

KAIWHAKAHAERE HAUMANU – CLINICAL MANAGER

This document is subject for review from time to time

POSITION TITLE	Kaiwhakahaere Haumanu – <i>Clinical Manager</i>
REPORTS TO	Programme Director
DIRECT REPORTS	6
LAST UPDATED	August 2020

OUR VISION

New Zealand is a society free of harm from the adverse effects of alcohol and other drugs.

OUR MISSION

Our mission is to provide tools for transformational change to people affected by severe addiction. In doing so we aim to support recovery for individuals and whānau and to reduce the harm that alcohol and other drug addiction causes in communities and society as a whole. We offer a high quality, culturally responsive, abstinent programme based on a therapeutic community model.

PURPOSE OF POSITION

- To oversee service quality and delivery of the Trust’s therapeutic programme
- To ensure the therapeutic programme offers the best available treatment to all clients and that the programme always follows the objectives and policies of the Trust
- To work in partnership with the Programme Director and senior management team to implement strategic outcomes
- To ensure effective quality and risk management systems are in place and adhered too
- To provide effective leadership and management of the Clinical Team, Residential Support Workers, student placements and volunteers
- To act as Programme Director and to provide additional management responsibilities when and if required

KEY AREAS OF RESPONSIBILITY

1. SERVICE ACCOUNTABILITIES	
KEY AREAS	RESPONSIBILITIES
Quality Service & Improvement	<ul style="list-style-type: none"> • Works in partnership with the Programme Director and senior management team to develop and implement strategic outcomes for the purpose of quality service and improvement, service vision, and a clear focus on direction • Develop the therapeutic programme to a standard that ensures services provided by the Trust are compliant with relevant legislation, organisation policies and procedures, professional standards and certification standards • Reports to the Programme Director weekly or as and when required, to review the current activities of the therapeutic programme to ensure each are informed of the others current priorities, plans and issues requiring attention • Ensures the long term viability and development of the therapeutic programme • Attend and participate in weekly management meetings • Attend and participate in fortnightly management meetings with Team Leaders
Therapeutic Programme	<ul style="list-style-type: none"> • Oversee the day to day operation of the therapeutic programme and provide ongoing management of the programme to ensure the programme is running as smoothly as possible • Is fully involved in resolving issues and takes part in procedure improvement initiatives to strive and maintain the overall quality of the programme • Implement all programme related procedures as described in the Higher Ground Pathways Manual, in particular assuring that all interventions are adequately documented

	<ul style="list-style-type: none"> • Works collaboratively with senior clinical staff and the Community Team to achieve correct client allocation with suitable Case Managers • Assists with clinical assessments of individual clients • Crisis management and implementation of emergency procedures • Timetable management of the therapeutic programme • Counsel clients in individual, family and group sessions, when and if required • Prepare, oversee and review documents that are related to assigned clinical work • Facilitates daily House meetings Monday – Friday and various other clinical meetings as and when required • Organises and manages various therapeutic groups including Multiple Family Group, Phase 2-3 process group, MFG grad group etc. • Accountable to questions or issues that arise about the therapeutic programme
Staff Management	<ul style="list-style-type: none"> • Responsible for providing effective leadership and management of the Clinical Team and Residential Support Workers • Provides regular supervision of clinical staff, Locum Counsellors and Residential Support Workers • Regular meetings are held with the Clinical Team to ensure excellence in client care, communication and information flow • Participates in the performance appraisal process of each individual team member where personal performance and development is reviewed annually • Support appropriate training and professional development to ensure staff have the skills to deliver the core functions of their position • Manage and supervise the work of student placements and Locum Counsellors • Ensures the necessary resources are available for the execution of services

2. ORGANISATIONAL ACCOUNTABILITIES

KEY AREAS	RESPONSIBILITIES
Core Values	Delivers a service that is in line with the Trusts core values, foundation principles and programme goals
Treaty of Waitangi	<ul style="list-style-type: none"> • Demonstrates knowledge and understanding of the Treaty of Waitangi and its application in the delivery of services to tangata whai ora and their whānau • Recognises that Higher Ground embraces the three principles of the Treaty of Waitangi which in practical terms means: <ul style="list-style-type: none"> ○ Partnership involves working together with iwi, hapū, whānau and Māori communities ○ Participation requires Māori to be involved at all levels including in decision-making, planning, development and delivery of the services we provide ○ Protection involves working to ensure Māori have the same level of service as non-Māori, and safeguarding Māori cultural concepts, values and practices
Confidentiality	<ul style="list-style-type: none"> • Must adhere to Higher Grounds Code of Conduct Policy at all times • Responsible for ensuring that all client medical and personnel records are securely filed away
Health & Safety	<ul style="list-style-type: none"> • Act in accordance with all Higher Ground Health and Safety policies and procedures, and take accountability for own health and safety at work • Responsible for the provision of a safe workplace and ensuring the health & safety of those working in or visiting the workplace under your control • Provides safety information and ensures supervision of staff occurs so that work is done safely. This includes responding to emergencies and managing hazards in their work area. • Ensures that workplace near miss/incidents/accidents are recorded, investigated and reported in a timely manner and the outcome fed back to staff concerned

Human Resources (HR)	<ul style="list-style-type: none"> Assists HR with the recruitment process of staff vacancies e.g. assists with shortlisting applications, sits on interview panel etc. Develops and implements organisational policies, procedures and work standards as and when required Assists HR with staff disciplinary issues when they arise
Professional Development	<ul style="list-style-type: none"> Is willing and committed to accepting new responsibilities, acquire and demonstrate relevant new knowledge to improve performance Performance is measured against the Clinical Manager position description and procedures set out in the relevant sections of Higher Grounds Pathways Manual that relate to the relevant areas of responsibility and authority The Programme Director will appraise the Clinical Managers performance annually
Miscellaneous & Supervision	<ul style="list-style-type: none"> Offers in-service presentations at various service providers when required Attend up to 10 sessions of supervision per year with an external Supervisor Participate in monthly staff group supervision provided through the Therapeutic Consultant Attend individual supervision with a Higher Ground approved Supervisor Supervision on demand with the Programme Director

3. HOURS OF WORK & VARIATION OF DUTIES

KEY AREAS	RESPONSIBILITIES
Hours of Work	<ul style="list-style-type: none"> The nature of the position is such that at times the Clinical Manager cannot leave work until a certain issue has been resolved In addition, the Clinical Manager is required to be On-Call on weekends, after hours and Statutory Holidays which is run by roster system. This arrangement is shared with senior management staff
Variation of Duties	<ul style="list-style-type: none"> To act as Programme Director and provide additional management responsibilities if and when required Duties and responsibilities described above should not be constructed 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 can be amended from time to time either by addition, deletion or straight amendment to meet any changing conditions, however this will only be done in consultation with the Clinical Manager

4. WORKING RELATIONSHIPS

KEY AREAS	RESPONSIBILITIES
Internal and External Working Relationships	<p>Maintains effective relationships with all professionals working with the Trust including:</p> <ul style="list-style-type: none"> Internal relationships: Programme Director, Operations Manager, Community Manager, Team Leaders, Tikanga Advisor, Clinical Team, Community Team, HR Administrator, Lead Residential Support Workers, Residential Support Workers, Student Placements, Volunteers External relationships: Smoking Cessation providers, Auckland Universities, External Facilities Volunteers, Consultants, Peer Supervisors

5. PERSON SPECIFICATION

ATTRIBUTES	ESSENTIALS		
Education & Qualifications	<p>A mandatory minimum requirement is to hold at least a level 7 qualification in one of the following disciplines:</p> <table border="0"> <tr> <td> <ul style="list-style-type: none"> Psychotherapy Psychology Mental Health General Health </td> <td> <ul style="list-style-type: none"> General Health Alcohol & Drug Studies Counselling Social Work </td> </tr> </table>	<ul style="list-style-type: none"> Psychotherapy Psychology Mental Health General Health 	<ul style="list-style-type: none"> General Health Alcohol & Drug Studies Counselling Social Work
<ul style="list-style-type: none"> Psychotherapy Psychology Mental Health General Health 	<ul style="list-style-type: none"> General Health Alcohol & Drug Studies Counselling Social Work 		

Registration & Training	<p>A further mandatory requirement is to hold the following:</p> <ul style="list-style-type: none"> • A current DAPAANZ or other HPCA registration and practising certificate • A current DAPAANZ or other HPCA registration as an accredited Clinical Supervisor • First Aid Certificate – training will be given to bring a person up to the required standard • MAPA or Right Response Certificate – training will be given to bring a person up to the required standard
Experience & Knowledge	<ul style="list-style-type: none"> • At least 5 years' experience in a senior level role • Extensive experience working in rehabilitation with people who are alcohol and/or drugs dependent • Proficient user of basic computer applications for the execution of daily project operations • Knowledge and experience of the "12 Step" programme, therapeutic community and group psychotherapy approaches • Ability to manage effectively a diverse group of professionals • Individual, Group and Family counselling experience • Experience writing clinical procedures and other clinical documentation • Is able to speak Te Reo Maori or another language other than English is a bonus
Personal Attributes	<ul style="list-style-type: none"> • Demonstrates highly effective communication skills when interacting with clients, staff and family/whānau • Maintains high expectations of all clients that value and promote their rehabilitation • Ability to organise and motivate members of staff • Good problem-solving, organisational and leadership skills are highly required • Must be able to work within stipulated timeframes or deadlines even in the face of multiple responsibilities or projects • Able to exhibit a high level of confidentiality and integrity when dealing with sensitive information • Able to work as part of a team or in most cases lead a team • Has a positive attitude • Ability to work and maintain professional helping relationships with clients that respect their individuality and culture • Displays ethical and responsible behaviour • Demonstrates a high level of commitment to every clients well-being and social competence • Demonstrates a wide range of approaches that facilitate all clients engagement in rehabilitation • Is an advocate of high quality health and safety practice and proactively seeks and works to eliminate identified health and safety issues/hazards
Personal Recovery	5 years continuous abstinence (for those with a personal history of alcohol and other drug dependence)

ACKNOWLEDGEMENT OF ACCEPTANCE

I _____ (full name) acknowledge that I have read and understood this updated Clinical Manager position description as detailed above and accept them fully.

SIGNED: _____ /_____/_____
(Employee) *(Date)*

SIGNED: _____ /_____/_____
(Trust Representative) *(Date)*