

Job Description

Mental Health Professional (grade 14)

Who we are:

Emerge Aotearoa provides a wide range of community-based mental health, addiction, disability support and social housing services nationwide. We believe that everyone is capable of living full and rich lives in their communities of choice. In every aspect of our work we are committed to helping our service users be the best they can be.

What's important to us:

OUR VISION	Realising potential / <i>Tautokohia te mana tangata</i>
OUR PURPOSE	To provide mana enhancing services that promote health and wellbeing for individuals, family, whānau and communities / <i>He tuku i nga ratonga whakamana i te oranga e manakohia ana e te tangata, tona, whānau me tona hapori</i>
OUR VALUES	<ul style="list-style-type: none"> ▪ Connecting with Purpose - <i>Whakawhanaunga</i> ▪ Engaging with Respect - <i>Manaaki</i> ▪ Walking and Learning Together - <i>Ako</i> ▪ Acting with Integrity - <i>Whakamana</i>

These are important behaviours that will ensure your success in our new organisation.

Reporting To: Service Manager	
Position Purpose	
<ul style="list-style-type: none"> To integrate clinical expertise, knowledge and competencies with recovery approaches in order to provide quality services to clients and their family/whanau To support clients in working toward their personal goals and aspirations by using professional skills, coaching and supporting other team members To complete and/or assist Support Workers to complete client pathway and other key documentation 	
Key Relationships	
Position Delegations/Financial Responsibilities	
Internal: <ul style="list-style-type: none"> Colleagues (including Service Manager, District Manager, Clinical Specialist, Support Workers and Peer Support Workers) Emerge Aotearoa Regional Management Team Quality team (including Quality Manager, Service Improvement Manager and Practice Leads) External: <ul style="list-style-type: none"> Clients Clients family/whanau DHB staff and other NGOs Government Agencies Clinical Teams and other healthcare professionals 	Delegated Authority: (operating expenditure) In accordance with the Delegations Framework Other Delegations: nil Total Budget Responsibility: nil

Key Responsibilities and Performance Measures

Client and Family/whanau support	How achievement will be measured
<ul style="list-style-type: none"> ▪ Establish rapport and maintain positive relationships with the clients and family/whanau ▪ Provide clinical expertise within the service that both ensures and advocates for safe management and effective service provision to clients ▪ Work in partnership with clients so that they set challenging goals and have a plan to achieve their goals ▪ Use appropriate assessment tools to help clients make decisions. ▪ Assist clients to develop and maintain daily living skills ▪ Contribute specialist skills as required to complete client assessment and monitoring processes. ▪ Monitor clients level of well being 	<ul style="list-style-type: none"> ▪ Positive relationships are developed with the clients and their whanau ▪ Client support is tailored to the individual and takes into account their physical, emotional, spiritual and cultural requirements ▪ Clients are able to carry out tasks important for daily living and are able to live more independent lives ▪ Client/family feedback indicates satisfaction with client care ▪ Clients are aware of the services being delivered ▪ They help create an environment where clients want to achieve their goals
Documentation/Risk Management/Quality	How achievement will be measured
<ul style="list-style-type: none"> ▪ Practice within the organisation's Service Delivery framework, including adherence to relevant policies, procedures, service delivery focus, the Ti Kainga framework and client rights ▪ Oversee the formulation, implementation and adherence to client safety/ risk plans, including support, relapse prevention and (safety plan) risk management plans, in consultation with clinical teams. ▪ Assess and manage potential and actual client risks, ensuring appropriate documentation, reporting and communication ▪ Ensure that client documentation is of a high standard and coach others to write and maintain high quality documents. ▪ Oversee client documentation from entry through to exit, including Client Pathway assessments and Support Needs Assessments 	<ul style="list-style-type: none"> ▪ The organisation's service delivery framework is followed ▪ Safety/risk management plans are put in place ▪ Potential risk situations are identified and colleagues are notified e.g. at handover regarding behaviors to watch for ▪ In high risk situations, appropriate and timely direction and assistance is provided to others ▪ All client processes are accurately documented in accordance with organisation policy and standards ▪ Appropriate parties are notified during or immediately after a high risk situation. The correct documentation (e.g. incident report) is completed ▪ Client documentation for audits is completed on time and are accurate ▪ Effective use is made of multiple sources of information when making decisions

<ul style="list-style-type: none"> ▪ Take the lead in situations where there is identified risk. Provide support and direction to other staff during times of risk and ensure that client safety is paramount ▪ Monitor the ongoing mental health status of clients 	<p>e.g. support plans, observations from others, changes in client status</p> <ul style="list-style-type: none"> ▪ Decisions are made using relevant organisational tools, best practice knowledge and organizational policies ▪ Client documentation is complete and up to date
<p>Supervising/Coaching others</p>	<p>How achievement will be measured</p>
<ul style="list-style-type: none"> ▪ Role model the organisation’s values and best practice clinical skills ▪ Proactively improve the knowledge of others (including Support Workers and Service Managers) by sharing specialist knowledge of mental illness and/or addiction ▪ Assist Support Workers to understand their boundaries and scope of practice ▪ Provide a safe environment for coaching to take place and coach Support Workers to find the best solutions for clients ▪ Provide positive reinforcement to build client confidence ▪ Support individual supervision of Support Workers where this is required 	<ul style="list-style-type: none"> ▪ Proactive and timely expertise and support is provided which demonstrably develops the skills and knowledge of others ▪ Feedback from Support Workers indicates that they feel comfortable approaching the Mental Health Professional for support and that the coaching provided is appropriate, and helps the Support Workers to improve their practice ▪ The value of Ako is demonstrated. This includes viewing mistakes or shortfalls as areas for development
<p>Informing others</p>	<p>How achievement will be measured</p>
<ul style="list-style-type: none"> ▪ Attend and actively contribute to team meetings ▪ Provide the information that clients require so that they are able to make informed choices ▪ Provide information in a way that clients and their family can understand ▪ Provide updates about client status to colleagues and appropriate external stakeholders as required ▪ Ensure all information relating to clients is clearly documented in client notes 	<ul style="list-style-type: none"> ▪ Actively participates in client clinical reviews and MDT meetings ▪ Clients are adequately informed of resources and other agencies that can assist them with their recovery ▪ Meeting notes reflect key information required in handovers to other staff ▪ The Service manager is informed of any potential risk, changes in the client status or other relevant information pertaining to the client ▪ Information provided to clinical teams is timely and accurate
<p>Professional Development</p>	
<ul style="list-style-type: none"> ▪ Seek out and undertake relevant organizational training 	<ul style="list-style-type: none"> ▪ Records show evidence of training and that professional development is taking place

<ul style="list-style-type: none"> ▪ Actively participate in professional supervision and development – as directed by line manager ▪ Maintains links with professional body including attending relevant training, education and meetings ▪ Work with the line manager to find solutions to address identified development gaps 	<ul style="list-style-type: none"> ▪ Individual development plans are completed and progress is ongoing ▪ Their APC is maintained ▪ Professional competencies are maintained ▪ Useful assistance is provided to address identified development needs
Health and Safety	How achievement will be measured
<ul style="list-style-type: none"> ▪ Understand and follow Health and Safety policies ▪ Identify and escalate workplace hazards ▪ Carry out any allocated cleaning, maintenance, safety and security activities as part of the team 	<ul style="list-style-type: none"> ▪ Organisation Health & Safety policies are followed ▪ They attend mandatory Health & Safety training ▪ Health & Safety incidents are appropriately reported (and escalated if appropriate)
Valuing Diversity	How achievement will be measured
<ul style="list-style-type: none"> ▪ Incorporate the principals of Te Tiriti o Waitangi into daily practice ▪ Ensure that the services provided are culturally appropriate ▪ Show a genuine interest of the backgrounds/cultures of clients served ▪ Be aware of and use the resources available when working with people of different cultures 	<ul style="list-style-type: none"> ▪ The cultural needs of the client are met – as evidenced by client feedback ▪ Client plans incorporate cultural needs (where relevant) ▪ Understands the basic concepts, protocols, greeting and practice of the clients they primarily work with ▪ Works effectively with different client groups (in terms of culture, age, level of disability etc.) as evidenced by client feedback

Person Specification

<p>It is essential that the person in the role operates in a manner which displays:</p> <ul style="list-style-type: none"> • An unequivocal commitment to respecting the rights and supporting those with mental distress • A willingness to develop, coach and support staff to ensure their skill/knowledge base continues to grow • A genuine commitment to our values and embraces our culture specifically our commitment to Maori and Pasifika

Behavioural Competencies	
Competency	Behaviour
Coaching and Mentoring	Supports, guides and coaches others in their practice and decision making. Uses their expertise and knowledge in Mental Health to upskill others
Ensures Accountability	Succeeds personally and professionally through the application of a positive, solution focused approach to adversity, disappointment and challenging situations; Ensures that they hold themselves and others responsible for achieving desired outcomes (e.g. achieving audit standards). Accepts responsibility for work and actions. Strives to deliver outcomes as agreed with their line manager.
Values diversity and differences	Ensures that appropriate cultural practices are incorporated throughout the service; Appreciating the strengths, insights and ideas of people; being curious to build awareness of differences and supporting diversity in others; striving to uphold the human rights of individuals; uses strategies to challenge stigma and discrimination; promotes a valued place for clients within Emerge Aotearoa services
Communicates Effectively	Is able to change communication style to suit the audience. Communicates all required information so that staff and clients can make informed decisions. Can communicate effectively in reports, client notes and verbally. Communicated important information to staff at team meetings and at handover
Right relationships	Can effectively build and maintain positive working relationships with colleagues, clients and external stakeholders such as clinical teams.
Client Focus	Always keeps the client in mind when making decisions; remains solution focused at all time; builds rapport with clients and their whanau

Experience, Qualifications & Skills
<p>Essential</p> <ul style="list-style-type: none"> ▪ Registration with a Professional Body covered by CHPA 2003 Act or Social Worker Registration Act 2003 or DAPAANZ ▪ Tertiary level qualification in a relevant discipline e.g. nursing, social work, occupational therapy ▪ Current full APC ▪ Health sector/social services sector or related experience, including experience working with individuals and family whanau and of supporting and developing others ▪ Ability to work with and without direct supervision ▪ Excellent English written and verbal communication skills ▪ Intermediate skills in Microsoft Office applications. ▪ Experience and ability to use electronic client information systems ▪ Full, clean driver license <p>Desirable</p> <ul style="list-style-type: none"> ▪ Experience working in Mental Health and/or Addictions or the Disability sector ▪ Proven experience of working effectively with individuals and family whanau in a complex needs environment

- Recovery/support work knowledge and expertise
- Experience and proven skills in developing and supporting others
- Knowledge of community resources and support networks
- Competency in profession specific assessment and interventions

Disclaimer:

The above statements are intended to describe the general nature and level of work to be performed by the position holder. They should not be considered an exhaustive list of all responsibilities, duties, or skills required of the position holder. From time to time, the position holder may be required to perform duties outside of their normal responsibilities as needed. This job description will be reviewed regularly in order for it to continue to reflect the changing needs of the organisation.