

POSITION DESCRIPTION

POSITION: Crisis Worker – Acute Services, Marlborough Adult Mental Health

RESPONSIBLE TO: Unit Manager

Our vision: All people live well, get well, stay well. Kaiao te tini, ka ora te mano, ka noho ora te nuinga.

Our mission: Working with the people of our community to promote, encourage and enable their health, wellbeing and independence

Our Values – Ā Mātou Uara:

Respect: We care about, and will be responsive to, the needs of our diverse people, communities and staff.

Innovation: We will provide an environment where people can challenge current processes and generate new ways of working and learning.

Teamwork: We create an environment where teams flourish and connect across the organisation for the best possible outcome.

Integrity: We support an environment which expects openness and honesty in all our dealings and maintains the highest integrity at all times.

PURPOSE OF POSITION

As part of a wider multidisciplinary team to provide comprehensive assessment and treatment to adults with mental illness. Duties will include triage of enquiries, clinical advice and guidance, crisis assessment and treatment, short term clinical management in community and day hospital settings.

| RESPONSIBILITIES | EXPECTED OUTCOMES |
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| <p>Case Management / Clinical Care</p> <ul style="list-style-type: none"> - Provision of client care services. - Short case management and supportive actions for selected clients requiring brief/assertive follow-up In both community and day hospital setting - Case Management of clients with severe and enduring mental illness. <p>- Client information</p> | <ul style="list-style-type: none"> • Is responsible for managing a clinical caseload under the leadership of the clinical coordinator including assessment, treatment planning, monitoring and evaluation. • Positively engages with regular scheduled meetings with Clinical Coordinator to discuss clinical service requirements. • Provides discipline specific support and supervision to other staff. • Provides expert / profession specific clinical intervention to clients alongside professional colleagues of other disciplines. • Responsible for delivering and facilitating Need Assessments and reviews. Planning and monitoring support provided, including delegation to support workers. • Ensure that clinical practice meets required standards. • Uses sound professional judgment to prioritise care including receiving referrals and providing day hospital services to clients of Marama House. • Utilise established systems for information collection and recording including outcome measures. • Delivers accurate concise and contemporary client records to a high standard in accordance with NMH client pathway and relevant legislative requirements. |
| <p>Crisis Management</p> <ul style="list-style-type: none"> - Providing crisis assessment services to the client including full DAO responsibilities. | <ul style="list-style-type: none"> • Referral prioritised according to service guidelines and crisis assessment completed appropriately using established assessment tools. • Treatment plan completed and referral to appropriate services undertaken following appropriate liaison with client, family, other Mental Health team members etc. • Brief intervention undertaken according to the identified treatment plan. • Consultation and liaison on the health needs of clients undertaken with health, community and statutory services, relevant supports. • Undertakes all duties and responsibilities of a Duly Authorised Officer under the direction of the Director of Area Mental Health Services. |
| <p>Team Work</p> <ul style="list-style-type: none"> - Undertakes rotational roles within the acute services team to deliver frontline services - Work in a collegially respectful manner with all members of the multidisciplinary team, external service providers and associated statutory services to ensure the most effective outcomes for clients and the organisation. | <ul style="list-style-type: none"> • Flexible in undertaking all duties and responsibilities associated with the acute team function • Attends and actively contributes to all team meetings and activities. Open, flexible and accommodating in approach and manner. • Proactive in the promotion of multidisciplinary team working. • Promotes the efficient and collegially supportive operation of the acute services team including overtime and occasional on call |

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| <p>Personal and Professional Development</p> <ul style="list-style-type: none"> - Sound clinical knowledge and commitment to ongoing learning as applies to clinical profession and role. | <ul style="list-style-type: none"> • Attains and maintains required core skills training for NMH mental health service. • Attends in-service training sessions and actively pursues other relevant training opportunities. • Proven working knowledge of relevant Ministry of Health guidelines. • Role appropriate comprehension of legislation related to provision of mental health services. • Attains and maintains DAO status undertaking all required actions and attending all required training. • Proactively participates in annual performance review process including review of performance goals and identification of areas for professional development. |
| <p>Quality Improvement</p> | <ul style="list-style-type: none"> • A quality, customer-focused service is provided at all times, which follows best practice • Participation in quality improvement processes in your area of work. |
| <p>General</p> | <ul style="list-style-type: none"> • Other duties as negotiated with your Manager. • Demonstrated compliance with obligations in Appendices 1 & 2 (and Appendix 3 if appointee is a Registered Nurse). |

PERSON SPECIFICATION

QUALIFICATIONS

- Recognised qualification in Social Work, Nursing or Occupational Therapy
- Registered Nurse with current NZNC practising certificate or, Registered Social Worker with current practising certificate (as defined in the Social Workers Registration Act 2003) or Registered Occupational Therapist as recognised by the OT Board of NZ with current practising certificate
- Current full drivers licence
- Further formal qualification related to mental health (desirable)

EXPERIENCE

- Ability to undertake mental status examination, risk assessment, treatment planning, monitoring and evaluation
- Previous Duly Authorised Officer experience (desirable)

KNOWLEDGE AND SKILLS

- Proficient in written and verbal communication
- Proficient in prioritising tasks, time management and planning
- Proficient in problem solving and flexible working.
- Knowledge of current issues within mental health in NZ and internationally
- Experience of both working independently and being an effective team member
- Minimum of basic knowledge of Microsoft Office applications i.e.: Word, Excel, PowerPoint and Outlook
- Keeps up to date with available information technology relevant to position
- Understands and complies with NMH Information Technology policies

PERSONAL ATTRIBUTES

- Team player, best suited to situations requiring flexible, cooperative practice with other clinical staff.
- Positive and friendly approach with ability to maintain professional manner in challenging situations
- Clinical practice is informed by best practice guidelines
- Takes a practical and pragmatic approach to the provision of clinical care
- Demonstrates a positive approach to quality improvement
- Empathic and respectful of individuals from diverse backgrounds
- Demonstrated ability to embrace change
- Demonstrated initiative
- Commitment to ongoing education/ professional development
- Resilience to working extended hours when service demands dictate.

APPENDIX 1

General Responsibilities of an Employee of Nelson Marlborough Health (NMH)

1. Professional Responsibilities

As an employee of NMH you are required to:

- Maintain any qualifications, including registrations and practising certificates, required for legal and safe practice.
- Keep yourself up to date on knowledge, best practices and legislation relating to your work.
- Make a personal contribution towards effective and efficient working relationships within your team and with other NMH departments.
- Ensure you carry out your work in a way that is customer-focused and meets professional standards.
- In conjunction with your manager, identify your own training needs and plan to meet these needs.
- Manage your own time and prioritise your work effectively.

2. Health, Safety & Wellbeing

- Compliance with all health and safety legislative requirements.
- Compliance with the ACC Partnership Programme requirements.
- Compliance with all organisation-wide health and safety policies and procedures.
- Compliance with the Health and Safety Manual, any relevant chemical information and the emergency plan.
- Work is carried out in a healthy and safe manner and others are encouraged and assisted to work in the same way.
- Unsafe workplace conditions/practices (hazards) are identified, reported and mitigated/rectified early.
- Knowledge of identified hazards is kept up to date.
- Reportable event form is completed (via *Safety First*) for any accident or injury which has taken place at work, ensuring, in the case of injury, that your supervisor or manager is notified within 24 hours.
- Co-operation, support and promotion of occupational health and safety actions and initiatives in the workplace.

3. Right to Raise Concerns

- All employees of NMH are expected and encouraged to immediately ask questions, and raise any concerns/issues with their colleagues at their place of work, particularly if the care of a patient could potentially be compromised.
- All staff are expected to act professionally and to actively listen to the concerns or opinions of others being raised at the time.

4. Child Wellbeing and Protection

NMH is committed to identifying, supporting and protecting vulnerable children. The prevention of abuse and enhancing the wellbeing of children and their families aims to keep vulnerable children safe before they come to harm so they can thrive, achieve and belong. As an employee you are required to comply with all relevant legislation e.g. the Vulnerable Children Act 2014 and the Children, Young Persons and their Families Act 1989. You are also required to:

- Contribute to and support the organisation's strong commitment to a child centred approach to protect children across the region.
- Act at all times in the best interest of the children and young people, putting their interests first.
- Ensure collaborative working practices and recording and sharing of information to address abuse, suspected abuse or disclosure of abuse in a timely and appropriate fashion.

5. Legislation, Regulations and Board Policies

You are required to be familiar with and adhere to the provisions of:

- All relevant acts and regulations
- All Board, hospital and department policies
- All relevant procedure manuals
- The “Employee Obligations” within NMH’s Disciplinary Policy.

6. Confidentiality

You are required to:

- Adhere to the Privacy Act 1993, the Health Information Privacy Code 1994 and subsequent amendments in regard to the non-disclosure of information.
- Maintain strict confidentiality of patient, applicant and employee information at all times.

7. Risk Management

You are required to:

- Support and promote actions and initiatives in your work area which enable risks to be identified and eliminated or reduced.
- Be especially aware of those risks which have high cost or safety implications.
- Complete an accident/incident report for any accident, incident or near miss which has taken place at work.
- Respond to complaints according to appropriate policies.

8. Security

You are required to:

- Wear your identification badge at all times when on site or when carrying out official duties.
- Notify Human Resources of any changes required for your ID badge.
- Report any suspicious or unusual occurrence to the security officer, orderly or telephone operator.
- Complete an incident report for any incident which has or might have compromised the safety of staff, patients and visitors.

9. Treaty of Waitangi

NMH is committed to its obligations under the Treaty of Waitangi. As an employee you are required to give effect to the principles of the Treaty of Waitangi: Partnership, Participation and Protection.

10. Smokefree

NMH is a Smokefree Organisation. This applies to all staff and contractors working within NMH buildings, grounds and vehicles. Staff are required to comply with the policy and ensure all visitors, patients and others are informed of the policy. This also applies to NMH staff employed on Board business in the community.

Please sign below to confirm that you have read, understood and agree to the responsibilities and expectations outlined in this position description.

Signed: Date:

APPENDIX 2

The preferred candidate is required to complete a Pre-Employment Health Questionnaire. The table below outlines the tests to be carried out - depending on the nature of the position applied for.

| Condition | Information to include in Position Description |
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| TB Active | No person with active pulmonary or laryngeal tuberculosis (TB) is allowed to be at work in NMH |
| TB Latent | Staff who expect to have contact with patients or infectious materials must have assessment of previous TB exposure at the time of employment |
| BBV | No person who is susceptible to hepatitis B is allowed to have contact with patients or human materials (e.g., blood) unless they have taken part or agree to take part in a blood-borne virus education, prevention and vaccination program |
| MRSA | No person colonised or infected with methicillin-resistant <i>Staphylococcus aureus</i> (MRSA) is allowed to work in clinical areas ¹ New staff who will be working in clinical areas should be screened for MRSA if they have: <ul style="list-style-type: none"> • a chronic skin condition • been working in an overseas healthcare facility in the last year • been MRSA-positive in the last year |
| Skin | No person with a skin condition that by virtue of its site and type could be an infection risk is allowed to have contact with patients, food, microbiology samples or sterile items |
| Measles/Rubella | No person who is susceptible to measles or rubella is allowed to have contact with pregnant women. |
| VZV | No person susceptible to varicella-zoster virus (chickenpox) is allowed to have contact with newborn babies or pregnant women |
| EPP | No person who has detectable hepatitis B e antigen or high levels of hepatitis B virus DNA in their serum is allowed to undertake or assist with exposure-prone surgical procedures ² |

¹Clinical areas include inpatient medical and surgical wards (includes Medical Units, AT&R Units, Surgical Wards, Paediatrics, Day Stay, Neonates and Women's Health). Screening does not apply to staff working in outpatient areas (e.g., clinics, Radiology, Respiratory Function lab) or in DSS, Mental Health or Drug and Alcohol services (transmission of MRSA is less likely and infection is rare in these sites.)

²Exposure-prone surgical procedure = a procedure where there is the potential for direct contact between the skin (usually finger or thumb) of the health care worker and sharp surgical instruments, needles, or sharp tissues (spicules of bone or teeth) in a blind or highly confined anatomic site such as a body cavity or in poorly visualised and/or confined body sites. Such sites include body cavities encountered during emergency and trauma procedures, abdominal, cardiothoracic, obstetric/gynaecological, orthopaedic and oral surgery.

APPENDIX 3

Should a Registered Nurse be appointed to this position the following professional nursing responsibilities, expected outcomes, experience/knowledge and specific skills also apply.

| RESPONSIBILITIES | EXPECTED OUTCOMES |
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| <p>Domain One - Professional Responsibility <i>Domain One contains competencies that relate to professional, legal and ethical responsibilities and cultural safety. These include being able to demonstrate knowledge and judgment and being accountable for one's actions and decision, while promoting an environment that maximizes client's safety, independence, quality of life and health.</i></p> | |
| <p>1.1 Provides professional direction, leadership and management of care delivery</p> | <ul style="list-style-type: none"> • Practices in accordance with legal, ethical, cultural safety and professional standards. • Demonstrates clinical leadership in ethical decision making and patient advocacy. • Takes a leadership role in implementing care delivery and service initiatives with a nursing and or multi disciplinary focus. • Understands accountability for directing, monitoring and evaluating nursing care provided by enrolled nurses and others. • Seeks advice from a senior registered nurse if unsure about the role and competence of enrolled nurses and others when delegating work. • Takes into consideration the role and competence of staff when delegating work. • Makes appropriate decisions when assigning care, delegating activities and providing direction for enrolled nurses and others. • Provides effective clinical leadership/role modelling to other staff within and across the nursing services and to other stakeholders to ensure that service delivery and practice standards are consistent, evidence based and complement the vision and values of NMH. • Maintains an overview of the clinical/professional issues/standards of practice and trends affecting mental health crisis management within and beyond the service, assisting with the implementation of care initiatives including quality and safety activities. • Manages care delivery within evidence based treatment protocols for all patients. • Complies with quality focused nursing protocols with support from national groups (Health Quality and Safety Commission) guiding Nursing services ensuring care standards are articulated, supported, achieved, documented and audited. • Ensures that there is effective and timely patient centred communication within and across the health system in relation to the management of care. • Ensures that opportunities to contribute to service development and the achievement of outcomes are taken up. |

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| <p>1.2 Demonstrates the ability to apply the principles of the Treaty of Waitangi Te Tiriti o Waitangi to nursing practice</p> | <ul style="list-style-type: none"> • Understands the Treaty of Waitangi/Te Tiriti o Waitangi and its relevance to the health of Maori in Aotearoa/New Zealand. • Demonstrates knowledge of differing health and socio-economic status of Maori and non-Maori. • Applies the Treaty of Waitangi/Te Tiriti o Waitangi to nursing practice. |
| <p>1.3 Promotes an environment that enables health consumer safety, independence, quality of life and health</p> | <ul style="list-style-type: none"> • Identifies and reports situations that affect health consumers or staff members' health or safety. • Accesses, maintains and uses emergency equipment and supplies. • Maintains infection control principles. • Recognises and manages risks to provide care that best meets the needs and interests of health consumers and the public. |
| <p>1.4 Practises nursing in a manner that the health consumer determines as being culturally safe</p> | <ul style="list-style-type: none"> • Recognises the impact of the culture of nursing on health consumer's care and endeavours to protect the health consumer's wellbeing within this culture. • Practises in a way that respects each health consumer's identity and right to hold personal beliefs, values and goals. • Assists the health consumer to gain appropriate support and representation from those who understand the health consumer's culture, needs and preferences. |
| <p>Domain Two - Management of Nursing Care <i>Domain Two contains competencies that are related to client assessment and the management of client care, which is responsive to clients' needs and is supported by nursing knowledge and evidence-based research.</i></p> | |
| <p>2.1. Provides planned nursing care to achieve identified outcomes</p> | <ul style="list-style-type: none"> • Contributes to care planning, involving health consumers and demonstrating an understanding of health consumers' rights, to make informed decisions. • Demonstrates understanding of the processes and environments that support recovery. • Identifies examples of the use of evidence in planned nursing care. • Undertakes practice procedures and skills in a competent and safe way. • Administers interventions, treatments and medications, (for example: intravenous therapy, calming and restraint), within legislation, codes and scope of practice; and according to authorised prescription, established policy and guidelines. |
| <p>2.2 Undertakes a comprehensive and accurate nursing assessment of health consumers across a variety of settings.</p> | <ul style="list-style-type: none"> • Undertakes assessment in an organised and systematic way. • Uses suitable assessment tools and methods to assist the collection of data. • Applies relevant research to underpin nursing assessment. |

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| <p>2.3 Ensures documentation is accurate and maintains confidentiality of information</p> | <ul style="list-style-type: none"> • Maintains clear, concise, timely, accurate and current health consumer records within a legal and ethical framework. • Demonstrates literacy and computer skills necessary to record, enter, store, retrieve and organise data essential for care delivery. |
| <p>2.4 Ensures the health consumer has adequate explanation of the effects, consequences and alternatives of proposed treatment options</p> | <ul style="list-style-type: none"> • Provides appropriate information to health consumers to protect their rights and to allow informed decisions. • Makes appropriate professional judgement regarding the extent to which the health consumer is capable of participating in decisions related to his/her care. • Facilitates the health consumer's access to appropriate therapies or interventions and respects the health consumer's right to choose amongst alternatives. • Checks health consumers' level of understanding of health care when answering their questions and providing information. |
| <p>2.5 Acts appropriately to protect oneself and others when faced with unexpected health consumer responses, confrontation, personal threat or other crisis situations</p> | <ul style="list-style-type: none"> • Understands emergency procedures and plans and lines of communication to maximise effectiveness in a crisis situation. • Takes action in situations that compromise health consumer safety and wellbeing. • Implements nursing responses, procedures and protocols for managing threats to safety within the practice environment. |
| <p>2.6 Reflects upon, and evaluates with peers and experienced nurses, the effectiveness of nursing care</p> | <ul style="list-style-type: none"> • Identifies own level of competence and seeks assistance and knowledge as necessary. • Determines the level of care required by individual health consumers. • Accesses advice, assistance, debriefing and direction as necessary. |
| <p>2.7 Maintains professional development</p> | <ul style="list-style-type: none"> • Contributes to the support, direction and teaching of colleagues to enhance professional development. • Updates knowledge related to administration of interventions, treatments, medications and best practice guidelines within area of practice. • Takes responsibility for one's own professional development and for sharing knowledge with others. • Participates in annual performance review process including review of performance goals and identification of areas for professional development. |

Domain Three - Interpersonal Relationships

Domain Three contains competencies that relate to interpersonal and therapeutic communication with clients, other nursing staff and inter-professional communication and documentation.

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| 3.1 Establishes, maintains and concludes therapeutic interpersonal relationships with health consumers | <ul style="list-style-type: none">• Initiates, maintains and concludes therapeutic interpersonal interactions with health consumers.• Incorporates therapeutic use of self and psychotherapeutic communication skills as the basis for nursing care for health consumers with mental health needs.• Utilises effective interviewing and counselling skills in interactions with health consumers.• Demonstrates respect, empathy and interest in health consumer.• Establishes rapport and trust with the health consumers. |
| 3.2 Practises nursing in a negotiated partnership with the health consumer where and when possible. | <ul style="list-style-type: none">• Implements nursing care in a manner that facilitates the independence, self-esteem and safety of the health consumer and an understanding of therapeutic and partnership principles.• Recognises and supports the personal resourcefulness of people with mental and/or physical illness.• Acknowledges family/whanau perspectives and supports their participation in services. |
| 3.3 Communicates effectively with health consumers and members of the health care team | <ul style="list-style-type: none">• Uses a variety of effective communication techniques.• Employs appropriate language to context. |

Domain Four - Interprofessional Health Care and Quality Improvement

Domain Four contains competencies to demonstrate that the nurse, as a member of the health care team evaluates the effectiveness of care and promotes a nursing perspective within the inter-professional activities of the team.

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| 4.1 Collaborates and participates with colleagues and members of the health care team to facilitate and coordinate care | <ul style="list-style-type: none">• Promotes a nursing perspective and contribution within the inter-professional activities of the health care team.• Provides guidance and support to those entering as students, beginning practitioners and those who are transferring into a new clinical area.• Collaborates with the health consumer and other health team members to develop plan of care.• Maintains and documents information necessary for continuity of care and recovery.• Develops a discharge plan and follow up care in consultation with the health consumer and other members of the health care team. |
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| <p>4.2 Recognises and values the roles and skills of all members of the health care team in the delivery of care</p> | <ul style="list-style-type: none"> • Makes appropriate formal referrals to other health care team members and other health related sectors for health consumers who require consultation. • Contributes to the co-ordination of care to maximise health outcomes for the health consumer. • Collaborates, consults with and provides accurate information to the health consumer and other health professionals about the prescribed interventions or treatments • Demonstrates a comprehensive knowledge of community services and resources and actively supports service users to use them. |
| <p>4.3 Participates in quality improvement activities to monitor and improve standards of nursing</p> | <ul style="list-style-type: none"> • Recognises and identifies researchable practice issues and refers them to appropriate people. • Distributes research findings that indicate changes to practice with colleagues. • A quality, customer-focused service is provided at all times, which follows best practice. • Participation in quality improvement processes in your area of work. |

EXPERIENCE/KNOWLEDGE OF

- HPCA act and its amendments.
- Nursing Council of NZ key documents – Scope of Practice for Nurses; NP, RN, RN Expanded practice, EN; Direction & Delegation; and Educational Standards.
- Treaty of Waitangi and its application to the health setting.
- Misuse of Drugs Act (1977) and Regulations.
- NCNZ Code of Conduct (2012).
- Health & Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations (1996).
- Privacy Act (1993) and Health Information Privacy Code (1994).
- Health and Safety at Work Act (2015).
- New Zealand Health Care Standards.
- NMH Nursing and Midwifery Policies and Procedures.
- Equal Employment Opportunities.
- NZNO Code of Ethics (2010).
- NZNO Standards of Professional Nursing Practice (2012).
- Current over-arching NZ Health Strategies.

SPECIFIC SKILLS

- High level of written and verbal communication.
- Effective report writing skills.
- Demonstrated competency in priority setting/time management.
- Demonstrated competency in effective problem solving/planning.
- Demonstrated multi-disciplinary relationship skills.
- Knowledge of current issues within nursing in NZ and internationally.
- Ability to work independently and to be an effective team member.
- Knowledge and understanding of medico/legal and ethical responsibilities.
- Basic knowledge of Microsoft Office applications i.e.: Word, Excel, PowerPoint and Outlook.
- Keeps up to date with available information technology relevant to position.
- Understands and complies with NMH Information Technology policies.

Signed _____ Dated _____