and ability to successfully interact with a broad range of ethnic groups in order to facilitate access to mental health services.

Communication and Interpersonal Skills	<ul style="list-style-type: none"> Actively listens, drawing out information and checking understanding. Expresses information effectively, verbally and in writing, and adjusting language and style to ensure it is appropriate for the audience. Empathises with others and considers their needs and feelings. Able to engage effectively with Te Toka Tumai multi-cultural population, demonstrates effective trans-cultural communication skills.
People Management	<ul style="list-style-type: none"> Leads the team, communicates expectations and agrees goals, provides on-going feedback and coaching and objectively evaluates performance. Actively recognises achievements of others.
Quality Improvement	<ul style="list-style-type: none"> Pays attention to detail and initiates self-checking procedures; ensures high levels of accuracy and consistent quality. Uses procedure/guidelines, recommended best practices. Monitors quality, supports continuous improvement, reports errors and omissions and learns from mistakes to improve outcomes.
Self-Management and Learning	<ul style="list-style-type: none"> Sets high personal standards striving to achieve performance objectives. Copes effectively with stress and is receptive to change. Understands personal and professional limitations. Constantly strives to build knowledge and skills.
Innovation & Flexibility	<ul style="list-style-type: none"> Actively questions old ways of doing things, thinks outside the square and develops creative, effective solutions to improve outcomes. Ability to adapt and work effectively within a variety of situations, and with various individuals or groups.
Basic Computing	<ul style="list-style-type: none"> Is able to use a personal computer with standard software applications demonstrating an ability to move between and access various applications relevant to patient processes.