

Position Description	
Position Title:	Care Manager (Kaiatawhai)
Service & Directorate:	Infant, Child & Adolescent Mental Health Services (iCAMHS)
Responsible to:	Manager iCAMHS
Professionally reports to:	Relevant Professional Leader
Delegation Level:	Nil
Number of direct reports:	Nil
Date:	March 2024

**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 / Manaakitanga	Innovation / Auaha	Team Work / Whakarāmemene	Integrity / Ngākau Tapatahi
<p>We care about, and will be responsive to, the needs of our diverse people, communities and staff.</p> <p>kia horahia te manaakitanga ki ngā iwi katoa me nga hāpori, kaimahi hoki</p>	<p>We will provide an environment that generates new ways of working and learning.</p> <p>kia auaha me whakahoutia i ngā pūkenga ākongā, me ngā mahi ki tēnei hāpori</p>	<p>We create an environment where teams flourish and connect across Health NZ.</p> <p>kia whakarāmemene i ngā kaipupuni hauora katoa</p>	<p>Openness and honesty in all our dealings.</p> <p>kia taea i te ngakau tapatahi i runga i te tika me te pono i ngā mahi katoa</p>

**PURPOSE OF POSITION**

This role is a pivotal role for mental health and addictions services to support our integration programme. The vision for our programme is:

*Working with people of our community to promote, encourage and enable their health, wellbeing and independence by providing flexible responsive integrated mental health and addictions services*

This role has been designed for an experienced clinician who has excellent skills in relationship development and networking. They will provide assessment and therapeutic interventions using a range of best practice recommended models of care including case management and group work to children, young people and their families who are referred to CAMHS. An important part of this role is in inter-agency work, including working with community services such as Oranga Tamariki, Schools, GP’s and local community networks.

The successful candidate will have proven clinical expertise to support our system to be better integrated, to improve our ability to be responsive, holistic, person centred and recovery focussed. They must demonstrate an awareness of the wider social determinants of health. They will ensure their contributions support the strengthening our system-wide priorities, as listed below.

### MH&A system-wide integration priorities



Achieve **Equity** and strengthen the **Equally Well** commitment by supporting district-wide access to safe and effective person-centred care to reduce inequity and maximise wellbeing.



**People and whānau** are essential members of the care team



We take a **whole of person** approach by ensuring strong intra and inter sectoral relationships to ensure people access the range of support available to achieve recovery and optimal outcomes.



We work as **one team** with person centred plans, assisted by appropriate sharing of information and innovative technology solutions.



We support a diverse workforce that is recovery focussed, fosters independence, and is well connected, to ensure we **build trust**, respect and confidence.



Supporting and monitoring our services to be integrated, flexible and responsive and a **high performing** network of people and agencies.

This position may be required to work across primary, community and secondary services as part of the delivery of an integrated Mental Health and Addictions model of care for Nelson Marlborough. Including working across agencies with our cross sector partners

#### PURPOSE OF ROLE

To provide care management support and effective best practise interventions for children & young people, and their families / whanau, who are referred to iCAMHS with severe mental health issues.

Key Accountabilities:	Examples of successful delivery of duties and responsibilities
<b>Clinical Practice / Te Mahi Haumanu</b>	
<ul style="list-style-type: none"> <li>• Provision of high quality evidence based clinical services: assessment and intervention as appropriate.</li> <li>• Working with children and youth (Tamariki and Rangatahi) with moderate to severe mental health issues. They are assessed, supported and treated along with their families using best practice recommended models of care.</li> <li>• Case work is undertaken with appropriate use of intervention models.</li> <li>• Works collaboratively with other agencies, including schools, NGOs and Maori health providers.</li> <li>• Service activity, development and implementation is undertaken in accordance with the provisions of the Treaty of Waitangi – partnership, protection and participation.</li> <li>• Client/clinical issues are addressed in supervision, MDT, peer group review meetings.</li> </ul>	<ul style="list-style-type: none"> <li>• Offers a range of developmentally appropriate treatments for instance DBT, CBT, whanau / Family Therapy, Play therapy and motivational interviewing.</li> <li>• Submits assessment and review feedback to MDT for discussion, within required timeframe.</li> <li>• Uses appropriate outcome measurement tools and uses these in a meaningful way with client and family.</li> <li>• Pro-actively advocates and represents clients at case conferencing and interacts with whanau/ family and agencies to support mental health needs.</li> <li>• Ensures collaboration with other appropriately involved agencies to obtain maximum benefit for the client / whanau / family.</li> <li>• Risk is appropriately assessed, documented and managed</li> <li>• Documentation is maintained to the highest standard in accordance with the standards of the appropriate professional body</li> <li>• Measures: Family / Whanau and consumer / Tangata Whaiora feedback (informal and formal), file audit, supervision feedback, in caseload management supervision with Coordinator.</li> </ul>
<b>Team work / Te Ārahi me te Whakahaere</b>	
<ul style="list-style-type: none"> <li>• Works co-operatively with other team members and autonomously when required.</li> <li>• Contributes to the development of team goals and service delivery.</li> <li>• Attends and contributes to relevant service, clinical and team meetings, leading and facilitating such meetings as requested.</li> </ul>	<ul style="list-style-type: none"> <li>• Utilises resources efficiently and effectively.</li> <li>• Maintains timely and accurate statistics as required by the service.</li> <li>• To provide advice and support when required, and support to colleagues across all agencies involved in the care of young people and their families with mental health issues.</li> <li>• To work jointly and collaboratively with colleagues involved in the care of Rangatahi / young people with mental health issues.</li> <li>• Appropriate channels of communication are followed.</li> <li>• Issues for management are brought up with the Manager initially, unless appropriate for MDT.</li> </ul>
<ul style="list-style-type: none"> <li>• Children’s Team</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Children’s Action Plan - Children’s Teams</i> are a government initiative which support vulnerable children. This position has been identified as working alongside the Children’s Team providing support in regard to the development of a child’s action plan.</li> </ul>
<ul style="list-style-type: none"> <li>• Participation in iCAMHS Duty Roster</li> </ul>	<ul style="list-style-type: none"> <li>• Work as part of the current iCAMHS duty team, completing daily routine referral screening, triage and duty work as required.</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide support to all aspects of the acute service pathway including triage service.</li> <li>• Be skilled in completing acute mental health assessments taking into account often highly complex relationship/ situational factors and able to create a risk management plan alongside the young person and their family members.</li> <li>• Support the triage process inclusive for Maori clients and their whanau offering culturally appropriate navigation for access to external services.</li> </ul>
<b>Teaching &amp; Learning / Ako Atu, Ako Mai</b>	
<ul style="list-style-type: none"> <li>• Provision of consultation, advice, support and training to colleagues and wider agencies as appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>• To create opportunities for training and up-skilling of colleagues within the CAMHS and wider mental health and Addiction Services.</li> <li>• Attends in-service training sessions and presents clients at clinical review.</li> <li>• Actively pursues relevant learning opportunities.</li> </ul>
<b>Service improvement and Research / Te Whakapai Ratonga me te Rangahau</b>	
<ul style="list-style-type: none"> <li>• Contributes to the team's attempts to reduce environmental waste by recycling materials as appropriate, using lighting and heating only when necessary and being aware of how any new initiative might have a negative impact.</li> <li>• Assists line manager and professional leaders in clinical assurance activities as requested.</li> </ul>	<ul style="list-style-type: none"> <li>• A quality, customer-focused service is provided at all times, which follows best practice.</li> <li>• Participation in quality improvement processes in your area of work.</li> <li>• Actively participates in team and service wide planning days (as appropriate).</li> <li>• Attends and contributes to team business meetings.</li> </ul>
<b>Professional Competencies</b>	
<ul style="list-style-type: none"> <li>• Maintain own professional registration requirements as directed by the legislation relevant to the incumbent's profession</li> </ul>	<ul style="list-style-type: none"> <li>• You maintain your professional registration</li> <li>• You have an up-to-date professional development plan</li> </ul>
<b>Other Duties</b>	
<ul style="list-style-type: none"> <li>• Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience. <ul style="list-style-type: none"> <li>• Act as a role model for the Health NZ (Nelson Marlborough) Organisational Values.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Obligations contained in Appendices 1 &amp; 2, (and Appendix 3 – if a Registered Nurse is appointed), are met.</li> <li>• Other duties as negotiated with your Manager.</li> </ul>
<b>Professional Development – self</b>	
<ul style="list-style-type: none"> <li>• Identifying areas for personal and professional development.</li> <li>• Participates in professional supervision in line with the organisation's requirements and/or professional body.</li> </ul>	<ul style="list-style-type: none"> <li>• Knows and applies mental health standards as well as professional body guidelines.</li> <li>• Develops plan for personal health.</li> <li>• Participates in annual performance review process including review of performance goals and identification of areas for professional development.</li> <li>• Training and development goals are identified/agreed with your manager.</li> <li>• Performance objectives reviewed annually with your manager.</li> </ul>

	<ul style="list-style-type: none"> <li>You actively seek feedback and accept constructive criticism.</li> </ul>
<b>General Responsibilities of an Employee of Health NZ (Nelson Marlborough) – Appendix 1</b>	
<b>KEY RELATIONSHIPS AND AUTHORITIES</b>	
<b>Key Relationships within Health NZ</b>	<b>Key Relationships outside Health NZ</b>
<ul style="list-style-type: none"> <li>Paediatrics and Child Development Services</li> <li>Addiction Services</li> <li>GM Maori Health and Vulnerable Populations</li> <li>Adult Mental Health Services</li> <li>Nurse Consultant, ADON or Mental Health Professional Advisor</li> </ul>	<ul style="list-style-type: none"> <li>Ti Piki Oranga</li> <li>PHO</li> <li>GP's</li> <li>Schools &amp; School Guidance Counsellors</li> <li>NGO's (Barnardo's, Snapshot, Supporting Families)</li> <li>Kaupapa Maori Services</li> <li>Oranga Tamariki and Special Education</li> </ul>

**PERSON SPECIFICATION**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Education and Qualifications (or equivalent level of learning)</b>	<ul style="list-style-type: none"> <li>NZ Registered health professional</li> <li>Current Annual Practising Certificate</li> <li>Current full driving license</li> </ul>	
<b>Essential Experience</b>	<ul style="list-style-type: none"> <li>At least two years post graduate experience within a CAMHS setting, or acute mental health service</li> <li>Ability to apply clinical skills flexibly, innovatively, creatively and autonomously</li> <li>Ability to assert professional opinion within a (sometimes) highly pressured situation.</li> </ul>	
<b><u>KNOWLEDGE &amp; SKILLS</u></b>	<ul style="list-style-type: none"> <li><b>Essential:</b> Up to date with the current research findings about major mental health issues and trends in child and adolescent mental health service delivery (i.e. best practice recommended assessment tools and therapies)</li> <li>Completion of CAMHS PG certificate (or willingness to complete)</li> <li>Understanding and working knowledge of life developmental stages and the impact of trauma upon children and young people</li> <li>Knowledge of and commitment to bi-culturalism and the Treaty of Waitangi</li> <li>Mental Health Act (1992) and any amendments.</li> <li>MHS Policies and Procedures</li> <li>Other relevant legislation</li> <li>Intermediate knowledge of Microsoft Office applications i.e.: Word, Excel, PowerPoint and Outlook</li> <li>Keeps up to date with available information technology relevant to position</li> <li>Understands and complies with Health NZ Information Technology policies</li> </ul>	
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>No previous criminal convictions (Police clearance will be required for this position)</li> <li>Able to convey clinical information verbally and in writing, to a high standard, to professional colleagues and other groups</li> <li>Uses personality, presentation and approach, which would gender confidence in clients and their immediate family and social network</li> <li>Is able to 'get alongside' and engage children, youth and their families who <u>may</u> present as difficult to engage</li> <li>Good sense of humour and ability to use stress management techniques to good effect</li> </ul>	

Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

## **APPENDIX 1**

### **General Responsibilities of an Employee of Health NZ | Te Whatu Ora Nelson Marlborough**

#### **1. Professional Responsibilities**

As an employee of Health NZ Nelson Marlborough, 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 Health NZ Nelson Marlborough 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 and 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 Health NZ Nelson Marlborough 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**

- Health NZ Nelson Marlborough 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 Health NZ Nelson Marlborough’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**

Health NZ Nelson Marlborough 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**

Health NZ Nelson Marlborough is a Smokefree Organisation. This applies to all staff and contractors working within Health NZ Nelson Marlborough 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 Health NZ Nelson Marlborough staff employed on Board business in the community.

## **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.

<b>Condition</b>	<b>Information to include in Position Description</b>
TB Active	No person with active pulmonary or laryngeal tuberculosis (TB) is allowed to be at work in Health NZ Nelson Marlborough
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 <sup>1</sup> New staff who will be working in clinical areas should be screened for MRSA if they have: <ul style="list-style-type: none"><li>• a chronic skin condition</li><li>• been working in an overseas healthcare facility in the last year</li><li>• been MRSA-positive in the last year</li></ul>
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 <sup>2</sup>

<sup>1</sup>Clinical 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.)

<sup>2</sup>Exposure-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.

### **CHANGES TO POSITION DESCRIPTION**

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.



**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
<p><b>Domain One - Professional Responsibility</b>  <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 <b>Provides professional direction, leadership and management of care delivery</b></p>	<ul style="list-style-type: none"> <li>• Practices in accordance with legal, ethical, cultural safety and professional standards.</li> <li>• Demonstrates clinical leadership in ethical decision making and patient advocacy.</li> <li>• Takes a leadership role in implementing care delivery and service initiatives with a nursing and or multi-disciplinary focus.</li> <li>• Understands accountability for directing, monitoring and evaluating nursing care provided by enrolled nurses and others.</li> <li>• Seeks advice from a senior registered nurse if unsure about the role and competence of enrolled nurses and others when delegating work.</li> <li>• Takes into consideration the role and competence of staff when delegating work.</li> <li>• Makes appropriate decisions when assigning care, delegating activities and providing direction for enrolled nurses and others.</li> <li>• 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 Health NZ.</li> <li>• Maintains an overview of the clinical/professional issues/standards of practice and trends affecting Child &amp; Adolescent Mental management within and beyond the service, assisting with the implementation of care initiatives including quality and safety activities.</li> <li>• Manages care delivery within evidence based treatment protocols for all patients.</li> <li>• 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.</li> <li>• Ensures that there is effective and timely patient centred communication within and across the health system in relation to the management of care.</li> <li>• Ensures that opportunities to contribute to service development and the achievement of outcomes are taken up.</li> </ul>

<p>1.2 <b>Demonstrates the ability to apply the principles of the Treaty of Waitangi Te Tiriti o Waitangi to nursing practice</b></p>	<ul style="list-style-type: none"> <li>• Understands the Treaty of Waitangi/Te Tiriti o Waitangi and its relevance to the health of Maori in Aotearoa/New Zealand.</li> <li>• Demonstrates knowledge of differing health and socio-economic status of Maori and non-Maori.</li> <li>• Applies the Treaty of Waitangi/Te Tiriti o Waitangi to nursing practice.</li> </ul>
<p>1.3 <b>Promotes an environment that enables health consumer safety, independence, quality of life and health</b></p>	<ul style="list-style-type: none"> <li>• Identifies and reports situations that affect health consumers or staff members' health or safety.</li> <li>• Accesses, maintains and uses emergency equipment and supplies.</li> <li>• Maintains infection control principles.</li> <li>• Recognises and manages risks to provide care that best meets the needs and interests of health consumers and the public.</li> </ul>
<p>1.4 <b>Practises nursing in a manner that the health consumer determines as being culturally safe</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Practises in a way that respects each health consumer's identity and right to hold personal beliefs, values and goals.</li> <li>• Assists the health consumer to gain appropriate support and representation from those who understand the health consumer's culture, needs and preferences.</li> </ul>
<p><b>Domain Two - Management of Nursing Care</b>  <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. <b>Provides planned nursing care to achieve identified outcomes</b></p>	<ul style="list-style-type: none"> <li>• Contributes to care planning, involving health consumers and demonstrating an understanding of health consumers' rights, to make informed decisions.</li> <li>• Demonstrates understanding of the processes and environments that support recovery.</li> <li>• Identifies examples of the use of evidence in planned nursing care.</li> <li>• Undertakes practice procedures and skills in a competent and safe way.</li> <li>• 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.</li> </ul>
<p>2.2 <b>Undertakes a comprehensive and accurate nursing assessment of health</b></p>	<ul style="list-style-type: none"> <li>• Undertakes assessment in an organised and systematic way.</li> <li>• Uses suitable assessment tools and methods to assist the collection of data.</li> <li>• Applies relevant research to underpin nursing assessment.</li> </ul>

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

<p><b>Domain Three - Interpersonal Relationships</b></p> <p><i>Domain Three contains competencies that relate to interpersonal and therapeutic communication with clients, other nursing staff and inter-professional communication and documentation.</i></p>	
<p>3.1 <b>Establishes, maintains and concludes therapeutic interpersonal relationships with health consumers</b></p>	<ul style="list-style-type: none"> <li>• Initiates, maintains and concludes therapeutic interpersonal interactions with health consumers.</li> <li>• Incorporates therapeutic use of self and psychotherapeutic communication skills as the basis for nursing care for health consumers with mental health needs.</li> <li>• Utilises effective interviewing and counselling skills in interactions with health consumers.</li> <li>• Demonstrates respect, empathy and interest in health consumer.</li> <li>• Establishes rapport and trust with the health consumers.</li> </ul>
<p>3.2 <b>Practises nursing in a negotiated partnership with the health consumer where and when possible.</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Recognises and supports the personal resourcefulness of people with mental and/or physical illness.</li> <li>• Acknowledges family/whanau perspectives and supports their participation in services.</li> </ul>
<p>3.3 <b>Communicates effectively with health consumers and members of the health care team</b></p>	<ul style="list-style-type: none"> <li>• Uses a variety of effective communication techniques.</li> <li>• Employs appropriate language to context.</li> </ul>
<p><b>Domain Four - Interprofessional Health Care and Quality Improvement</b></p> <p><i>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.</i></p>	
<p>4.1 <b>Collaborates and participates with colleagues and members of the health care team to facilitate and coordinate care</b></p>	<ul style="list-style-type: none"> <li>• Promotes a nursing perspective and contribution within the inter-professional activities of the health care team.</li> <li>• Provides guidance and support to those entering as students, beginning practitioners and those who are transferring into a new clinical area.</li> <li>• Collaborates with the health consumer and other health team members to develop plan of care.</li> <li>• Maintains and documents information necessary for continuity of care and recovery.</li> <li>• Develops a discharge plan and follow up care in consultation with the health consumer and other members of the health care team.</li> </ul>

<p>4.2 <b>Recognises and values the roles and skills of all members of the health care team in the delivery of care</b></p>	<ul style="list-style-type: none"> <li>• Makes appropriate formal referrals to other health care team members and other health related sectors for health consumers who require consultation.</li> <li>• Contributes to the co-ordination of care to maximise health outcomes for the health consumer.</li> <li>• Collaborates, consults with and provides accurate information to the health consumer and other health professionals about the prescribed interventions or treatments</li> <li>• Demonstrates a comprehensive knowledge of community services and resources and actively supports service users to use them.</li> </ul>
<p>4.3 <b>Participates in quality improvement activities to monitor and improve standards of nursing</b></p>	<ul style="list-style-type: none"> <li>• Recognises and identifies researchable practice issues and refers them to appropriate people.</li> <li>• Distributes research findings that indicate changes to practice with colleagues.</li> <li>• A quality, customer-focused service is provided at all times, which follows best practice.</li> <li>• Participation in quality improvement processes in your area of work.</li> </ul>
<p><b>General</b></p>	<ul style="list-style-type: none"> <li>• Obligations contained in Appendices 1 &amp; 2 are met.</li> <li>• Other duties as negotiated with your Manager.</li> </ul>

**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.
- Health NZ 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.