

**Role Description**

Position:	<b>Mental Health Nurse Educator Wairarapa Emergency Department Mental Health, Addictions &amp; Intellectual Disability Service (MHAIDS) 3DHB</b>
Hours of Work:	<b>32 hours per week, Monday to Friday and a requirement to participate in the after hours on call roster</b>
Reports to:	<b>Charge Nurse Manager Adult MHS Wairarapa, and will work closely with the Charge Nurse Manager Acute Services</b>
Location:	<b>Wairarapa Hospital Emergency Department</b>

The Vision, Mission Statements and Values of each of the three DHBs are highly congruent.

Wairarapa DHB Vision:	Well Wairarapa - Better health for all
Hutt Valley DHB Vision:	Whanau Ora ki te Awakairangi Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.
Capital & Coast DHB Vision:	Better Health and Independence for People, Families and Communities.

Wairarapa DHB Mission:	To improve, promote, and protect the health status of the people of the Wairarapa, and the independent living of those with disabilities, by supporting and encouraging healthy choices.
Hutt Valley DHB Mission:	Working together for health and wellbeing Our mission demonstrates the Hutt Valley DHB's commitment to a cooperative way of working. This includes staff working cooperatively, working in collaboration with the people and organisations we fund, working with organisations from other sectors and working within our community.
Capital & Coast DHB Mission:	Together, Improve the Health and Independence of the People of the District.

Wairarapa DHB Values:	Respect – whakamana tangata; integrity – mana tu; self-determination – rangatiratanga; co-operation – whakawhanaungatanga; and excellence – taumatatanga.
Hutt Valley DHB Values:	'Can do' – leading, innovating and acting courageously; Working together with passion, energy and commitment; Trust through openness, honesty respect and integrity; Striving for excellence.
Capital & Coast DHB Values:	Innovation, Action, A focus on People and Patients, Living the Treaty, Professionalism through Leadership, Honesty, Integrity and Collaboration, Excellence through Effectiveness and Efficiency.

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## CONTEXT

### Wairarapa DHB

Wairarapa District Health Board (DHB) is located 1.5 hours north of Wellington and Hutt Valley. It covers a large mainly rural geographic area from Cape Palliser on the south coast, to Mount Bruce in the north. Secondary hospital services are provided from the new 90 bed Wairarapa Hospital (2006) in Masterton, serving a population of around 44,000. Wairarapa DHB has a unique relationship with primary and community services to meet the needs of their population.

### Hutt Valley DHB

The Hutt Valley District Health Board (DHB) is a hospital and health provider in the Hutt Valley district, greater Wellington.

Hutt Valley DHB provides secondary and tertiary, medical and surgical hospital services alongside community based health care. The main facility is Hutt Hospital in Lower Hutt, which has 260 beds. Hutt Valley DHB funds local health providers and works collaboratively with the community to create and support multiple health education initiatives and projects within the region.

### Capital and Coast DHB

The Capital and Coast District Health Board (CCDHB) covers a region extending from Wellington to Otaki. It comprises delivery arms in primary, secondary and tertiary health. Hospital and Health Services (HHS) is primarily responsible for the hospital and health services delivered via a new Wellington Regional Hospital; a secondary and community facility at Kenepuru; a Forensic, Rehabilitation and Intellectual Disability Hospital at Ratonga Rua-o-Porirua; and Kapiti Community Hospital.

Collectively, joint services provided across the three DHBs are referred to as 3DHB in this role description.

## **SERVICE PERSPECTIVE**

The hospital and health services of the DHBs provide a range of services, one such group of services includes Mental Health, Addictions and Intellectual Disability (MHAID) Service. The Service has over 1400 employees and annual revenue of \$140m.

MHAID Service 3DHB spans three DHBs - Wairarapa, Hutt Valley and Capital and Coast DHBs - and includes local, regional, and national services. The local MHAID services are provided from multiple sites within the 3DHB sub-region – greater Wellington, Hutt Valley and Wairarapa. Te Korowai Whariki services include regional forensic and rehabilitation services covering the Central region, and the national youth forensic secure unit, while the intellectual disability services extend the length and breadth of the country, including five bases located in Auckland, Cambridge, Wellington, Christchurch, and Dunedin.

The core business of the Service is the provision of quality specialist services, integrated with primary and secondary providers in the communities we serve.

The Service is committed to the underlying principles of:

- ☐ The New Zealand Disability Strategy: Making a World of Difference – Whakanui Oranga.
- ☐ Te Tahuhu and the Mental Health Blueprint for Mental Health Services in New Zealand to guide and direct service design, delivery, development, and review.
- ☐ Intellectual Disability High and Complex Framework
- ☐ Te Tiriti o Waitangi as the founding document of Aotearoa/New Zealand.

The Service has access to business support services including Human Resources and Finance. In addition, management and delivery of clinical services across the Service is underpinned by consultation, advice, and support from a range of cultural, consumer, and family advisors, and business, quality and organisational development personnel.

## **Role Perspective**

The MHAIDS mental health nurse educator provides clinical expertise within the Wairarapa Emergency Department (ED). Providing expert clinical support and advice to the clinicians within ED in line with the Ministry of Health Guidelines set for ED and Primary Mental Health.

As part of this team, the mental health nurse educator is critical in ensuring and maintaining essential nursing standards, and leading the implementation of mental health nursing education, change and skill development for the Wairarapa ED clinicians.

The role will actively contribute to the development of the speciality service in general and in particular, through quality improvement initiatives, and the development of pathways, and guidelines in the specific area of practice.

The role reports to the Charge Nurse Manager Adult MHS and is professionally responsible to the MHAIDS Director of Nursing. The role will also work closely with the Wairarapa Charge Nurse Manager Acute Services.

The nurse educator will have experience in working in acute mental health and crisis presentations and be able to walk alongside ED clinicians in understanding and developing the learning opportunities and outcomes.

The majority of the work will take place during normal working hours, Monday to Friday, however it may be necessary to work outside these hours from time to time to ensure visibility at different times of the day in understanding and observing the educational requirements of staff.

### **PURPOSE OF THE ROLE**

To develop professional relationships across mental health and the Emergency Department and act as a link between the services and primary health care.

The nurse educator provides professional nursing leadership, education and role modelling, working with staff to meet quality and safety standards of care.

Continuous improvement is an important priority. The nurse educator (NE) will work with the clinical nursing Leadership teams to promote safe and competent practice.

### Key Accountabilities

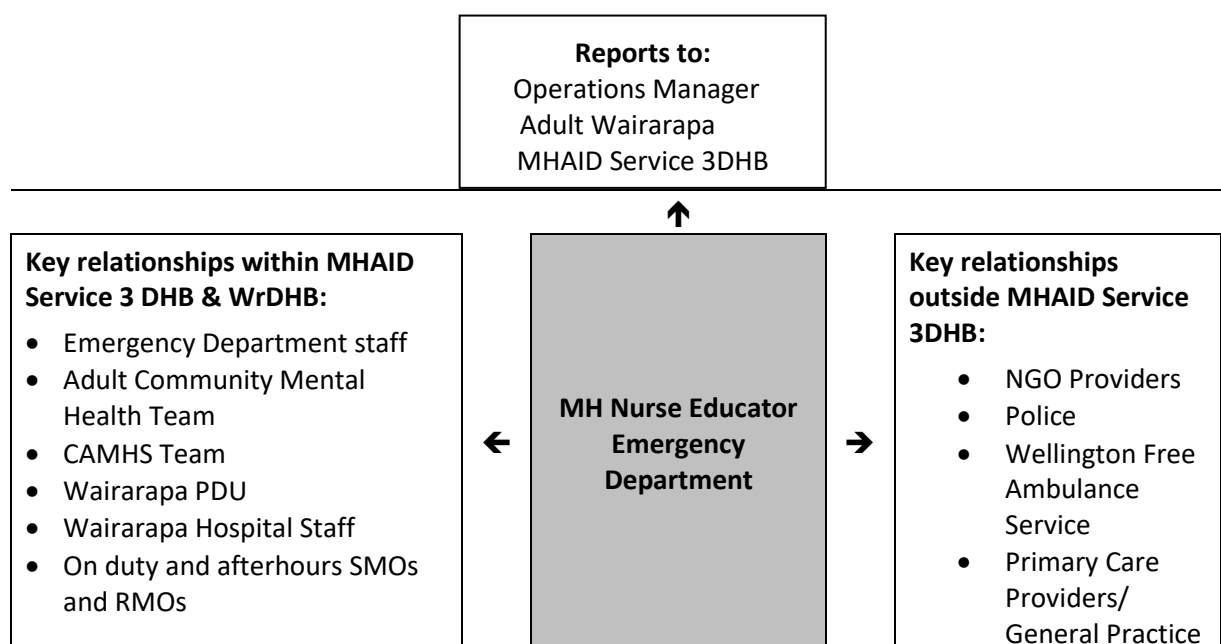
<b>Key Accountability</b>	<b>Deliverables / Outcomes</b>	<b>Key Performance Indicators / Measures</b>
<b>Leadership</b>	<ul style="list-style-type: none"> <li>• Lead by example to champion and drive 3DHB and MHAIDS development initiatives</li> <li>• Be a visible leader to both ED and Mental Health team members, ensuring effective communication with the teams</li> <li>• Build and foster a culture of capability objectivity, respect, responsiveness, resilience and excellence in mental health care to achieve sustainable outcomes</li> <li>• Provide information, support, feedback and development to enable cross functional performance</li> <li>• Encourage and support decision making at point of contact</li> <li>• Work closely with the Operations Manager and ED Manager to conceptualise, plan and progress improvement initiatives for Mental Health at Wairarapa Hospital</li> <li>• Initiate, monitor and implement operational initiatives across MHAIDS 3DHB as appropriate for the role, ensuring alignment with broader organisational strategy and goals.</li> </ul>	<ul style="list-style-type: none"> <li>• Acts as a good corporate citizen within the 3DHBs; championing and leading workplace change and culture initiatives as appropriate.</li> <li>• Has positive and regular interaction with the operational area staff, ensuring provision of useful information and fostering an inclusive culture.</li> <li>• Clinical and other risks are identified and managed accordingly. Supporting the OC Manager to ensure all staff of the OC understand the vision, direction and objectives of MHAIDS 3DHB</li> <li>• Timely advice and reports are provided to the Manager as required</li> <li>• The Vision and Values of the DHBs are effectively modelled to operations staff and others at all times. Positively work within those values.</li> </ul>

Key Accountability	Deliverables / Outcomes	Key Performance Indicators / Measures
<p><b>1. Provides effective and efficient Education, advice and support. With a focus on Strengthening capability of front line staff managing mental health and addictions crisis support</b></p>	<ul style="list-style-type: none"> <li>• Contribute to the development of an efficient and effective Mental Health, Addictions &amp; Intellectual Disability Service, specifically as it relates to this role and the Emergency Department</li> <li>• Contribute to the development of the overall strategic and fit-for-purpose approach to Mental Health, Addictions &amp; Intellectual Disability Service within 3 DHBs, ensuring that all 3 DHBs are best able to provide for the healthcare needs of their populations as appropriate for the role.</li> <li>• Create a team of individuals that have the skills and expertise required to lead transformational change within the Wairarapa Emergency Department</li> <li>• Ensure clear expectations for all staff education are developed, understood and followed up on for all needing to participate in ongoing educational activities.</li> <li>• Develops an annual education plan for ED Clinicians alongside the Wairarapa nurse educator and in collaboration with MHAIDS Education Department and Director of nursing.</li> </ul>	<ul style="list-style-type: none"> <li>• Establishes and maintains close working relationship with all interacting services, staff and managers.</li> <li>• Ensures change is conducted within agreed change management frameworks and practice.</li> <li>• Liaises with other services</li> <li>• Role models safe, compassionate and respectful care</li> <li>• Mentors ED, NGO and primary care staff to ensure people presenting in crisis received high quality and client centred care</li> <li>• Develops policies/protocols to support delivery of safe, compassionate and respectful care</li> </ul>
<p><b>Education and Training</b></p>	<ul style="list-style-type: none"> <li>• Provides education and training to ED, NGO and primary care service staff.</li> <li>• Develops and delivers a 12 month training and education programme</li> </ul>	<ul style="list-style-type: none"> <li>• Develops and implement an annual education and training calendar to support increasing ED, NGO and primary care staff capability when working with people presenting in crisis/with mental health issues</li> <li>• Maintain own training and development in line with APC and PDRP Pathway Expert</li> </ul>
<p><b>Strategic Planning</b></p>	<ul style="list-style-type: none"> <li>• Collaborate with stakeholders across the 3 DHBs to explore and implement better ways of working.</li> <li>• Foster innovation in the Emergency Department</li> <li>• Contribute as required and as appropriate, to the Mental Health, Addictions &amp; Intellectual Disability Service's Service and Annual Plans</li> <li>• Develop appropriate KPIs and other performance measures of service delivery and implement them</li> </ul>	<ul style="list-style-type: none"> <li>• Mental Health, Addictions &amp; Intellectual Disability Service have a well-developed sense of the role and contribution to operational and development outcomes</li> </ul>

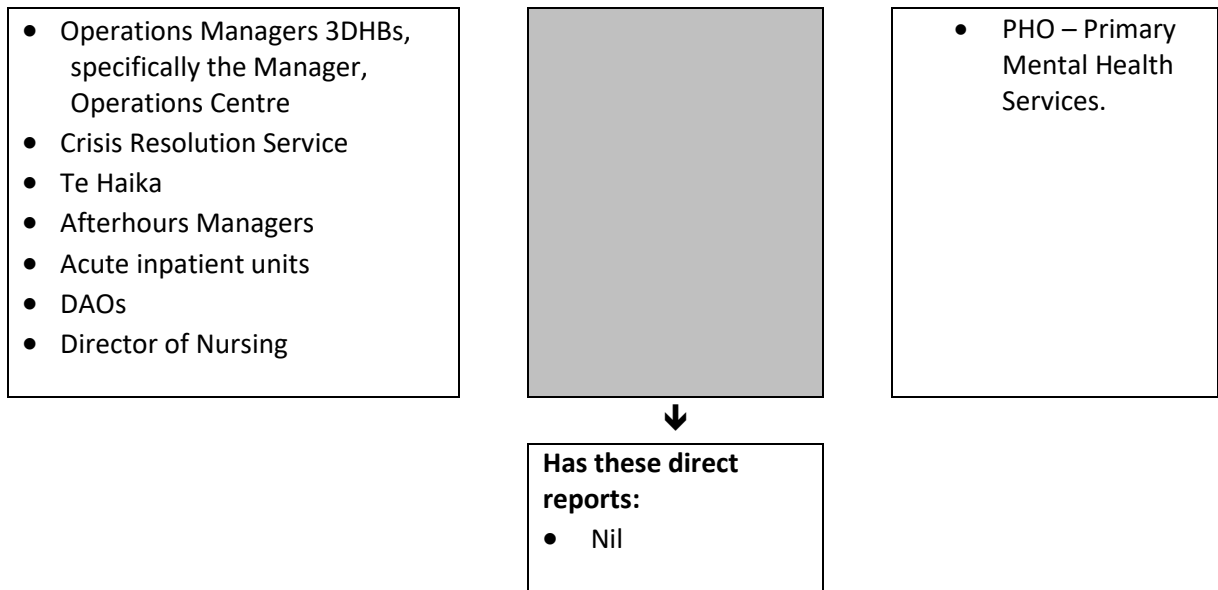
<b>Key Accountability</b>	<b>Deliverables / Outcomes</b>	<b>Key Performance Indicators / Measures</b>
<b>Strategic Relationship Management</b>	<ul style="list-style-type: none"> <li>• Develop and maintain strong cooperative relationships across the DHBs; planning and management that is aligned with the 3 DHB's planning processes and outcomes as required.</li> <li>• Contribute to the development and maintenance of strong cooperative relationships with the NGOs and other external stakeholders to ensure critical operational imperatives are achieved.</li> <li>• Managing and maintaining proactive and constructive relationships</li> <li>• Provide timely and clear feedback to managers regarding specific nursing performance, clinical risk, quality, and safety. Plus any other specific clinical issues observed or noted.</li> <li>• Build strategic alliances, partnerships and collaborate with the community, providers, colleagues and other DHBs to strengthen services and improve health outcomes</li> <li>• Managing and maintaining proactive and constructive relationships</li> </ul>	<ul style="list-style-type: none"> <li>• Constructive and effective relationships established will all DHB staff</li> <li>• High degree of confidence and satisfaction from the Manager in the strategic direction and quality standards of the Sector</li> <li>• Relationships with other relevant healthcare organisations are fostered with a view to exchanging information and developing best practice</li> <li>• Positively promotes the 3 DHBs role and services</li> <li>• Promotes a positive working relationship with other service leaders</li> </ul>
<b>Professional leadership, development and advocacy for Operations staff and direct leadership and management of direct reports</b>	<ul style="list-style-type: none"> <li>• Supporting the Annual plan objectives which cascade through performance development plans and targets are achieved</li> <li>• Staff are able to articulate the values and the agreed behaviours are included within performance development plans</li> <li>• Active participation by staff in improvement initiatives and there is clear, evident leadership</li> <li>• Audits of systems, processes and controls indicate no significant /material breach</li> <li>• There are good team processes for communication constructive debate and joint problem solving</li> <li>• Professional requirements are met and risks relating to professional misconduct or negligence mitigated /eliminated where possible</li> </ul>	<ul style="list-style-type: none"> <li>• Leadership and interpretation of the vision, strategy and delivery of assigned responsibilities of the 3DHBs Strategic and Annual Plans</li> <li>• Role model and reinforce values and associated behaviours expected within MHAIDs</li> <li>• Appropriate systems, processes and controls are implemented within the portfolio to ensure compliance with legislative and professional requirements</li> </ul>

<b>Key Accountability</b>	<b>Deliverables / Outcomes</b>	<b>Key Performance Indicators / Measures</b>
<b>Occupational Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>Proactive Health &amp; Safety systems and management are in place</li> </ul>	<ul style="list-style-type: none"> <li>Health and safety agreed targets are met, including:               <ul style="list-style-type: none"> <li>Hazard registers</li> <li>H&amp;S objectives</li> <li>Pre employment screening</li> <li>H&amp;S orientation</li> <li>Initial Needs Assessment (INA)</li> <li>Reportable event reviews</li> <li>Displays of commitment</li> </ul> </li> <li>Ensuring all employees maintain adequate safety standards on the job through consultation, training and supervision.</li> <li>Ensures own and others safety at all times</li> <li>Complies with policies, procedures and safe systems of work</li> <li>Reports all incidents/accidents, including near misses in a timely fashion</li> <li>Is involved in health and safety through participation and consultation</li> </ul>

### KEY RELATIONSHIPS AND AUTHORITIES







## CAPABILITY PROFILE

### Competencies

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
<b>Mental Health &amp; Addictions Expertise</b>	<ul style="list-style-type: none"> <li>• Extensive experience working in the mental health and addiction sector</li> <li>• Well-developed risk assessment skills and current knowledge of risk management processes and planning approaches</li> <li>• High levels of compassion and empathy for people presenting in acute distress/with mental health &amp; addictions issues</li> <li>• Experience working in a crisis mental health team within a DHB or have a strong background in mental health triage and crisis resolution</li> <li>• Experience in supporting and developing the clinical, cultural and professional skills of both clinical and non-clinical health workers</li> </ul>
<b>Strategic Agility</b>	<ul style="list-style-type: none"> <li>• Sees ahead clearly</li> <li>• Can anticipate future consequences and trends accurately</li> <li>• Has broad knowledge and perspective</li> <li>• Is future oriented</li> <li>• Can articulately paint credible pictures and visions of possibilities and likelihoods</li> <li>• Can create competitive and breakthrough strategies and plans</li> </ul>
<b>Process Management</b>	<ul style="list-style-type: none"> <li>• Good at figuring out the processes necessary to get things done</li> <li>• Knows how to organise people and activities</li> <li>• Understands how to separate and combine tasks into efficient work flow</li> <li>• Knows what to measure and how to measure it</li> <li>• Can see opportunities for synergy and integration where others can't</li> <li>• Can simplify complex processes</li> </ul>

Competency	Behaviours
	<ul style="list-style-type: none"> <li>• Gets more out of fewer resources</li> </ul>
<b>Organising</b>	<ul style="list-style-type: none"> <li>• Can marshal resources (people, funding, material, support) to get things done</li> <li>• Can orchestrate multiple activities at once to accomplish a goal</li> <li>• Uses resources effectively and efficiently</li> <li>• Arranges information and files in a useful manner</li> </ul>
<b>Drive for Results</b>	<ul style="list-style-type: none"> <li>• Can be counted on to exceed goals successfully</li> <li>• Is constantly and consistently one of the top performers</li> <li>• Steadfastly pushes self and others for results</li> <li>• Steadfastly pushes self and others for results</li> </ul>
<b>Interpersonal Savvy</b>	<ul style="list-style-type: none"> <li>• Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation</li> <li>• Builds appropriate rapport</li> <li>• Builds constructive and effective relationships</li> <li>• Uses diplomacy and tact</li> <li>• Can diffuse even high-tension situations comfortably</li> </ul>

## OTHER ASPECTS OF CAPABILITY NOT COVERED BY THE ABOVE COMPETENCIES

- a. Knowledge and Experience:**
- Minimum 5 years' experience working in Mental Health.
  - Knowledge of New Zealand Health Legislation
  - Understanding of customer service, quality and service improvement
  - Demonstrated competency in computer skills using a range of Microsoft packages including Word, Excel, and Power Point
- b. Professional Qualifications / Accreditations / Registrations:**
- Registered with New Zealand Nursing Council, with a current APC – General with Post Graduate paper in MH nursing or Registered MH.
  - Expert on Nursing PDRP, or working towards
- c. Someone well-suited to the role will place a high value on the following:**
- Improving care and outcomes for patients/consumers
  - Teamwork
  - Perseverance and commitment
  - Commitment to reducing duplication across the service
  - Flexible and 'can-do' attitude
  - Able to work autonomously with limited managerial supervision
- d) Other:**
- Broad, lateral and reflective thinker who can articulate thinking well at all levels
  - Adept at working across established networks and structures
  - Emotionally resilient
  - Flexible and adaptable
  - Works well with complexity and ambiguity
  - Skilled in time and organisational management
  - Works well under pressure – keeps a balance perspective
  - NZ Drivers License

The 3 District Health Boards are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

The 3 District Health Boards are committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Maori cultural practices.

The role description will be reviewed regularly in order for it to continue to reflect the changing needs of the organisation. Any changes will be discussed with the position holder before being made. Annual objectives and performance measures will be set each year during the annual performance planning and development meeting.

**Acceptance of the position implies acceptance of the position description.**

<b>Position Title</b>	Mental Health Nurse Educator Wairarapa Emergency Department  Mental Health, Addictions & Intellectual Disability Service (MHAIDS) 3DHB
<b>Signature of Employee</b>	
<b>Date</b>	