



Registered Health Professional

Position Description

About Pathways and the Wise Group

At Pathways, we provide community-based mental health and wellbeing services throughout New Zealand. We support people to live well and be part of the communities of their choice by providing a range of support services around practical daily living, leading a healthy life, employment and housing.

Pathways was established in 1989, introducing a new model of care to the mental health sector. Today, with our inspirational dream of 'transforming mental health and addictions through fostering strong, compassionate, self-supporting communities', we're continuing to lead, innovate and pioneer new ways of working.

We believe everyone can recover and we're here to do everything we can to support them in their recovery. Our spirit of 'whatever it takes' is not just a slogan on the wall for us, our employees live this spirit every day.

While mental health is our priority, total wellbeing is our goal. We're all about hope and respect and providing personalised support that changes as people's needs change. We are committed to working in a trauma informed way, recognising the impact trauma may have had on people and working with them to build their resilience and protective factors.

Join us on our journey of helping people live a life they love.

The Wise Group

Pathways is part of the Wise Group, one of the largest non-government providers in New Zealand. The Wise Group is a family of charitable entities, all linked by a common dream – to create fresh possibilities and services for the wellbeing of people, organisations and communities.

Being part of the Wise Group gives Pathways access to a wealth of resources and support, both from our shared business infrastructure services and from other entities in the group.

Position

Reports to: Team Coach

Location:

Purpose: Actively assist people using Pathways' services to reach and maintain optimum wellness through a model of empowerment by providing effective support, education and clinical expertise to Pathways employees and people using services, ensuring best practice and internal and external standards are met or exceeded.

Relationships (Internal): Pathways employees, Wise Group employees

Relationships (External): People using services and their families/whanau and support people
DHBs, other key stakeholders, external suppliers, government and community agencies



Inspirational Dream

Transforming mental health and addictions through fostering strong, compassionate, self-supporting communities

June 2017

Spirit
Whatever it takes

Focus

What do you need today?

Greatest Imaginable Challenge

Live, breathe and share trauma informed care



Attributes

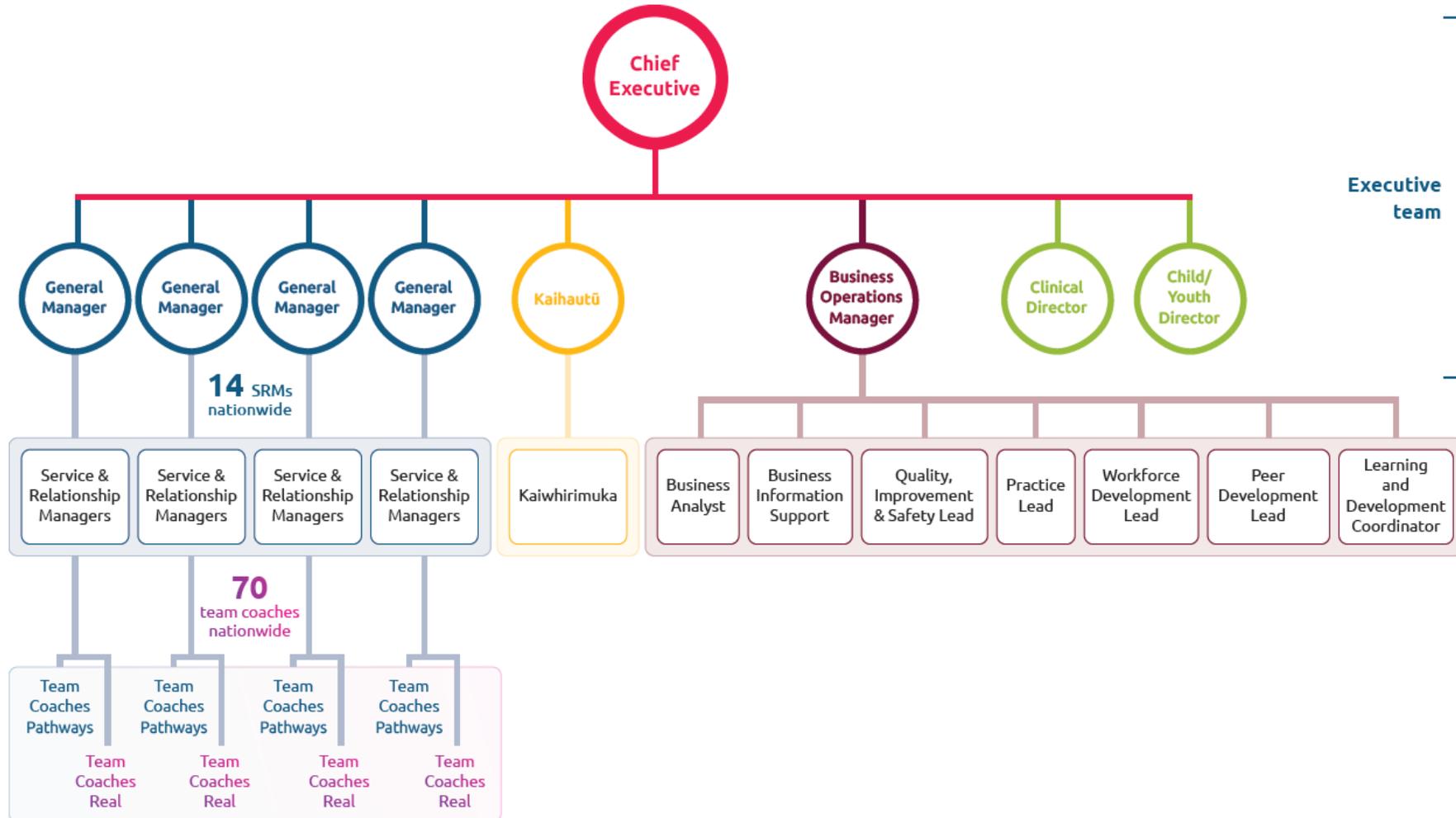
Courageous	Curious	Connectors
Trustworthy	Optimistic	Joyful
Compassionate	Creative	Tenacious

Beliefs

- At our heart is helping everyone we support to have somewhere to live, something to do, someone to love and something to hope for
- Mental health and addictions is our priority, total wellbeing is our goal
- Through partnerships and participation we are culturally enriched
- Lived experience enhances who we are and how we can help
- Strong, connected, compassionate communities build resilience
- Whānau, family and friends matter
- Our staff are our greatest asset
- People can heal from trauma
- Stories connect us
- Through diversity, comes strength



Pathways organisational structure



Requirements of the position

Focus	Activities	Outcomes
<p><i>Assist individuals to reach and maintain optimum physical, emotional and spiritual wellness through a model of empowerment</i></p>	<ul style="list-style-type: none"> • Ensure individual support/goal plans are developed and constantly reviewed in collaboration with all support stakeholders, incorporating person’s physical, emotional and spiritual aspirations • Respond positively to people’s strengths and celebrate achievement with the team and people using Pathways’ services through constant positive feedback • Communicate effectively with people using Pathways’ services to obtain feedback regarding their overall service satisfaction. Strive for improvement by implementing innovative ideas and solutions following feedback • Role model a focus on inspiring wellness, and working to deliver innovative, responsive, high quality service always • Develop effective and versatile methods of communication to ensure all employees are aware of and give consideration to people’s needs • Ensure activities for people using Pathways’ services are carried out as negotiated and are of a high standard, by actively assisting as required 	<ul style="list-style-type: none"> • Goal plans reflect consideration of physical, emotional and spiritual wellbeing • Goal plans are developed collaboratively • Achievements are celebrated
<p><i>Support the operational management of the service in conjunction with the Team/Service Leader</i></p>	<ul style="list-style-type: none"> • Support the effective day to day running of services, in collaboration and coordination with team coach/service and relationship manager • Develop and maintain collaborative, communicative relationships with external services • Ensure medication is managed in accordance with current Pathways policies and any medication errors are promptly brought to the attention of the Team/Service Leader • Ensure standard operational matters in regards to external agencies are dealt with in a professional and timely manner 	<ul style="list-style-type: none"> • People using Pathways’ services are well supported by all team members, providing a supportive environment

Provide support and education to support workers/other team members to ensure service delivery is innovative, responsive and of a high quality - provided in accordance with current best practice and relevant internal and external standards

Any complex issues are dealt with in conjunction with the team coach/service and relationship manager

- Provide effective after hours/ on call support for employees and people using Pathways services, as required

- Attend and provide clinical expertise to service review meetings, ensuring employees receive appropriate support/education with a clinician in attendance
- Provide accurate and clear information to employees on current best practice that focuses on recovery
- Emphasise the development of individual responsibility and for self-care and personal wellbeing
- Ensure personal knowledge is up-to-date and seek opportunities to share knowledge with service users and other employees, ensuring knowledge inspires and empowers others
- Monitor all procedures in relation to clinical work to ensure the activities continue to meet organisational needs. Any improvement which can be made to existing procedures will be documented in an improvement request
- Develop and implement innovative quality improvements to ensure the service offered is highly regarded at all times
- Provide effective on call assistance as required

- Education is provided to staff in a model that focuses on recovery and wellness, avoiding over-exposure to a nursing or medical model
- Attention is paid to own learning, and sharing of information with staff and people using Pathways/ services

Develop effective networks to ensure the service user pathway is seamless

- Ensure referrals are managed to completion and service users are able to identify their key contacts
- Develop and maintain effective relationships with GPs, community agencies, inpatient services, Community Mental Health Teams, and families/whanau, ensuring collaborative services are offered and delivered to service users
- Actively contribute to the coordination of excellent internal service delivery by attending and actively participating in management meetings, team meetings and other meetings as requested
- Ensure the service offered to service users has focus on community engagement and social inclusion

- All procedures regarding referral and assessment are undertaken according to ISO 9001:200 in a timely manner
- Seamless service delivery occurs by ensuring all key support people are kept fully informed of all relevant information

Relationship and Network Development

- Build direct relationships with Pathways stakeholders
- Maintain positive relationships with WISE staff and other Group members to support quality service delivery, and synergy across the group
- Work in partnership with others to supplement information which is already available
- Consult and engage across all areas in the organisation, mental health sector and other relevant forums to promote a collective understanding

- Strong, effective and continuing relationships

Contribute to the ongoing success of Pathways including reputation for excellence and innovation

- Represent Pathways in a professional manner at all times
- Ensure employment policies and procedures are followed
- Provide positive and effective participation and collaboration with other Pathways employees in delivering achievement of business objectives
- Take responsibility for executing assigned tasks and projects in accordance with agreed performance standards

- Actively live Pathways' values & philosophies

Work in a culturally safe and respectful manner incorporating the principles of the Treaty of Waitangi, and being mindful of the cultural diversity of our community

- Demonstrate knowledge and application of the Treaty of Waitangi principles
- Undertake all interactions in a respectful and culturally appropriate and sensitive manner
- Seek guidance regarding tikanga and culturally specific models/ approaches/behaviours etc. from appropriate sources

- Demonstrates behaviour that recognises and is consistent with equity principles and practices.
- Contributes to a positive team environment

Provision of other related duties within capability, as assigned by your manager

- Performs other related duties within individual's capability as assigned by your manager

- "Can do" attitude - operates as a team player and willing to perform any task required to support the organisation, business partners and other key stakeholders

Be your very best

- Plan regular uninterrupted times to meet with the Service & Relationship Manager to review your 90 day plan and seek feedback on performance
- Actively develop personal leadership skills
- Develop a learning and personal development plan with your manager and implement this plan as agreed
- Share knowledge gained from professional development experiences
- Work in a culturally safe and respectful manner incorporating the principles of the Treaty of Waitangi, and be mindful of the cultural diversity of the community
- Role model a healthy lifestyle

- You are well prepared for any forums and meetings, sharing what's working and what's not and bringing solutions for improvement
- Your skills are current and your innate curiosity means that you are always seeking new learning opportunities
- You demonstrate behaviour that is consistent with equitable practices
- Evidence of Treaty of Waitangi principles are reflected in everyday practice and future organisational planning

Think and Act as One

- Participate in creating a culture of think and act as one
- Actively participate in and contribute to national leadership forums and regional meetings
- Represent Pathways and the Wise Group in a professional manner at all times
- Provide positive and effective participation and collaboration with other parts of the Wise Group in the achievement of challenges
- Take responsibility for executing assigned tasks and projects in accordance with agreed performance standards

- The Wise Group based services feel connected to each other's work and each other
- You are highly regarded for your contribution nationally within the organisation
- The service continually repositions itself to meet perceived future need
- Projects and tasks are completed within agreed timeframes to agreed standards

Be committed to safety and wellness in the workplace

- Take responsibility for personal wellbeing and health management within the workplace
- Comply with legal obligations and safety and wellbeing policies and procedures
- Role model excellent safety and wellbeing practices by reporting identified **workplace incidents, near misses and/or hazards** through the safety and wellbeing system as per Wise Group safety and wellbeing policy and procedure
- Be committed to safety and wellbeing by following the Wise Group roles and responsibilities table (located on The Well).

- Work practices are safe for self and others
- Policies and procedures are understood and followed as designed
- All safety and wellbeing reportable events are accurately reported within specified timeframes

Accountabilities

Authority	<ul style="list-style-type: none"> • Financial – Nil • Operational - Nil
Direct Reports	<ul style="list-style-type: none"> • Nil

Know how

Practical and Technical Knowledge	<u>Essential</u>	<u>Preferred</u>
	<ul style="list-style-type: none"> • Excellent written and verbal communication skills • Attention to detail, particularly with regard to written documents • Excellent time management, organisation and file maintenance • Actively communicates outcomes or progress • Registered Health Professional with current practising certificate • Full, clean drivers licence 	<ul style="list-style-type: none"> • Innovative and problem solving • Registered Health Professional with work experience in the industry
Experience	<ul style="list-style-type: none"> • Working knowledge of Microsoft Office suite, including Word and PowerPoint 	<ul style="list-style-type: none"> • Ability to learn new computer programmes and skills • Treaty of Waitangi Principles