

## Position Description

<b>Position Title</b>	Clinical Nurse Specialist - Consultation Liaison Psychiatry
<b>Service Group</b>	Mental Health and Addiction Services
<b>Team</b>	Consultation Liaison Psychiatry
<b>Reports to</b>	Manager Consult Liaison Psychiatry Service
<b>Direct Reports</b>	None
<b>Authority Level</b>	Nil delegation

### **The Bay of Plenty District Health Board**

The District Health Board's fundamental purpose is to work within the resources allocated to it, to improve, promote and protect the health of the whole population within its district, and to promote the independence of people with disabilities.

**Vision:** Healthy, thriving communities.

**Mission:** Enabling communities to achieve

**Our Values:** Compassion, All-one-team, Responsive, Excellence



The Bay of Plenty District Health Board (BOPDHB) is committed to the Treaty of Waitangi principles of Partnership, Participation and Protection, and to meaningful engagement in decision-making with Tangata Whenua at strategic, operational and service levels.

Delivering this commitment is through the implementation of our He Pou Oranga Tangata Whenua Determinants of Health framework: respect for and promotion of our Kawa and Tikanga Māori; ensuring cultural safety; seeking to eliminate disparities in health between Māori and Non-Māori.

All staff have a part to play in this commitment.

### **This is a designated senior nurse position**

#### **Primary Purpose**

Clinical Nurse Specialist for Consultation Liaison Psychiatry will provide clinical expertise, consultancy, clinical leadership and skilled practice in assessment, diagnosis, and treatment to advance client care of those clients who meet the service criteria for Consultation Liaison Service for the Bay of Plenty DHB.

## Principal Accountabilities

### 1. Clinical Practice

- Provides comprehensive expert mental health nursing assessment and care planning for older people in relation to the combination of medical, age-related/mental health conditions, with an emphasis on the complex clinical and legal situations.
- In relation to the above establishes and documents short- and long-term goals in partnership with the client / family/ whanau and hospital/community care providers to meet individual client needs.
- Works collaboratively with medical, nursing staff and allied health across the continuum of care to ensure timely and appropriate client referral, discharge planning from point of entry and ongoing assessment
- Identifies and responds to changes in client condition and escalates appropriately
- Evaluates complex cases within the Multidisciplinary team and/or leads complex case conferences
- Liaises with inter-professional health care teams (IPT) to address individual client needs
- Demonstrates excellent customer service, collaborative practice, problem solving and priority setting skills
- Incorporates Treaty of Waitangi principles into care delivery to contribute to the improvement of Māori health status and improve Equity of health for Tangata Whenua
- Manages legal and ethical dilemmas in a supportive, collaborative manner
- Maintains client information within required databases
- Provides specialty care, education and advice to clients and health professionals
- Reviews referral criteria and processes regularly.

### Key Performance Indicators

- Mental health assessment and care plans are being incorporated into the care plan developed from CNS and IPT/MDT comprehensive assessment and demonstrate advanced knowledge and skills.
- Feedback confirms effective functioning, including prompt, professional and appropriate communication, and customer service
- 80%Feedback from primary health service providers indicates positive liaison and support for mental health clients.
- Evidence of health promotion and client education provided
- Treaty partners confirm appropriate consultation and liaison

### 2. Professional Development and Leadership

- Coordinates and ensures practice standards for care of clients with complex mental health maintained within acute care services
- Actively involved in the development, provision, and evaluation of educational programmes for other health professionals
- Represents the nursing specialty perspective at an organisational and national level
- Develops and maintains key partnerships crucial to the success of the role
- Advises on new legislation/guidelines and developing appropriate changes to policy within specialty area
- Takes a leadership role in complex clinical care situations of clients with mental health needs across the age span within the Consultation Liaison Team, collaborates and leads effectively within the inter-professional health care team.
- Provides expert advice and acts as a specialty consultant for mental health care for people with co-occurring conditions to support management within the BOPDHB.

- Promotes health literacy/digital literacy by being an educational resource for both primary health and community/inpatient services related to the mental health management for those with co-occurring health conditions that impact on their overall health.
- Leads in professional nursing and interdisciplinary meetings as appropriate
- Maintains own clinical knowledge, competence and demonstrates leadership through own professional development
- Committed to the demonstration of ongoing competency through participation in the Professional Development and Recognition Programme (PDRP).
- Committed to ongoing post graduate professional development

#### **Key Performance Indicators**

- Evidence of ongoing professional development
- Required mandatory skills current
- Evidence of development and ongoing maintenance of designated senior nurse portfolio

### **3. Management of the Environment**

- Proactively maintains health and safety for clients, staff and others.
- Communicates effectively and utilises effective conflict resolution and negotiation skills to support a cohesive multidisciplinary team and ensure optimum patient outcomes
- Maintains infection control standards
- Actively manages clinical risk, reports incidents and contributes to quality and risk planning

#### **Key Performance Indicators**

- Evidence of risks identified, and action taken
- Evidence of attendance at all relevant/mandatory training sessions

### **4. Continuous Quality Improvement**

- Actively leads and participates in service development Consultation Liaison Psychiatry
- Displays a responsible approach in the use of available resources
- Involved in clinical research and audit activities related to clinical practice including monitoring of patient related outcomes
- Participates in quality improvement activities and /or research
- Participate in the development of care maps/protocols/guidelines in the specialty as appropriate.
- Participates in incident reviews involving the care of with mental health diagnosis to support the ongoing learning and development of all staff and improve quality of service provision

#### **Key Performance Indicators**

- Evidence of quality improvements implemented and evaluated
- Evidence of research and clinical audits identified and completed
- Quality improvements to meet accreditation and certification standards actioned

A function of BOPDHB is to provide a 24-hour service. This may at times necessitate you are being required to change duties or transfer to another ward or department to ensure adequate coverage.

This position description is not exhaustive, and the incumbent may be requested to perform any reasonable task within the scope of the position as requested by the Line Manager.

This position description will be reviewed from time to time in consultation with the incumbent.

The key performance indicators are a guide only and the relevant indicators should be agreed at annual performance appraisal.

### Key Relationships

Internal (Includes Tauranga and	External
<ul style="list-style-type: none"> <li>• Head of Department and Senior Medical Officers of the Mental Health Services Consult Liaison services and Acute care team in Whakatane</li> <li>• Clinical Leadership of SHSOP/Medical/Surgical/ED/APU Services</li> <li>• Nursing Staff</li> <li>• Allied Health</li> <li>• Clients, Families</li> <li>• Medical Staff</li> <li>• Regional Maori Health Services</li> <li>• Speciality Nurses</li> <li>• Support Net</li> <li>• District Health Board Planning and Funding</li> <li>• Duly Authorised officers</li> </ul>	<ul style="list-style-type: none"> <li>• Community based health services</li> <li>• Primary Health Organisations</li> <li>• Residential Aged Care Facilities</li> <li>• Non-governmental organisations</li> <li>• Police</li> <li>• NGO Providers</li> <li>• District inspectors</li> </ul>

### Success Profile

CARE Values - Manaakitanga Who am I?	Experience – What have I done?
<ul style="list-style-type: none"> <li>• Strong leadership skills</li> <li>• Caring, empathetic, open, and supportive</li> <li>• Respect everyone, polite and non-judgemental</li> <li>• Able to build a rapport, actively listen and show understanding and make a difference</li> <li>• An effective communicator, work as a team member, professional, calm, willing and patient focused</li> <li>• Share knowledge, develop self and others, will speak up about practice issues and give/receive constructive feedback</li> <li>• Self-aware, consistent, confident, flexible, pay attention to detail and plan ahead</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum of 5 years of experience with extensive knowledge in Mental Health Consult Liaison Services, Acute care, community settings and inpatient settings</li> </ul>

Competencies – What am I capable of?	Knowledge – What do I know?
<ul style="list-style-type: none"> <li>• Able to demonstrate a commitment to quality improvement</li> <li>• Adaptable and embrace change</li> <li>• Showing a professional demeanour and high level of personal integrity</li> <li>• Well-developed problem solving and critical thinking skills</li> <li>• Can utilise well-developed written and verbal communication skills</li> <li>• Demonstrating the application of Tè Triti o Waitangi in practice and address health inequities</li> <li>• Providing a culturally safe environment for clients and whanau</li> <li>• The ability to prioritise a varied workload</li> <li>• Ability to work within a multi-disciplinary team</li> <li>• Ability to work within timeframes and to be self-directed</li> <li>• Professional demeanor and high level of personal integrity</li> </ul>	<ul style="list-style-type: none"> <li>• Registered Nurse with current practising certificate (mental health scope of practice)</li> <li>• Post Graduate Diploma working towards Masters</li> <li>• Good medical nursing knowledge and advanced nursing assessment skills</li> <li>• Digital and Health Literacy Skills</li> <li>• Current valid Driver's Licence</li> </ul>

You agree to demonstrate flexibility and a willingness to perform a variety of tasks to promote and support BOPDHB initiatives.

You are required to meet the Health and Safety at Work Act 2015 requirements as set out in the BOPDHB Health and Safety policies and protocols. This includes successfully completing any health and safety training provided by the BOPDHB.

You are required to maintain a standard of health which will allow for the performance of all duties and functions of the position. All BOPDHB sites are smokefree environments.

### **Health Practitioners Competence Assurance Act 2003**

1. You are required to maintain your current competency based practicing certificate.
2. You must notify your manager of any changes to scope or conditions on practice (determined by Regulatory Authority).
3. You must complete the requirements of any competency programme.
4. You must notify your employer of concerns relating to the risk of harm to the public of another health practitioner practicing below the required standard of competence.
5. Know the provisions of the HPCA Act as the governing legislation.

### **Vulnerable Children Act 2014**

Due to this position having contact with children and the BOPDHB's commitment to child protection, you will be subject to 'safety checks' under the Vulnerable Children Act at the time of hire and thereafter as per the relevant legislation.

**Position Holders Declaration**

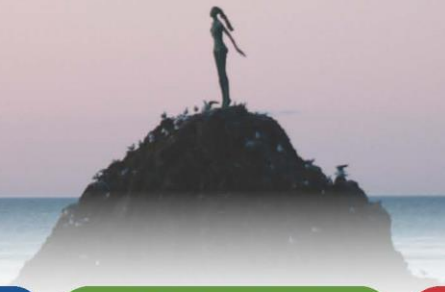
I certify that I have read, understand, and agree to this position description.

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_





**Attitudes and behaviours  
We want to see**

**Outcome  
Everyone we come into  
contact with will feel...**

**Attitudes and behaviours  
We don't want to see**

**C Compassion**

Cares about other people. Has empathy and understanding. Is calm and reassuring. Protects people's dignity.

Treats everyone with respect regardless of their views, role or background. Value differences. Culturally competent.

Notifies, acknowledges and appreciates people's efforts and achievements, gives praise, making people feel valued.

**Cared for and respected**

**Treated with respect  
and cultural sensitivity**

**Valued and engaged**

Is rude, bullies, intimidates or humiliates. Creates anxiety. Doesn't act if someone's dignity is suffering.

Disrespectful, judgmental, makes assumptions about people. Gossips or talks behind people's backs. Rough behaviour.

Criticises people's efforts, takes people for granted, makes people feel undervalued, belittled or inadequate.

**A All-one-team**

Shares knowledge and information openly and honestly, clearly explains and updates people on what's happening.

Takes time to listen to others, is interested in their views. Invites people to ask questions and share concerns or ideas.

Involves patients, whānau and colleagues as equal partners. Builds teams and relationships to achieve the best outcomes.

**Clear about what's happening**

**Listened to**

**Involved in a partnership model**

Withholds knowledge and information, leaves people confused or in the dark.

Doesn't listen, talks over people, dismisses or puts people down, makes decisions without consultation.

Doesn't trust or involve people in things that affect them. Excludes, overrides, micro manages.

**R Responsive**

Friendly, polite, approachable, warm. Introduces themselves. Creates a happy environment. Smiles when appropriate.

Shows kindness. Is attentive to people's needs, supportive, helpful and willing. Often goes the extra mile for people.

Respects people's time. Plans ahead and co-operates so things run smoothly. Looks for efficient ways of doing things.

**Positively welcomed**

**Supported, so they would want  
to be cared for or work here**

**We are flexible and efficient,  
and use resources wisely**

Ignores people, snappy or aggressive tone of voice or behaviours, 'rushing' and saying "I'm too busy".

Passes the buck, says "it's not my job", unsupportive, does not take responsibility and leaves work for others.

Often late. Leaves people waiting unnecessarily or puts people under pressure with unrealistic timeframes.

**E Excellence**

Chooses to take a positive, will-do attitude. Looks for solutions. Uses positive words and actions to good effect.

Aims for the best results, always learning, developing skills, knowledge, and ways of doing things, and helping others to.

Consistently follows agreed, safe, best-practice.

Seeks, welcomes and gives constructive feedback, speaks up when they have a concern, coaches others' behaviour.

**Part of a positive culture  
of high achievement**

**Things are always improving**

**Safe**

**We are role models who  
are open to feedback**

A negative attitude, often moaning, complaining or grumpy. Focuses on problems.

Assumes they know best, resists change, not interested in learning or developing. Happy with 'good enough'.

Inconsistent, cuts corners, closed to new evidence.

Blames. Closed to feedback. By not speaking up about poor behaviour or unsafe practice they condone it.

