

## Position Description

<b>Position Title</b>	Registered Nurse – Case Manager
<b>Service Group</b>	Mental Health and Addictions Services
<b>Team</b>	Community Mental Health Services for Older People
<b>Reports to</b>	Team Leader
<b>Direct Reports</b>	None
<b>Authority Level</b>	Nil delegations

### 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.

### Primary Purpose

The Registered Nurse is employed to provide safe, effective client care using professional knowledge and skills in accordance with Bay of Plenty District Health Board:

- Policies and protocols
- Registered Nurse Scope of Practice
- Nursing Practice Standards
- Professional Development and Recognition Programme (PDRP)



**Goal:**

To provide accessible and responsive specialist secondary Mental Health and Addiction Services for the BOP community that is culturally appropriate and inclusive. This position description includes the seven real skill as identified by Te Pou's Let's get Real framework as well as the focus areas of the MH&AS Business Plan.

Within a case management model, the Registered Nurse is employed to provide safe, effective client care using professional knowledge and skill to maximise health and independence in the community, in accordance with Bay of Plenty District Health Board:

The Registered Nurse will contribute to, and be guided by national strategic service directives such as the New Zealand Health Strategy, National Mental Health Sector Standards, Guidelines for Specialist Health Services for Older People, Health of Older People Strategy, Recovery and Strengths models, Mental Health & Addiction Services for Older People and dementia service

**Principal Accountabilities**

**1. Management of Nursing Care**

- Undertakes a comprehensive and accurate nursing assessment of clients' using suitable assessment tools underpinned by evidenced based knowledge.
- Contributes to care planning, involving clients and demonstrates an understanding of clients' rights to make informed decisions. The principles and practice of partnership and care reflects client's preferences.
- Ensures the client is provided with appropriate information to make informed decisions and recovery principles are utilised and incorporated.
- Provides nursing care according to plan and undertakes clinical practice procedures and skills in a competent and safe way.
- Able to discuss ethical issues related to area of practice with clients/families and the health care team.
- Ensures documentation is current, accurate, and timely and maintains confidentiality within a legal and ethical framework. Client contacts are clearly and objectively documented in the client's clinical file.
- Demonstrates computer skills necessary to organise data for essential care delivery and demonstrates an ability to access information systems as appropriate.
- Evaluates client's progress toward expected outcomes, including treatments and health education, in collaboration with the client/family and the health care team.
- Evaluates the effectiveness of nursing care seeking assistance and knowledge as necessary.
- Educates client to maintain and promote health according to client needs.
- Takes appropriate nursing actions in emergency situations and other situations that compromise client safety. Client care is implemented in a safe, effective and timely manner.
- Actively engages in and effectively utilises clinical supervision and offers/provides this to clinical staff within the Mental Health & Addiction Service as appropriate as per the Mental Health & Addiction Service Clinical Supervision Policy.
- Takes responsibility for maintaining own professional development, including mandatory organisational requirements, updating knowledge to reflect best practice and sharing knowledge with others.

- Contributes to the support, direction and teaching of colleagues to enhance professional development. Provides guidance and support to students, graduate nurses and other allied health professionals new to the clinical area.
- Maintains a professional portfolio.

## **2. Professional Responsibility**

- Practices safely based on professional, ethical and legal standards in accord with relevant legislation, codes and policies and upholds client rights derived from the legislation.
- Demonstrates commitment to the Treaty of Waitangi, the application of the Treaty to practice and the improvement of Maori health status.
- Practices nursing in a manner that the client determines as culturally safe.
- Promotes an environment that enables client safety, independence, quality of life and health.
- Participates in regular Performance Reviews and contributes to peer review.
- Maintains infection control principles.
- Evaluates environmental safety, completes hazard identification and risk assessments.
- Proactive and responsible in maintaining health and safety for clients, staff and public.
- Ensures that work skills, knowledge and professional perspectives are made available to assist mental health staff in a positive, proactive and professional manner.
- Participates in professional peer review.

## **3. Interpersonal Relationships**

- Initiates, maintains and concludes therapeutic interpersonal interactions with clients. Utilises clear lines of communication and professional and individual accountability for practice is demonstrated.
- Communicates effectively, positively and courteously with clients and the health care team, engages in a collaborative service delivery approach with colleagues and other Mental Health services to best meet the client's needs.
- Works as an active, positive, creative and supportive member of a multi-disciplinary team.
- Resolves problems and conflicts effectively using organisational structures and processes.
- Practices nursing in partnership with the client acknowledging family/whanau perspectives and supports their participation in services.

## **4. Inter-professional Health Care and Quality Improvement**

- Collaborates and co-ordinates care with other health professionals to ensure a quality service.
- Demonstrates ability to present referrals and crisis/acute cases for discussion at MDT meetings concisely with attention to all relevant information and participates in decision-making.
- Maintains and documents information necessary for continuity of care and recovery.
- Develops a discharge plan and follow up care in consultation with the client, family and other health team members.
- Demonstrates knowledge of community services and resources. Establishes and maintains networking relationships with GPs, relevant government and community agencies and provides consultation as necessary.
- Participates in continual quality improvement activities/service development to monitor and improve standards of nursing.

- Involves target group(s) in the planning, provision and monitoring of services.
- Participates in review and audit of practice and policies based on research
- Acknowledges respects and utilises the skills and knowledge of colleagues from the team and other Mental Health & Addiction Services in the delivery of care.
- Attends and participates in the Mental Health & Addiction Service in-service programme.
- Undertakes additional courses to promote personal and professional development.
- Maintains BOPDHB and Mental Health & Addiction Service mandatory certifications and additional clinical skills relevant to area.
- Maintains an up-to-date knowledge of care/treatment/research in the area of intellectual disability dural diagnosis and community mental health.
- Participates in service evaluation as require.

A function of BOPDHB is to provide a 24-hour service. This may at times necessitate you 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.

### Key Relationships

Internal	External
<ul style="list-style-type: none"> <li>• Nurse Leader MH&amp;AS</li> <li>• Nurse Educator MH&amp;AS</li> <li>• Midwives/Nurses/Allied Health</li> <li>• Clients, Families/Whanau</li> <li>• Consumer advisor</li> <li>• Family/Whanau advisor</li> <li>• Medical Staff</li> <li>• Regional Maori Health Services</li> <li>• Speciality Nurses</li> </ul>	<ul style="list-style-type: none"> <li>• Community based health services</li> <li>• Primary Health Care providers</li> <li>• NGO providers</li> <li>• Community MH&amp;ASs</li> <li>• Pharmacies/Pharmacists</li> </ul>

## Success Profile - Mental Health

<b>CARE Values - Manaakitanga Who am I ?</b>	<b>Experience – What have I done?</b>
<ul style="list-style-type: none"> <li>• Caring, empathetic, open and supportive</li> <li>• Respect each individual, polite and non-judgemental</li> <li>• Able to build a rapport, actively listen to patients, 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>• Involve the team/ patients/ families in decisions</li> <li>• Self-aware, consistent, confident, flexible, pay attention to detail and plan ahead</li> <li>• Compassion for people &amp; commit to excellence</li> <li>• Respect for privacy</li> <li>• Ability to discuss &amp; communicate</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience working with clients aged 65 years and over with a mental illness and/or aged related illness</li> <li>• Demonstrates a sound knowledge and understanding of mental illness and risk assessment in relation to mental health care and associated illness in the aged.</li> <li>• Experience of working in teams and knowledge of how teams work and exhibits willingness/ability to teach/share expertise within the team</li> <li>• Experience of leadership in a multi-disciplinary team</li> </ul>
<b>Competencies – What am I capable of?</b>	<b>Knowledge – What do I know?</b>
<ul style="list-style-type: none"> <li>• Level of fitness appropriate to the physical demands of the role</li> <li>• Able to demonstrate a commitment to quality</li> <li>• Flexible, adaptable and embrace change</li> <li>• Show a professional demeanour and high level of personal integrity</li> <li>• Well-developed problem solving and critical thinking skills</li> <li>• Knowledge and understanding of research findings to support evidence based practice</li> <li>• Can utilise well-developed written and verbal communication skills</li> <li>• Is able to identify mental and physical problems associated with the ageing process</li> <li>• Demonstrate a commitment to Treaty of Waitangi</li> <li>• Committed to providing a culturally safe environment for clients and whanau</li> <li>• Have the ability to prioritise a varied workload</li> </ul>	<ul style="list-style-type: none"> <li>• Registered Nurse (Scope of Practice includes Mental Health) with current practising certificate</li> <li>• Post-graduate qualification with an mental/aged care focus health focus</li> <li>• Demonstrate a commitment to post-graduate study and professional development</li> <li>• Professional portfolio.</li> <li>• Affiliation to an appropriate professional nursing organisation e.g. NZCMHN's desirable</li> <li>• Computer competent</li> <li>• Current valid Driving 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 completing successfully 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:**

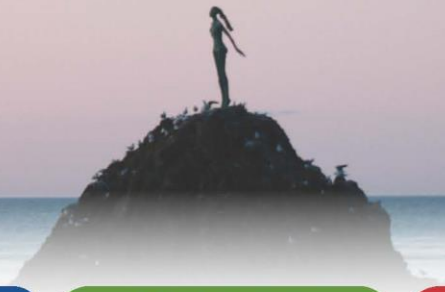
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**Signature:**

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**Date:**

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**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.

