

# JOB DESCRIPTION

## *Community Support Worker Far North Mental Health Services*

<b>Position Title:</b>	Community Support Worker (CSW)
<b>Organisation Unit:</b>	Te Kokonga Sub Acute Unit Mental Health & Addictions Service
<b>Location:</b>	Far North, Northland District Health Board
<b>Responsible to:</b>	Service Manager, Mental Health & Addictions Service, Northland District Health Board
<b>Primary Functions of the Position:</b>	<p>To work under the direction/delegation of the Registered Nurse/CSW Coordinator, to provide the best outcomes concerning the health status of clients while in the sub-acute service</p> <p>To support clients and their whanau achieve their goals developed in consultation with registered health professionals during their time within the sub acute service.</p> <p>To support and ensure clients health symptoms are reduced to the point that access to the Mental Health Unit or after hour's crisis service is markedly reduced.</p> <p>To provide ongoing monitoring and support ensuring care is provided in a culturally appropriate and sensitive way, in accordance with the National Mental Health Standards of Practice, and with a commitment to the principles in Te Tiriti o Waitangi.</p> <p>To work under the direction/delegation of other health professionals to provide the best outcomes concerning the health status of clients while in the sub-acute service.</p>



## Functional Relationships

The Sub Acute Support Worker will develop and maintain excellent relationships with:

Internal	External
<ul style="list-style-type: none"> <li>CSW Sub Acute Coordinator</li> <li>Service Manager</li> <li>General Manager Mental Health &amp; Addiction Services</li> <li>Professional Leaders – Nursing, Occupational Therapy, Social Work &amp; Drug and Alcohol, Psychology</li> <li>Registered Nurses Sub Acute/Community</li> <li>Community Support Workers Sub acute</li> <li>Mental Health &amp; Addictions Service Staff Northland District Health Board</li> <li>Clinical Nurse Specialist</li> <li>Crisis Team Service - Whangarei, Mid &amp; Far North</li> <li>Respite Service Providers</li> <li>Consumer Advisors</li> <li>Mental Health In-patient Unit</li> <li>Clinical Director Mental Health Services, NDHB</li> <li>DAMHS Mental Health Services, Northland District Health Board</li> </ul>	<ul style="list-style-type: none"> <li>Consumers/Whanau/Significant others</li> <li>Respite Services</li> <li>Consumer Advisors</li> <li>Iwi and Hapu Authorities</li> <li>New Zealand Police</li> <li>Work and Income New Zealand (WINZ)</li> <li>Child Youth and Family Services (CYFS)</li> <li>Non-Government Organisations</li> <li>General Practitioners</li> <li>Primary Health Organisations (PHO)</li> <li>Training/education Institutions</li> </ul>

## Key Responsibilities and Expected Outcomes

Northland District Health Board has established a set of values by which the organisation will respond, in part, to achieving its goals and objectives through their workforce. The following Values and supporting statements are expected behaviours of each individual employed with NDHB:

Values	Supporting Statement
<b>Tāngata i te tuatahi</b> People First	He whakapapa, he mokopuna, he tamariki, he mātua, he tūpuna. He aha te mea nui. He tāngata, he tāngata, he tāngata Our people are central to all we do
<b>Whakaute (tuku mana)</b> Respect	He whakaaro nui ki ētahi atu We treat others as they would like to be treated
<b>Manaaki</b> Caring	Ko te manaaki – he whāngai, he kākahu, he ropiropi. Akona e te whānau whānui We nurture those around us, and treat all with dignity and compassion
<b>Whakawhitiwhiti Kōrero</b> Communication	Whakawhitiwhiti kōrero i runga te tika, te pono me te We communicate openly, safely and with respect to promote clear understanding aroha
<b>Te Hiranga</b> Excellence	Kia kaha, kia māia, kia manawa nui Our attitude of excellence inspires confidence and innovation



The position of Sub-Acute Support Worker encompasses the following major functions or key result areas:

- Te Tiriti o Waitangi
- Comprehensive Range of Support Skills
- Linkages with Wider Sector
- Development of a whanau/family Oriented Service
- Communication and Teamwork
- Health and Safety
- Privacy & Confidentiality

The outcome requirements of the above key responsibility areas are outlined below:

Key Responsibility Area	Expected Outcomes
<p><i>Te Tiriti o Waitangi</i></p>	<ul style="list-style-type: none"> <li>• Contribute to the promotion of the articles and principles of Te Tiriti o Waitangi and the involvement of Māori within the decision-making process for their health and independence, within District Health Board management processes and procedures</li> <li>• Include the articles and principles of Te Tiriti o Waitangi within all aspects of the role and its outcomes</li> <li>• Ensure that consultation and engagement processes include appropriate mechanisms to meet the need of Māori in a culturally appropriate and safe manner</li> <li>• Attend the Northland District Health Board Te Tiriti o Waitangi Training</li> </ul>



Key Responsibility Area	Expected Outcomes
<p><i>Comprehensive Range of Support Skills</i></p>	<ul style="list-style-type: none"> <li>• To establish, develop and maintain a supportive relationship with clients, their whanau/family and their support networks, recognising the diversity of people’s culture and providing support that is culturally safe, sensitive and appropriate.</li> <li>• To review and monitor clients progress on a continuous basis. This would take into account mental state, stress levels, physical health and wellbeing, social needs, risk management, and rehabilitation needs.</li> <li>• To maintain Privacy and confidentiality as per Privacy and Confidentiality Code.</li> <li>• To implement and review the individual care plans in consultation with the Far North Mental Health Team and other members of the Sub-Acute team, and in partnership with the consumer and his/her family/whanau in relation to: <ul style="list-style-type: none"> <li>○ Treatment aims/plan</li> <li>○ Relapse prevention</li> <li>○ Risk management</li> <li>○ Support needs</li> <li>○ Rehabilitation goals</li> <li>○ Skills acquisition and stress/anxiety management</li> </ul> </li> <li>• To be responsible for monitoring and assessing treatment interventions while in sub-acute service including: <ul style="list-style-type: none"> <li>Tracking of client</li> <li>Reporting on treatment progress</li> <li>Monitoring of side effects</li> </ul> </li> <li>• Liaison with and support access to other agencies/persons involved with consumer <ul style="list-style-type: none"> <li>Referring to specialist treatment teams</li> <li>Family therapy</li> </ul> </li> <li>• To demonstrate accountability for own practice by: <ul style="list-style-type: none"> <li>○ Conducting oneself in a professional manner at all times</li> <li>○ Upholding the Code of Ethics, and conduct, policy of Northland District Health Board.</li> </ul> </li> <li>• Supporting the vision and values of Northland Health, and adhering too clinical and organisation policies and guidelines.</li> <li>• Take responsibility for clear and accurate documentation (as per Northland District Health Board policy)</li> </ul>
<p><i>Linkages with Wider Sector</i></p>	<ul style="list-style-type: none"> <li>• To take responsibility for effective collaboration with other professionals internally/ externally constantly liaising with the consumer’s key supports to ensure continuity of care and that the consumer’s changing needs are met.</li> </ul>



Key Responsibility Area	Expected Outcomes
<p><i>Development of whanau/family Oriented Service</i></p>	<ul style="list-style-type: none"> <li>• Identify education needs together with the consumer and his/her family/whanau in order to:</li> <li>• Provide accurate information on their illness in a way that they can understand</li> <li>• Provide information on available community services/resources/accommodation and rehabilitation facilities</li> <li>• Promote prevention of illness</li> <li>• Working with consumers/family/whanau in symptom recognition and relapse prevention to assist the consumer and his family/whanau to adapt to the demands and challenges of the illness.</li> <li>• To take on the role of advocate on behalf of the consumer or his/her support networks where deemed appropriate in matters relating to: <ul style="list-style-type: none"> <li>○ Consumer rights</li> <li>○ Privacy and confidentiality</li> <li>○ Benefits and accommodation issues</li> <li>○ Issues of employment / training</li> </ul> </li> </ul>
<p><i>Communication and Teamwork</i></p>	<ul style="list-style-type: none"> <li>• To communicate effectively with clients and family/whanau ensuring they are informed and understand all aspects of their care and treatment while in the sub-acute service.</li> <li>• To communicate clearly and effectively with the Manager and Sub-Acute Team, all Mental Health staff involved with the sub-acute service ensuring the best outcomes for the consumers and family/whanau.</li> <li>• To communicate effectively with other agencies and community services enhancing the outcomes for the consumers.</li> <li>• To provide a positive support role within the sub-acute team.</li> <li>• To work effectively alongside the staff within the sub-acute team.</li> </ul>
<p><i>Professional Development</i></p>	<ul style="list-style-type: none"> <li>• To be responsible for all aspects of own professional development including participation in the following:</li> <li>• Individual annual performance reviews.</li> <li>• Identifying own learning needs, and addressing ongoing personal development.</li> <li>• Participating in regular clinical supervision as negotiated with the manager.</li> <li>• Participation in in-service training/education.</li> <li>• Service developments and quality initiatives</li> </ul>
<p><i>Health &amp; Safety</i></p>	<ul style="list-style-type: none"> <li>• Observe and promote safe work practices, rules and instructions relating to work, and be pro-active in hazard management</li> <li>• Willingly co-operate in the achievement of all health and safety goals and initiatives by: <ul style="list-style-type: none"> <li>– Practicing and observing safe work methods;</li> <li>– The use of safety equipment;</li> <li>– Reporting unsafe conditions or equipment; and</li> <li>– Reporting and documenting all accidents or incidents</li> </ul> </li> </ul>



Key Responsibility Area	Expected Outcomes
<p><i>Privacy and Confidentiality</i></p>	<ul style="list-style-type: none"> <li>• Undertake all duties and responsibilities in accordance with the Privacy Act 2020, Health Information Privacy Code 2020, and Northland DHB's Privacy Policies and Procedures</li> <li>• Complete mandatory induction training on Privacy responsibilities</li> </ul>

### **Variation of Duties**

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities may be amended from time to time, in consultation with the employee, to meet any changing conditions and service requirements.



## Person Specification

### Education and Qualifications

#### Essential

- A current full and clean Drivers Licence (motor car)
- Health related qualification
- National Certificate Mental Health Support Work – Level 4

#### Desirable

- Working towards Diploma Mental Health Support Work
- Registered Health Profession
- National Certificate Mental Health Support Work – Level 4
- Diversional Therapy – Level 4

### Experience

#### Essential

- 1 years Mental Health Setting Experience
- Demonstrated ability to deliver client focused services

#### Desirable

- 2 Years Mental Health Experience in an Inpatient setting
- Proven ability to engage with clients
- Proven experience to facilitate groups
- Proven experience to provide skill based programs
- Proven ability to enhance skills of others

### Awareness and Understanding of

#### Essential

- National Mental Health Standards
- Mental Health Act
- Recovery Competencies
- Te Tiriti Waitangi and its application to the health setting
- Privacy Act (2020) and Health Information Privacy Code (2020)
- Health and Safety at Work Act 2015
- Understands ones own Personal and Professional Boundaries

#### Desirable

- Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations (1996)
- New Zealand Council of Healthcare Standards
- Knowledge of Te Reo Maori me ona Tikanga

### Skills & Personal Attributes

#### Skills

- Assessment Skills
- Computer Skills
- Engagement Skills
- De-escalation Skills
- Effective Communication Skills (verbal and written)

#### Personal Attributes

- A positive contributing team player/member
- Reliability
- Flexibility
- Ability to work independently and as part of the multi-disciplinary team
- Ability to develop innovative solutions to problems
- Sense of humor



## **Performance Development Review**

An initial review of performance will be conducted after three months, with an annual review thereafter.

An individual Development Plan will be developed to reflect the contribution this position is expected to make towards achieving the team's objectives and measures. Key result areas will be developed and agreed at this time.

**Authorised by:**

**Signature:**

**Date:**

## **Acceptance**

Acceptance of the position implies acceptance of this position description.

**Position Title:**

**Signature of employee:**

**Date:**

