

Title	Care and Recovery Key Worker – (Discipline)
Reports to	Clinical Team Leader Kainga
Department	Mental Health and Addictions Healthcare Service Group
Location	Kāinga Tiaki Community Mental Health Centre (CMHC)
Full time Equivalent (FTE)	1.0
Date	October 2021

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

Te Toka Tumai (Auckland DHB) 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
we see you, we welcome you as a person

Manaaki Respect
we respect, nurture and care for each other

Tūhono Together
we are a high performing team: colleagues, patients and families

Angamua Aim High
we aspire to excellence and the safest care



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

Kāinga Tiaki Community Mental Health Centre (CMHC) provides a range of mental health assessment, treatment and support services to adult residents in the ADHB area (Auckland City).

Kāinga Tiaki is recovery focused and multi-disciplinary in approach. We provide specialist assessment for individuals with an existing or suspected mental illness, with associated risk and/or impairment and offer a broad range of evidence-based support options and/or interventions.

The key worker will utilise their knowledge and skills to assess all complex health needs of the service user providing care and advice that supports them to manage their overall healthcare needs. They will support the service user to coordinate their mental health needs.

The Key worker will hold a caseload, as determined by service need, and will provide active collaboration, planning and liaison with the multidisciplinary team (MDT), general practitioner (GP) and any other health care providers, including NGOs and inpatient, to enable them to perform their duties to their optimum.

The key worker may practice in a variety of clinical contexts to provide a comprehensive range of therapeutic treatment options which can occur in a range of community settings this will be done in partnership with the service user, their families/whānau and communities.

About the role

The primary purpose of the role is to:

To meet the needs of service users and their family/ whānau using contemporary care that is safe, appropriate and effective. The care is based on comprehensive assessment, ensures continuity, and service user centered, 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	• Uses professional knowledge and skills to assess, plan, implement, monitor and evaluate service users/ clients/ family / whānau health needs. • Provides direct clinical care for service users to achieve best health outcomes. • Evaluates service user outcomes and reports variance to clinical pathway or best practice guidelines. • Educates and provides information to service users/family/ 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 service user's health status and response to interventions and other treatments. • Applies diagnostic reasoning and professional judgement to practice issues/ decisions. • Role models culturally safe practice. • Fosters the provision of positive service users' outcomes and person-centered 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 service users and family/whanau.
Inter Professional health care and Quality improvement	● Identifies situations of clinical risk and takes appropriate action to ensure a safe environment for service users, families/whanau and staff. ● Contributes to evidence based 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. ● Participates in the implementation of models of care appropriate to patient/client population needs. ● Assists in the implementation of initiatives to address differential access to healthcare services for Maori. ● Acts to identify and minimise organisational risk. ● Contributes to and participates in ADHB 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 service user 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 ADHB as a center of excellence.
Te Tiriti o Waitangi	● 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	● 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	● Supports digital tools that foster organisational effectiveness
Whānau-centric	● Supports improved service engagement with whānau ● Supports people and service user experience in the design, delivery and evaluation of services ● Complies with the requirements of the Health and Safety policy and procedures of Te Toka Tumai
Resilient services	● Demonstrates performance improvement and efficiency ● Supports the implementation of agreed continuous improvement initiatives
Health & Safety	● 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	Actively participates in the DHB's approach to risk management

Authorities

Direct Reports	None
Delegated Financial Authority	N/A

Relationships

External	Internal
- 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	- Clinical Coordinator - Inter disciplinary team - Consumer advisors - Admin clerical staff - Other CMHC staff - Consumer Representative - Clinical Team Leader - Lead Clinician - Clinical Director

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 Health Professional with a current annual practicing certificate
- A full NZ Drivers licence

Desired:

- Post graduate MH qualification or equivalent
- L3 PDRP/ CASP or equivalent – working towards
- Minimum three years' experience working in mental health
- Relevant post graduate study

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:

- Up to date knowledge of local health and social services



Critical competencies

Teamwork	Collaborates with fellow team members and other work groups to achieve effective service user outcomes. Actively contributes to and accepts consensus decisions. Seeks out opportunities to support others. Recognises and respects individual difference.
Service User Orientation	Develops positive working relationships with service users, identifies and seeks to meet their needs treating them respectfully and as a first priority. Able to understand and balance the needs of service users and their families and whānau.
Communication and Interpersonal Skills	Actively listens, drawing out information and checking understanding. Expresses information effectively, orally 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 the ADHB multi-cultural population, demonstrates effective trans-cultural communication skills.
People Management	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	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	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	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	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.

