

Position Description

Crisis Respite Clinical Worker (Registered Nurse)

Stepping Stone Trust has been operating since 1990; having grown out of Spreydon Baptist's Community Services and is now the largest NGO provider of Community Mental Health services in Canterbury. The Trust operates a range of Residential, Respite and Community Support services for Youth through to Older Persons for up to 500 Tangata Whaiora/Consumers each week.

Our Vision

To provide an effective Christ-centred mental health service that encourages life, purpose, hope and future

Our Mission

Offering hope and a Stepping Stone in life

Core Values

Faith – belief that God makes a difference

Growth – a journey toward wholeness

Respect – belief in the value of all people

Relationship – belief that we grow and work together with others

Service Effectiveness – giving hope

Service Context

Crisis Respite is a service that provides a crisis bed-based service as an option both for people who would otherwise require admission to acute inpatient SMHS's and for those for whom a crisis in their recovery journey has made them vulnerable and in need of a brief period of support.

Role, Purpose and Scope of Role

Clinical workers: support the Service Manager in providing direction and coordination to the residential service; assess referrals for admission; oversee and participate in all facets of clinical care and general service delivery; ensure the delivery of positive, supportive, consistent, safe, homely and professional care; oversee medication management, including training and assessing unregistered staff; monitor the general health and wellbeing of the Tangata Whaiora/Consumers; ensure core personal and mental health needs are met alongside the aims and goals of Respite admission; engage with the Tangata Whaiora/Consumers over a range of life issues covering such things as health, welfare, relationships, work, recreation, spirituality and living skills; and liaise with external agencies as required; provide on-call services to SST services when on shift.

A Job Description is a broad, general, and written statement of a specific job. It generally includes duties, purpose, responsibilities, scope, and working conditions of a job along with the job's title, and the name or designation of the person to whom the employee reports.

Key Relationships

Reports to	<ul style="list-style-type: none"> • Team Leader
Accountable to	<ul style="list-style-type: none"> • Service Manager

Delegated Authorities

Financial – Budget & Expenditure limits	<ul style="list-style-type: none"> • NIL
Human resources	<ul style="list-style-type: none"> • NIL

Internal Relationships

Interactions within SST	The purpose and frequency of these interactions
Team Leader	<ul style="list-style-type: none"> • Daily to receive and give advice/feedback around the functional needs of the service. • As required to promote the best outcomes for Tangata Whaiora/Consumers. • Daily to plan, co-ordinate, receive key messages and overall direction. • Internal monthly supervision.
Other SST Staff	<ul style="list-style-type: none"> • Daily to achieve service targets. • As needed to communicate changes and results regarding care planning. • Weekly or fortnightly team-wide meetings to review and collaborate to provide excellence in service delivery. • Peer Supervision.
Tangata Whaiora/Consumers	<ul style="list-style-type: none"> • Close attention to Tangata Whaiora/Consumers needs in collaboration with other Respite staff. • Fostering and modelling appropriate therapeutic relationships.
Service Manager	<ul style="list-style-type: none"> • As required.
Stepping Stone Administration	<ul style="list-style-type: none"> • As required for day-to-day needs and employment matters.

External Relationships

Interactions outside of SST	The purpose and frequency of these interactions
Other Health Professionals	<ul style="list-style-type: none"> As required DHB/MSD Service/Case Managers, Allied Health Professionals, GP Practices other community agency staff.
Tangata Whaiora/Consumers Whanau and Significant Others	<ul style="list-style-type: none"> As required and allowed by their mental health and responding to matters arising.
Health Care Agencies/Community Groups	<ul style="list-style-type: none"> As required and allowed by Tangata Whaiora/Consumers, for the purpose of monitoring their mental health and responding to matters arising.
Relevant Regulatory Agencies	<ul style="list-style-type: none"> As required e.g. Police, MSD, DHB, ACC.
Professional Networks	<ul style="list-style-type: none"> Participate in networking and collaborative, interagency activities.
External Contracts	<ul style="list-style-type: none"> As required e.g. QualMed, Trades, Trainers.

Key Result Areas

1 Model of Care, Policies and Procedure

Key Measurement Criteria	Performance Measure
1.1 Commitment to working within the framework of Stepping Stone Trust its vision, mission and values.	1.1 Demonstrate alignment with vision, mission and values.
1.2 Stepping Stone Trust policies and procedures are implemented and adhered to.	1.2 Policy and procedures adhered to.

2 Cultural Safety

Key Measurement Criteria	Performance Measure
2.1 Commitment to the principles of the Treaty of Waitangi as they apply to Stepping Stone Trust.	2.1 Demonstrate knowledge and application of the principles of the Treaty of Waitangi.
2.2 Tangata Whaiora/Consumers receive care without discrimination on the basis of race, culture, health, sexual orientation or age.	2.2 Tangata Whaiora/Consumers feedback, peer feedback.

3 Programme Delivery

Key Measurement Criteria	Performance Measure
3.1 Respite service provides Tangata Whaiora/Consumers engagement by providing support and encouraging self-determination, while supporting them and their family/whanau.	3.1 Daily review of current discharge plans and their application to Tangata Whaiora/Consumers.
3.2 Service standards reflect policy and audit requirements.	3.2 Service documentation reflects staff's daily/weekly task requirements are completed.
3.3 In collaboration and discussion with Service Manager, participate in monitoring and responding to incidents as they arise and assist in progressing these to a suitable outcome.	3.3 Evidence of participation in risk mitigation through established crisis management plans/strategies/contact with CM's & whanau.
3.4 A functional awareness of service status, needs, culture and pressures is maintained.	3.4 Reflected in service meeting, diary, supervision notes.
3.5 External enquiries are managed by liaison with appropriate agencies to maximise care, planning and coordination of service access and user needs.	3.5 Reflected in unit documentation and CMS & staff supervision notes.
3.6 Responsible for maintaining the shape and form of facilities' daily task requirements.	3.6 Service tasks are completed, collaboratively and in a timely manner.
3.7 Assessing referrals for admission and completing admission requirements.	3.7 Referrals are assessed following the step by step Admission Risk Management Matrix and admission granted and paperwork completed if they qualify.

4 Communication

Key Measurement Criteria	Performance Measure
4.1 Utilise Client Management System to manage timely recording, file systems, record keeping standards/systems.	4.1 Administration is completed in a timely manner in accordance with policy and procedures.
4.2 Leads by example, works collaboratively with staff providing transparent feedback & supervision, setting a culture of clear communication e.g. re safety, professionalism, team issues.	4.2 Staff issues are progressed on the basis of noted feedback within service and supervision records.
4.3 Conflict/resolution processes are facilitated as needed	4.3 Issues are resolved early or if escalated records show efforts made.

4.4	Timely and appropriate information is provided across shifts and at changeover/ other times.	4.4	Reflected in service meeting, diary, supervision notes.
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5 Leadership

Key Measurement Criteria		Performance Measure	
5.1	Contributing to and maintaining SST's ethos and values.	5.1	Practicing the ethos and values of SST.
5.2	Model Self-Management.	5.2	Walk the talk and setting an example by doing.
5.3	Practice respect in professional relationships.	5.3	Staff reflect positive and affirming relationships.
5.4	Support and facilitates a team culture which is recovery focused and supports best practice.	5.4	Team meetings and activities demonstrate culture development e.g. team retreat day, staff orientation.

6 Reporting

Key Measurement Criteria		Performance Measure	
6.1	Incident/Accident reports to be completed in a timely manner in accordance with policy.	6.1	Evidence by adherence to policy.
6.2	Client Management System is monitored to ensure currency and accuracy.	6.2	Selected client reviews within the Client Management System demonstrate current and accurate recording.
6.3	Complaints to be investigated and signed off.	6.3	As per complaints policy.
6.4	Service monitoring and auditing requirements are timely completed as requested/required.	6.4	Documentation shows an accurate and timely response.
6.5	Maintenance issues are accurately reported and followed up in a timely manner	6.5	Documentation shows accurate and timely reports, follow up and resolution
6.6	Medication Management Policies & Practices are adhered to within the Respite service.	6.6	Incident Reports indicate problems are managed and are being reduced.
6.7	Administer medication in a timely and accurate manner.	6.7	Refer 6.1.

7 Team Work

Key Measurement Criteria	Performance Measure
7.1 Tangata Whaiora/Consumers are valued through a work environment that implements and models a collaborative team approach to the work. All roles function as part of a greater team of carers and within that team they provide a high level of stable continuous care.	7.1 <ul style="list-style-type: none"> ○ Participating fully in the consultative function of weekly team and peer meetings. ○ Attend staff meetings (paid time). ○ Attend group supervision (paid time). ○ Attend Stepping Stone professional development training. ○ Works alongside/with colleagues with mutual respect.
7.2 Participates fully in the consultative function of the Adult Respite Team.	7.2 Contributes regularly and consistently in discussion/meetings – staff meetings, internal/external MDT.
7.3 Assists the Adult Respite team in achieving the objectives of the team.	7.3 <ul style="list-style-type: none"> ○ Team objectives achieved, peer review. ○ Participation in development of annual residential service clinical goals.
7.4 Provides professional health service advice and input to the Adult Respite Team.	7.4 Notes in e-mails, minutes, reports indicating staff supervision and liaison with SMHS.

8 Staff Performance Management

Key Measurement Criteria	Performance Measure
8.1 Proactively participate in the regular performance review and annual performance appraisal process.	8.1 Completed performance appraisal.
8.2 Supports the Service Manager with the performance management of staff is timely, documented and follows good process.	8.2 <ul style="list-style-type: none"> ○ Performance issues are addressed early and process/progress is recorded. ○ Notes in e-mails, minutes, reports, diaries noting input into service management.
8.3 With the Service Manager, assist staff in applying core organisational training e.g. Medications, First Aid and Calming De-Escalation.	8.3 Training delivery is identified by improved staff competence.

9 Professional Development

Key Measurement Criteria		Performance Measure	
9.1	Where appropriate, identifies professional development needs and training opportunities in consultation with the Service Manager.	9.1	Evidenced in participation of training and development and training records.
9.2	Receives regular supervision as per SST policy.	9.2	Supervision reports.
9.3	Completes professional development sufficient to remain professionally accredited.	9.3	Professional registration is maintained.

10 Quality Standards

Key Measurement Criteria		Performance Measure	
10.1	Know and practice OSH policy.	10.1	Participate in Hazard Identification and Health and Safety processes.
10.2	Understand fire drills and civil defence emergency procedures.	10.2	Participate in fire drills and civil defence emergency procedure training.
10.3	Adhere to Accident/Incident reporting system.	10.3	Accidents/Incidents are reported.
10.4	Uses all equipment correctly, and with proper care and attention, observing education and instruction given.	10.4	Equipment issued correctly.
10.5	Know and practice relevant work place quality standards subject to audit.	10.5	Service adherence to functional quality standards is positively reflected in internal and external audits.
10.6	Infection control and medication systems are modelled competently.	10.6	Competent Infection control and medication processes are reflected in internal and external audits.

11 Other Duties

Key Measurement Criteria		Performance Measure	
11.1	Oversee medication management, including training and assessing unregistered staff to administer	11.1	Regular training and assessment of staff is undertaken and sent to HR for filing
11.2	Provide on-call services when on shift for all SST residential services	11.2	Deal with clinical questions that come up on call and fill shifts when staff call on-call when sick

11.3 Notwithstanding any respective definition or classification of employment, the employee may be required to undertake other lawfully permitted duties.	11.3 Tasks completed as requested.
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Working Environment and Physical Demands

Stepping Stone Trust aims to provide a safe workplace, where nobody is placed in an environment or asked to do anything which will result in physical or mental harm. Here are some of environments and potential hazards that might be encountered in this role.

*Those in **bold** represent the likely environments of this position*

Office	Residential Facilities	Outdoors
Vehicle	Tangata Whaiora/ Consumers Homes	Community
Hospital	Offices of Specialist Services	

*Those in **bold** represent the likely hazards of this position*

PHYSICAL	BIOLOGICAL	TEMPERATURE
<ul style="list-style-type: none"> ○ Mechanical handling ○ Stacking and storage ○ Transportation (car etc) ○ Confined space/working at heights ○ Ventilation ○ Working at heights in walkways and aisles ○ Equipment guards ○ Energy isolation ○ Noise ○ Vibrating platforms 	<ul style="list-style-type: none"> ○ Insects. ○ Bacteria/Virus. ○ Animals (e.g. Dogs, Rats) 	<ul style="list-style-type: none"> ○ Extremes of heat or cold ○ Hot substances/products ○ Fire hazard
	CHEMICAL	PHYSIOLOGICAL (Factors that may contribute to stress and/or fatigue)
	<ul style="list-style-type: none"> ○ Chemicals and other substances ○ Mist ○ Dust ○ Dangerous Goods 	<ul style="list-style-type: none"> ○ Periods of significantly increased intensity or duration of workload ○ Organisational demands of work (e.g. 24 hour availability) ○ Tight deadlines ○ Provision of support to others during peak periods ○ Shift work
LIGHTING	POWER SYSTEMS	EMERGENCY RESPONSE
<ul style="list-style-type: none"> ○ Lighting levels 	<ul style="list-style-type: none"> ○ Electrical ○ Hydraulic 	<ul style="list-style-type: none"> ○ Responsible for items to be secured e.g. earthquake ○ Evacuation routes
ERGONOMIC	RADIATION	
<ul style="list-style-type: none"> ○ Manual handling ○ Work station set-up 	<ul style="list-style-type: none"> ○ Microwave ○ Infra-red, ultraviolet 	

*Those in **bold** represent the essential physical requirements of this position*

TYPE	FREQ.	TYPE	FREQ.	TYPE	FREQ.
Sedentary – Sitting	F	Stooping	O	Lifting/Manual Handling	O
Pulling	R	Kneeling	O	Grasping	O
Crouching	O	Typing	F	Crawling	R
Talking	F	Reaching	O	Hearing	F
Standing	O	Repetitive Hand Motions	R	Fine Finger Motions	F
Walking	F	Pushing	O	Driving	F
Climbing	R	Other – please record:			

Note: **C** = Constantly: 67-100%; **F** = Frequently: 34 – 66%; **O** = Occasionally: 1 – 33%; **R** = Rarely: 0 – 1%

*Those in **bold** represent the visual requirements of this position*

Close Vision	Distance Vision	Colour Vision
Ability to Focus	VDU	No Special Vision Requirements

Verification

We agreed that this Position Description accurately reflects the key responsibilities of the position of Clinical Worker at today's date.

Manager's Full Name:

Manager's Signature:

Date:

Employee's Full Name:

Employee's Signature:

Date:

This Position Description will be reviewed at least once a year during the course of the Performance Review Meetings. Any changes which need to be made will be signed off by the responsible Senior Manager and Human Resources.

Person Specification

Crisis Respite Clinical Worker (Registered Nurse)

Education and Qualifications

Qualifications and Experience	Minimum Level 7 Bachelor of Nursing, experience in mental health.
Professional Registrations	Current nursing registration.

Technical or Professional Knowledge, Skills and Experience

Work context specific	<ul style="list-style-type: none"> Comfortable working in a Mental Health Service delivery environment.
IT and Internet systems	<ul style="list-style-type: none"> Competent knowledge of office software systems e.g. Microsoft Office (Word, Excel), E-mail, Payroll Systems, with the ability to support staff in these applications. Confident using the Internet and web tools.
Administration	<ul style="list-style-type: none"> Ability to co-ordinate administrative functions to ensure timely reporting. Demonstrates an understanding of administrative systems that ensure other business systems are properly supported. Demonstrates ability to maintain quality quantitative information gathering and reporting systems.

General Competencies (behaviours) and attributes

Alignment to Core Values	<ul style="list-style-type: none"> Personal alignment to the vision, mission and core values of SST reflect through a personal faith journey. Demonstrate commitment to SST core values of Faith/Growth/Respect/Relationship/Service Effectiveness through respect for and ability to work within the SST mission, principles and Christian ethos. Ability to promote a work culture based on Christian values and encourage where appropriate the Christian faith journey of all staff and Tangata Whaiora/ Consumers.
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<p>Teamwork</p>	<ul style="list-style-type: none"> • Maintains healthy relationships in teams that positively influence Tangata Whaiora/Consumers and organisational culture; especially with respect to handling conflict; aware of differences in personalities and the importance of positive relationships to achieve outcomes. • Aligns with team’s values and composition; aware of own strengths and how they affect other people in the team. • Works collaboratively. • Ability to delegate tasks whilst maintaining responsibility for the final result. • Demonstrates professional & pastoral support for staff.
<p>Work Progress</p>	<ul style="list-style-type: none"> • Good time management and ability to self-direct, manage and set priorities. • Can implement own and others ideas. • Committed to Quality Improvement.
<p>Communication</p>	<ul style="list-style-type: none"> • Develops rapport easily; addresses issues positively; competent in verbal and written communication. • Able to discuss strategic and sensitive issues. • Shares Knowledge. • Communication – strategically uses communication to produce enthusiasm and foster an atmosphere of open exchange and support. • Excellent and accurate numeric, written and oral communication.
<p>Adaptability</p>	<ul style="list-style-type: none"> • Is aware of changes in service delivery needs from funder and adjusts strategies to reach a result. • Has a professionally developed intuition around Tangata Whaiora/Consumers, their needs and life context. • Problem solver – assesses situations, decides on a course of action and implements this.
<p>Personality</p>	<ul style="list-style-type: none"> • Attitude – Compassionate and Caring/Honest/Optimistic/Professional/Resilient/Flexible. • Tact/Discretion/Confidentiality. • Excellent ability to problem solve. • Good health and fitness. • Sense of humour.