

## POSITION DESCRIPTION

**Position:** **Mental Health Clinician, Adult Community Mental Health & Addiction Service).**

**Responsible to:** Clinical Nurse Manager Te Ngako Adult Community Mental Health & Addictions  
Service Manager Mental Health & Addiction Services.

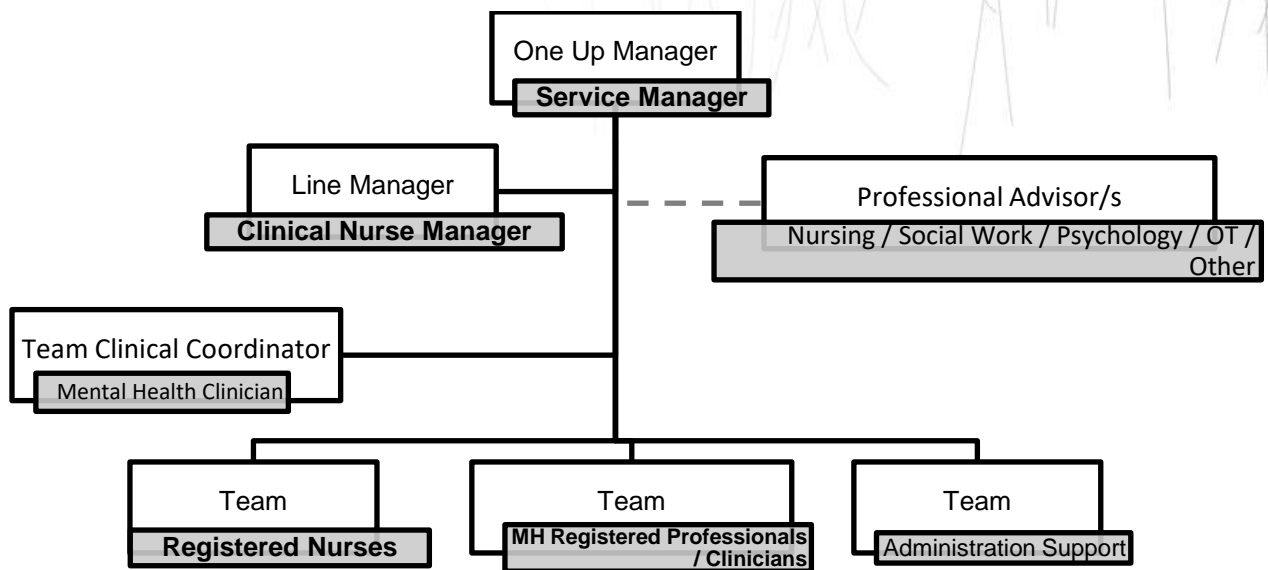
**Direct Reports:** None

**Location:** Rotorua & Taupō

<b>Functional relationships:</b>	<p><b>Internal:</b> Professional Advisor / s Mental Health &amp; Addiction Multi-disciplinary Teams and services Clerical/Admin Staff Nursing Staff Allied Health Staff Medical Staff Other Departments</p>	<p><b>External:</b> Service Uses, Caregivers, Family/Whanau, Iwi Representatives. Consumer &amp; Family/Whanau Representatives Non-Governmental Organisations Primary Health Organisation personnel General Practitioners (GP's) &amp; Practice Nurses - Designated Primary Care Practices LinkPeople</p>
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**Financial delegations:** None

**Date:** December 2022.



### Primary purpose(s) of the position

- To facilitate the delivery of effective clinical services ensuring quality patient care and a safe patient journey across the care continuum, with a specific focus on tangata whaiora with enduring mental illness and/or complex needs, and their whānau as appropriate.
- To provide community mental health assessment, formulation and intervention based on current best practice
- Works collaboratively within the multidisciplinary team ensuring quality patient care and a safe client journey across the care continuum.
- To provide written documentation/data of the services provided within required timeframes.
- **Te Ara Tauwhirotanga - “Pathways that lead us to act with kindness”** (Model of Care) to provide the optimal environment and service to effect client’s wellness and recovery.

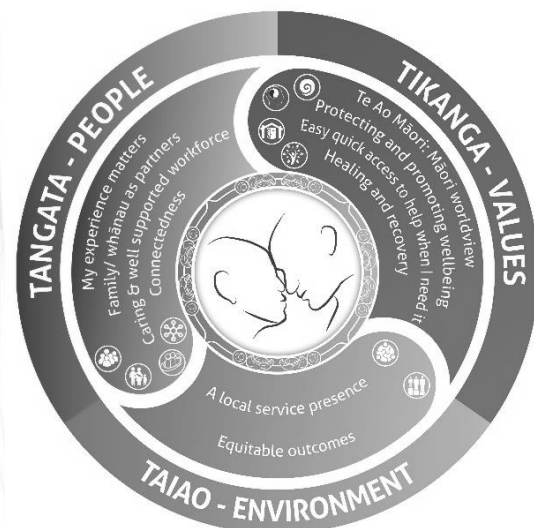
### Employees of Te Whatu Ora Lakes must adhere to all relevant Policies and Procedures in the performance of their duties

- **Te Ara Tauwhirotanga - “Pathways that lead us to act with kindness”** (Model of Care) to provide the optimal environment and service to effect client’s wellness and recovery.

## Te Ara Tauwhirotanga- Pathways that lead us to act with kindness






Model of Care for Mental Health and Addictions for Te Whatu Ora Lakes area

- **Tangata – People**
  - My experience matters
  - Family/Whanau as partners
  - Caring and well supported workforce
  - Connectedness
- **Tikanga –Values**
  - Te Ao Maori: Maori worldview
  - Protecting and promoting wellbeing
  - Easy quick access to help when I need it
  - Healing and recovery
- **Taiao – Environment**
  - A local
  - service presence
  - Equitable outcomes



Key Objectives	Description	Expected Outcomes
<b>Clinical Practice</b>	Provides professional, high quality clinical care	<ul style="list-style-type: none"> <li>• Meets clinical competencies specific to service needs, position and profession</li> <li>• Adheres to professional standards of practice and code of ethics</li> <li>• Demonstrates a contribution to the continuum of care by working in partnership with clients, key stakeholders, and agencies</li> <li>• Maintains clinical and statistical records to organisational and professional body standards</li> <li>• Demonstrates an ability to work effectively within a clinical team</li> <li>• Adhere to organisational policies and procedures and legislative requirements including those of the relevant professional body</li> <li>• Demonstrates provision of culturally safe and bicultural practice to address health inequalities with clients/patients/tangata whaiora and their whānau</li> <li>• Takes professional and organisational responsibility for managing a caseload of clients/patients/tangata whaiora and their whanau in an autonomous manner.</li> <li>• Demonstrates an ability to make clinical judgements in situations with a proficient level of knowledge and critical thinking.</li> <li>• Takes professional responsibility for working within scope of practice</li> <li>• Engages in cover/relief as appropriate</li> </ul>
<b>(Teaching and Learning)</b>	Displays a commitment to the professional development of self and others	<ul style="list-style-type: none"> <li>• Completes mandatory training as applicable for the role.</li> <li>• Participates positively in an annual performance review and associated clinical assurance activities.</li> <li>• Participates in regular professional supervision in line with the organisations requirements and/or professional body</li> <li>• Maintaining core and building advanced competencies to practice through identification of learning needs and Continuing Professional Development (CPD) activities. This should comply with professional registration requirements.</li> <li>• Supports the induction and training of students / new grads as required.</li> <li>• Maintains an awareness of evidence based practice and current developments in the clinical areas being worked in.</li> <li>• May provides clinical/professional supervision and training to junior staff as delegated</li> </ul>
<b>Leadership and Management</b>	Demonstrates a commitment to clinical and/or operational	<ul style="list-style-type: none"> <li>• May be asked to take delegated responsibility to undertake 1:1s with junior staff and records these conversations.</li> </ul>

Key Objectives	Description	Expected Outcomes
	and/or professional leadership	<ul style="list-style-type: none"> <li>• Role model, enhance and promote practice and contribute to the development of the profession within the defined area of speciality</li> <li>• May contribute to team triage processes, caseload prioritisation and waitlist management as required</li> <li>• May contribute to team triage processes, caseload prioritisation and waitlist management as required</li> <li>• May have delegated responsibility to oversee clinical caseload for other junior members of the team within area of speciality</li> <li>• Directs and delegates work to support staff and junior staff as required by the role, ensuring that delegated tasks, documentation, and communication is carried out.</li> <li>• Attends and contributes positively to relevant department, clinical and team meetings</li> <li>• Builds collaborative and positive working relationships within the team</li> <li>• Work collaboratively to promote effective use of relevant resources and be fiscally responsible</li> </ul>
<b>Service improvement and Research</b>	Demonstrates a commitment to service improvement and research to ensure health users have the best possible outcomes	<ul style="list-style-type: none"> <li>• Undertakes as directed, the collection of data for use in service audit and research projects</li> <li>• Participates and contribute to quality improvement and service development activities when requested</li> <li>• Practices in a way that utilises resources (including time) in the most efficient manner</li> <li>• Awareness of, and compliance, with all legislative and contractual requirements as applicable to the role (e.g. Health and safety in Employment Act 1992, Privacy Act 1993, Vulnerable Children’s Act 2014, Privacy Act, ACC service specifications etc.)</li> <li>• Identifies unmet patient need including gaps in service delivery or model of care and provides solutions to improve</li> <li>• Participates in clinical audit and research activity that enhances the clinical implementation of evidence-based practice relevant to the area of specialty</li> <li>• Contribute to case reviews and debriefs as required within team</li> <li>• Actively participates in risk management processes</li> <li>• Where appropriate/requested, contribute to team or profession specific protocols, pathways, policies</li> </ul>
<b>Utilisation of Telehealth</b>	Health care is delivered using digital technology where participants may be separated by time and/or distance	<ul style="list-style-type: none"> <li>• Service provision is in line with the New Zealand Health Strategy and the New Zealand Allied Health Best Practice Guide for Telehealth to provide care “closer to home”.</li> </ul>

Key Objectives	Description	Expected Outcomes		
		<ul style="list-style-type: none"> <li>• Patient centric care which will give patients the option of telephone or video appointments where there is no need for an in-person appointment.</li> </ul>		
 <p>Te Ringa Tōmau</p>	 <p>Te Ringa Hora</p>	 <p>Te Ringa Raupā</p>	 <p>Te Ringa Ahuahu</p>	 <p>Te Ringa Taurima</p>

Capabilities	Capability Definition	Achievement Indicators
<b>Communication and Personal Interaction</b>  <b>Te Ringa Hora</b>  <i>the open hand (denoting someone who is sociable)</i>	<p>Communicates relevant information in a timely manner to those who need to know at a level that is understood.</p> <p>Fosters a team environment and encourages collaboration between team and departments within Lakes.</p> <p>Connects with people to build trust and confidence.</p>	<ul style="list-style-type: none"> <li>• Transfers information effectively verbally and writes clearly, coherently and succinctly.</li> <li>• Shares well thought out, concise and timely information with others using appropriate mediums.</li> <li>• Organisational updates are provided to staff by way of relaying in general terms but more importantly what affect it has on the unit and how staff can help where necessary to achieve any requirements.</li> <li>• Builds team spirit, facilitates resolution of conflict within the team, promotes/protects team reputation, shows commitment to contributing to the teams' success.</li> <li>• Maintains and promotes high standards of social, ethical and organisational norms.</li> <li>• Articulates differing perspectives on an issue and can see the merit of alternative points of view.</li> <li>• Works with other managers and teams to streamline processes for the best efficiency for both teams.</li> <li>• Provides staff who have concerns about another team process, a different point of view to consider.</li> <li>• Connects with others, listens, reads people and situations and communicates tactfully.</li> <li>• Gets to know their team members and treats them with respect, valuing their individuality and contributions.</li> </ul>
<b>Strategy &amp; Performance</b>  <b>Te Ringa Raupā</b>  <i>the roughened hand (symbolising a hard worker)</i>	<p>Delegates appropriately within team utilising individual skills to achieve results.</p> <p>Understands the unit requirements and the implications of the units achievements on the overall service delivery.</p>	<ul style="list-style-type: none"> <li>• Understands individuals' strengths and weaknesses to utilise or increase skills for those individuals.</li> <li>• Assigns and sub-delegates staff to teams to allow for development and succession planning.</li> <li>• Ensures decision making complies with organisational strategies.</li> <li>• Recognises decisions made within the unit affect overall results of the service and Lakes.</li> <li>• Works with Service Manager to maximise unit efficiency.</li> </ul>
<b>Development and Change</b>	<p>Works to include staff in change minimising barriers to implementation.</p>	<ul style="list-style-type: none"> <li>• Questions traditional ways of doing things when choosing a course of action or finds new combinations of old elements to form an innovative solution.</li> </ul>

Capabilities	Capability Definition	Achievement Indicators
<p><b>Te Ringa Ahuahu</b></p> <p><i>the hand that shapes or fashions something (refers to someone who is innovative)</i></p>	<p>Articulates decisions and reasoning behind change enable buy-in to results.</p>	<ul style="list-style-type: none"> <li>Continually strives for new and improved work processes that will result in greater effectiveness and efficiencies.</li> <li>Openly broaches concern with staff from the outset asking for their ideas and input.</li> <li>Gives examples of what might help to resolve the issue/concern.</li> <li>Seeks opportunities to improve performance and seeks feedback to measure and improve.</li> <li>Encourages staff participation in possible solution process.</li> <li>Allows staff input to possible solutions to concern.</li> <li>Gives careful consideration to staff ideas and offers alterations to suggestions where necessary.</li> <li>Develops an informative response to the team including trends, data, process and benefits of the decided process/change.</li> <li>Allows feedback to decision to enable 'tinkering' to be made where appropriate.</li> </ul>
<p><b>Personal Accountability</b></p> <p><b>Te Ringa Tōmau</b></p> <p><i>the hand that is trustworthy</i></p>	<p>Manages own and encourages others to foster work/life balance.</p> <p>Actively manages own career aspirations and development.</p>	<ul style="list-style-type: none"> <li>Ensures regular breaks are taken and own annual leave accruals are used within the 12 months following accrual.</li> <li>Ensures employees within their service are taking regular annual leave breaks for the purpose of rest/recreation throughout the year.</li> <li>Is constantly striving to acquire and maintain knowledge, skills and/or experience.</li> <li>Has own career development plan and succession planning.</li> <li>Seeks out development opportunities to expand knowledge and capability.</li> <li>Engages in projects and activities readily which are above and beyond scope of current role.</li> </ul>
<p><b>Culture and Values</b></p> <p><b>Te Ringa Taurima</b></p> <p><i>the hand that nurtures, encourages, supports</i></p>	<p>Makes decisions based on facts and without personal bias.</p> <p>Engages with mentors and supervisors for personal skill development.</p> <p>Plans, prioritises and organises work to deliver on short and long term goals.</p> <p>Encourages and promotes Lakes values and expectations.</p>	<ul style="list-style-type: none"> <li>Is proactive and effective when problem solving is required.</li> <li>Engages with staff member/managers/multi-disciplinary team when concerns are raised to best understand their point of view.</li> <li>Appropriately investigates the concern looking at trends, situation and practices.</li> <li>Critically examines repeatable risk factors.</li> <li>Is constantly striving to acquire and maintain knowledge, skills and/or experience.</li> <li>Demonstrates a commitment to and takes responsibility for going professional development.</li> <li>Purposeful about where time is invested.</li> <li>Delivers relevant results within expected timeframes.</li> <li>Role models expected behaviours and practices.</li> <li>Treats staff, patients and visitors with dignity and respect.</li> <li>Uses appropriate empathy to gain organisational objectives.</li> <li>Is solution focused.</li> </ul>

Compulsory Requirements	Description	Expected Outcomes
<b>Māori Health</b>	Māori philosophies and values of health are demonstrated in work practice.	<ul style="list-style-type: none"> <li>• Meaningful relationships are established with Te Aka Matua (Rotorua and Taupo Hospitals) and Te Whatu Ora Lakes Maori Health division in the planning and delivery of services.</li> <li>• Practices are consistent with Te Tiriti o Waitangi /The Treaty of Waitangi when working with Māori.</li> <li>• Delivery of safe services for Māori are facilitated by ensuring they can access treatment options and are involved in the planning and delivery of their care.</li> <li>• Māori are enabled to access and participate in cultural activities provided by the Te Whatu Ora Lakes.</li> <li>• A commitment to improving the wellbeing of Māori by increasing cultural knowledge in the Te Whatu Ora Lakes is shown.</li> </ul>
<b>Te Iti Kahurangi</b>	The Lakes Way, Our Place Our Culture	<ul style="list-style-type: none"> <li>• Works within the Te Iti Kahurangi framework and supporting guide document.</li> </ul>
<b>Record Keeping</b>		<ul style="list-style-type: none"> <li>• Complies with the Te Whatu Ora Lakes Corporate Records Management policy to create and maintain full and accurate records.</li> </ul>
<b>Quality &amp; Risk</b>	Patient safety is paramount to the service we deliver at Te Whatu Ora Lakes. This is to be achieved in a clinical governance framework that is culturally responsive and identifies and manages risk and opportunities to improve.	<ul style="list-style-type: none"> <li>• Employees are supported to lead by example and implement a culture of continuous quality improvement.</li> <li>• Risks that may prevent Te Whatu Ora Lakes from achieving their goals are identified, reported, and managed.</li> <li>• Māori patients are provided patient-centred care to achieve positive Māori health outcomes.</li> <li>• Needs of Māori are reviewed and reported in the further development of practice, process and or policy.</li> <li>• Evidence-based methodologies are used to support improvements, e.g. kaupapa Māori methodology.</li> <li>• Quality care is provided to certification standards.</li> </ul>
<b>Health &amp; Safety</b>	Each individual is responsible for ensuring the safety of themselves, their colleagues, patients and their visitors and to comply with all organisational health and safety policies, procedures and guidelines.	<ul style="list-style-type: none"> <li>• Implementation and reinforcement of a proactive healthy work place culture which reflects relevant Te Whatu Ora Lakes policy and legislative requirements.</li> <li>• Healthy lifestyles are actively promoted and participated in, within the work area.</li> <li>• Employees participate in Health and Safety within areas of work.</li> <li>• Health and Safety activities are appropriately documented within specified timeframes.</li> <li>• Health and Safety policies have been read and understood and are applied in the workplace.</li> <li>• Health and Safety policies are appropriately documented within specified timeframes and incidents are reported immediately.</li> <li>• Any opportunities for improving Health and Safety are reported and acted upon in a timely manner.</li> </ul>

Compulsory Requirements	Description	Expected Outcomes
		<ul style="list-style-type: none"> <li>All near misses/incident/accidents are reported to the appropriate line manager within 24 hours.</li> </ul>

**Signatures:**

Line Manager:  
(position description approved): \_\_\_\_\_

Employee:  
(acceptance of position description): \_\_\_\_\_

*(Please also initial all other pages to show acceptance of position description.)*

Person Specification	Essential:	Desirable:
<b>Education and Qualifications:</b>	<ul style="list-style-type: none"> <li>Registration with the Relevant Board or Regulatory Body of New Zealand, e.g. DAPAANZ, SWBNZ, OTBNZ)</li> <li>Current Annual Practising Certificate</li> <li>A relevant occupational therapy qualification. In some instances particular experience and/or on-the-job training may be required</li> <li>Health Professional with recent mental health and addiction clinical experience</li> <li>New Zealand driver's License.</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrated commitment to own professional development.</li> <li>Member of relevant professional organisation.</li> <li>Treaty of Waitangi training.</li> </ul>
<b>Experience:</b>	<ul style="list-style-type: none"> <li>Recent hospital and community clinical practice</li> <li>Possess well developed clinical skills</li> <li>Sound assessment and psychosocial intervention skills</li> <li>Good understanding of challenges in working in an acute inpatient or community settings.</li> <li>Proven commitment to delivery of quality mental health care and treatment</li> <li>Proven communication and interpersonal skills</li> <li>Proven ability to work successfully with Māori clients utilising a whānau ora approach</li> <li>Proven ability to manage a work load in a planned and co-ordinated manner</li> <li>Ability to manage workload through prioritisation, and setting and meeting objectives efficiently</li> <li>Ability to work with all cultural groups and their advocates</li> </ul>	<ul style="list-style-type: none"> <li>2 years post graduate mental health clinical experience</li> <li>Proven ability to deliver evidence based clinical care</li> <li>Proven commitment to delivery of quality occupational therapy care</li> <li>Proven communication and interpersonal skills</li> <li>Proven skills as a client/caregiver</li> <li>Proven ability to work successfully with Maori clients utilising a whanau ora approach</li> <li>Proven ability to manage a work load in a planned and co-ordinated manner</li> <li>Proven ability to apply research to the practice setting</li> <li>Demonstrated commitment to own professional development</li> </ul>



	<ul style="list-style-type: none"> <li>▪ Ability to network and work positively with relevant NGO and community agencies.</li> </ul>	
<b>Knowledge:</b>	<ul style="list-style-type: none"> <li>▪ Te Tiriti O Waitangi in the provision of health care services and support to Māori.</li> <li>▪ Te Tiriti O Waitangi in practice, process, policy development and decision making.</li> <li>▪ Te Whatu Ora Lakes is a Reorua organisation knowledge and understanding of Te Reo/ Correct pronunciation.</li> <li>▪ Occupational Therapy Board of New Zealand Code of Conduct 2004</li> <li>▪ Occupational Therapy Board of New Zealand Competencies for Scope of Practice 2015.</li> <li>▪</li> <li>▪ Health and Disability Code of Consumer Rights 1996</li> <li>▪ Health Information Privacy Code 1994</li> <li>▪ Health Practitioners Competency Assurance Act 2003</li> <li>▪ Human Rights Act 1993</li> <li>▪ Te Whatu Ora Lakes Quality Framework</li> <li>▪ Medicines Act 1981 and Medicines Regulation 1984</li> <li>▪ Misuse of Drugs Act 1975 and Regulations 1977</li> <li>▪ Treaty of Waitangi Act 1975 and its application to the health and mental health settings.</li> <li>▪ Health and Disability Service Standards (2008)</li> <li>▪ Mental Health (Compulsory Assessment and Treatment) Act 1992</li> <li>▪ Let's get real: Real Skills for people working in mental health and addiction (2008)</li> <li>▪ Knowledge of the Mental Health and Addiction Service Development Plan (2012)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Knowledge of NZ Health System.</li> </ul>
<b>Skills:</b>	<ul style="list-style-type: none"> <li>▪ Pronunciation of Te Reo Māori words and names</li> <li>▪ Produces and maintains accurate records, notes and other documentation which are clear and up to date.</li> <li>▪ Consumer/Recovery focused</li> <li>▪ Statistical data maintained and submitted within relevant timeframes.</li> <li>▪ Assesses, plans, implements and evaluates occupational therapy care for patients according to accepted occupational therapy practice and standards;</li> </ul>	<ul style="list-style-type: none"> <li>▪ Te Reo Māori</li> <li>▪ ..</li> </ul>

- Works in consultation with other health professionals and members of health teams, and co-ordinating the care of patients;
- Provides interventions, treatments and therapies such as medications, and monitors responses to treatment and care plans;
- Able to react appropriately to the unpredictable nature of the work and the workplace
- Promotes health and assists in preventing ill health by participating in health education and other health promotion activities;
- Computer literate and competent
- Answers questions and providing information to patients and families about treatment and care;
- Supervises and co-ordinating the work of occupational therapy assistants and other health care workers.
- Works indoors and clinics and other health care facilities in private and public hospitals and medical centres and specialist practices and clinics.
- Mental activities necessary include a high level of cognitive functioning with occupational therapy, observation, evaluation, assessment, communication, interpersonal, organisational, problem solving and decision-making capabilities.

**Personal Attributes:**

- Caring and compassionate attitude towards clients, whānau and co-workers
- Motivated and self directed
- Excellent interpersonal skills
- Adaptability and flexibility
- Prioritisation, time and workload management skills
- Works well within team to achieve collective outcomes.
- Non-smoker preferred
- .Commitment to on going post graduate education
- Evidence of relevant professional development in speciality clinical knowledge and skills
- Professional affiliation preferred (Occupational Therapy New Zealand – Whakaora Ngangahau Aotearoa).
- Contributes positively to the culture of the organisation, is a team player, takes direction and accounts for performance. Demonstrate a caring and compassionate attitude towards clients, whānau and co-workers..

## ABOUT TE WHATU ORA LAKES

At Te Whatu Ora Lakes we place the highest value on the health and wellbeing of everyone in our community. As such all healthcare workers are expected to play a part in the creation and promotion of an environment which lives the following vision, mission and values:

### VISION

Healthy Communities – Mauriora! In this vision Mauriora refers to the Mauri - being the life essence and the source of well-being, and ora - describing the state of wellness.

### STRATEGIC MISSION

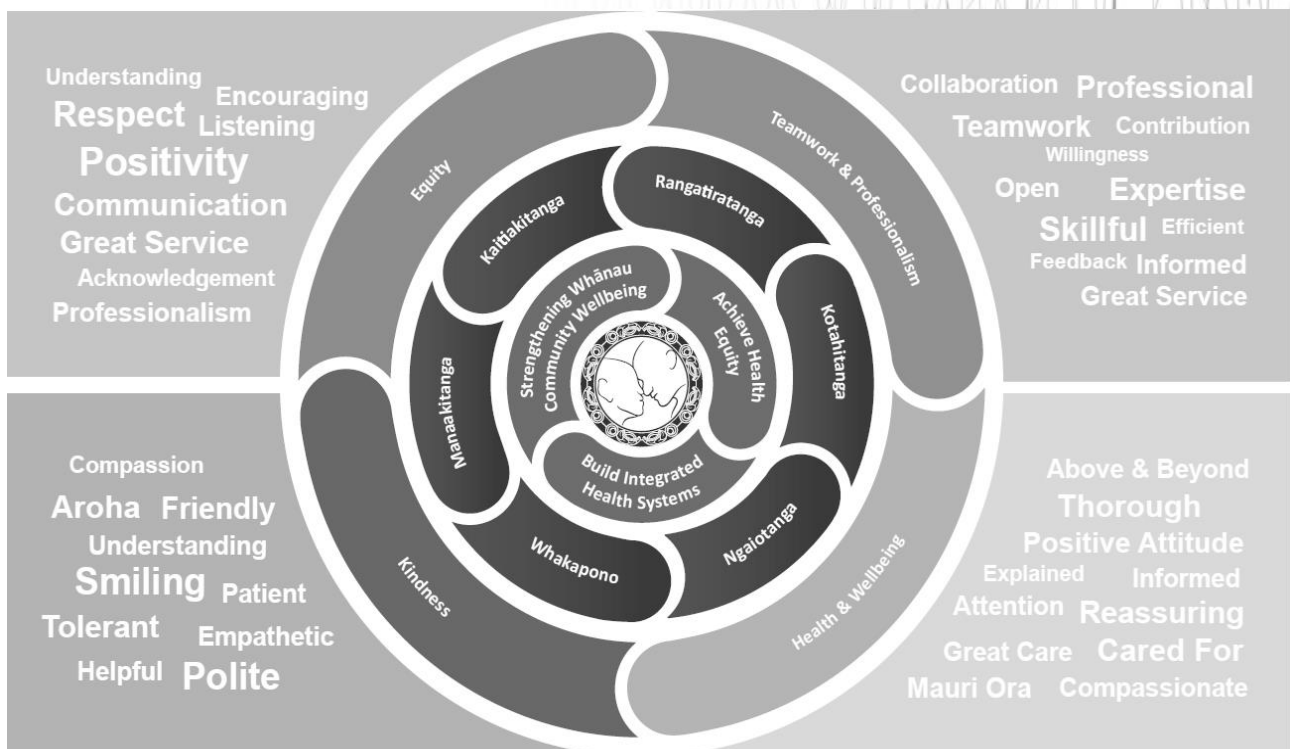


- Achieve equity in Māori health
- Build an Integrated health system
- Strengthen people, whanau & community wellbeing

### THREE CORE VALUES

Manaakitanga	respect and acknowledgment of each other's intrinsic value and contribution
Integrity	truthfully and consistently acting collectively for the common good
Accountability	collective and individual ownership for clinical and financial outcomes and sustainability

### TE ITI KAHURANGI – THE LAKES WAY, OUR PLACE, OUR CULTURE – WE WILL



## TE TIRITI O WAITANGI

### Our expression of Te Tiriti o Waitangi

The text of Te Tiriti, including the preamble and the three articles, along with the Ritenga Māori declaration, are the enduring foundation of our approach to achieving health and independence. Based on these foundations, we will strive to achieve the following four goals, each expressed in terms of mana.

### Mana whakahaere

Effective and appropriate kaitiakitanga and stewardship over the health and disability system. Mana whakahaere is the exercise of control in accordance with tikanga, kaupapa and kawa Māori. This goes beyond the management of assets and resources and towards enabling Māori aspirations for health and independence.

### Mana motuhake

Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives and to live on Māori terms and according to Māori philosophies, values and practices, including tikanga Māori.

### Mana tangata

Achieving equity in health and disability outcomes for Māori, enhancing the mana of people across their life course and contributing to the overall health and wellbeing of Māori.

### Mana Māori

Enabling Ritenga Māori (Māori customary rituals), which are framed by te ao Māori (the Māori world), enacted through tikanga Māori (Māori philosophy and customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

Te Whatu Ora Lakes is committed within the framework of the New Zealand Public Health and Disability Act (2000) to supporting the Crown's commitment to upholding its Tiriti promises.

## ORGANISATION STRUCTURE

### Te Whatu Ora Health New Zealand Lakes

