

## POSITION DESCRIPTION

**POSITION:** Care Manager – Nelson/Tasman Mental Health Teams

**RESPONSIBLE TO:** Manager – Integrated Community Mental Health, Nelson/Tasman

**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 THE POSITION**

To co-ordinate and deliver high quality comprehensive assessment and treatment for clients within the Specialist Mental Health Services using a range of therapeutic modalities.

Support the ease of access and transition of clients through Specialist Mental Health Services back to their primary care provider.

RESPONSIBILITIES	EXPECTED OUTCOMES
<p><b>Care Management</b></p> <ul style="list-style-type: none"> <li>• Regular assessment and monitoring of mental state, the effectiveness of prescribed treatments and support needs to allow for early intervention in response to a change in mental status.</li> <li>• Maintain timely, thorough written records of consumers care including: progress notes documenting consumer contact, care/recovery plans, letters to GPs and other agencies, annual needs assessments and updates</li> <li>• Liaison with psychiatrists, other mental health staff and other agencies involved in consumers care</li> <li>• Develop a comprehensive recovery based care plan for each client and communicate the plan to others involved in the consumers care including family/whanau where appropriate</li> <li>• Ongoing monitoring of care plan effectiveness with regular clinical reviews of specific goal directed discharge planning to support episodic care processes with the team.</li> <li>• Act as consumer advocate in all matters pertaining to mental health</li> <li>• Provide or arrange for the provision of psychological or social services as required</li> <li>• Provide early intervention in an acute phase of illness, organising appropriate interventions for this, such as organising medication, treatment review, respite, additional support, and/or admission as required.</li> <li>• Provide care in a response to clients changing needs as required with a range of brief assertive, intensive and continuing care provision.</li> </ul>	<p>Responsive service allowing for early intervention, effective treatment and facilitation of discharge planning to primary care for all clients.</p> <p>Regular case load reviews with Clinical co-ordinator, looking at goals of admission, discharge planning, recovery plans.</p> <p>Completion of risk assessment, formulation of risk, management planning and taking appropriate actions to ensure safe care provision.</p> <p>Accurate, up-to-date notes, statistical data and comprehensive written reports are readily available.</p> <p>Service statistics audits reflect resources are appropriately allocated to ensure safe effective care provision.</p> <p>Client, family and consumer feedback via questionnaires indicate customer satisfaction</p> <p>Provision of episodic care allowing for easy access into, and out of specialist services.</p> <p>Provision of a flexible Care Management model allowing for intensive care in times of increased need and a less intensive package of care when mental health is more stable.</p>

<p><b>Team Work</b></p> <ul style="list-style-type: none"> <li>• Work in a coordinated, cooperative manner to ensure the most effective outcomes for clients, their family/whanau and the organisation.</li> <li>• Attendance and participation in Intake Meetings, Multi-Disciplinary Team Meetings and Discharge Meetings as required.</li> </ul>	<p>Actively contributes to intake planning, team meetings and discharge planning.</p> <p>Contributes to all team activities, shows flexibility in meeting team goals, is aware of Service philosophy, contributes in meetings, participates in roster, and encourages support staff contribution to case load.</p> <p>Actively enhances team awareness of specialist needs of clients using the service.</p> <p>Positive participation in daily decision-making.</p>
<p><b>Professional Development</b></p> <ul style="list-style-type: none"> <li>• Sound clinical knowledge combined with field experience and ongoing learning.</li> <li>• Participate in clinical supervision in line with the organisations policies.</li> <li>• Meet core competency training and expectations.</li> </ul>	<p>Attains and maintains required level for core skills of mental health services.</p> <p>Attends in-service training sessions and actively pursues other relevant training opportunities, both within mental health and in own time.</p> <p>Exhibits knowledge of mental health standards and their application in the workplace.</p> <p>Proven working knowledge of Ministry of Health guidelines relevant to mental health practice, including Calming and Restraint, Management of Suicidal Patients, Clinical Risk Assessment and Management, Reducing Violence in Mental Health Services, and the National Mental Health Standards.</p> <p>Understanding of the Mental Health Act and related legislation.</p> <p>Participates in annual performance reviews and process of performance goals and identifying areas for professional development.</p>
<p><b>Administration</b></p> <ul style="list-style-type: none"> <li>• To perform administrative tasks as delegated by Service Manager.</li> <li>• To contribute to the development of team resources.</li> <li>• To document client information, statistics and written reports to a high standard and timely manner.</li> </ul>	<p>All documentation is of a demonstrably high standard including client notes, group plans, health promotion materials, letters etc.</p> <p>All statistical information to be collected within the required timeframes i.e. Contact and Outcome information.</p> <p>All documentation will adhere to the NMH Mental Health Client Pathway Standards.</p>
<p><b>Internal &amp; External Networks</b></p> <ul style="list-style-type: none"> <li>• Develop effective working relationships with team members, case managers, and administration staff and with other parts of the Mental Health Service.</li> </ul>	<p>Treatment partnerships with other health professionals are maintained and enhance client care.</p> <p>Performance review indicates excellent knowledge and utilization of community resources, organisations and agencies that enhance outcomes to consumers.</p>

<ul style="list-style-type: none"> <li>Develop effective working relationships with other DHB Services, with other providers, GP's and community agencies relative to client's needs.</li> </ul>	
<b>Children's Team</b>	<p><i>Children's Action Plan - Children's Teams</i> are a government initiative which support vulnerable children. This position has been identified as being likely to fulfil a role with or alongside the Children's Team (e.g. Children's Team member, Lead Professional and/or provision of support in regard to the development of a child's action plan). If this opportunity arises, NMH will provide support and training to enable you to meet the requirements of this responsibility. If you are assigned as a Lead Professional, NMH expects you to act within the scope of the <i>Children's Action Plan Lead Professional</i> role profile (copy available from Human Resources).</p>
<b>Quality Improvement</b>	<p>Participation in quality improvement processes in your area of work</p> <p>A quality, customer-focused service is provided at all times, which follows best practice</p>
<b>General</b>	<p>Other duties as negotiated with your Manager</p> <p>Meet obligations contained in Appendix 1 &amp; 2</p>

**Please Note**

Due to potential service development initiatives, the location/team this position is based in and the scope of the care manager role may be revised, including but not limited to the possibility of the role being integrated into primary care in the future.

## PERSON SPECIFICATION

### **QUALIFICATIONS**

- Minimum Mental Health Qualifications e.g. Registered Psychiatric or Comprehensive Nurse, Occupational Therapist, or Social Worker holding relevant tertiary qualification with appropriate current practising certificate
- Current drivers licence
- Post graduate certificate/diploma in specialty therapy would be desirable

### **EXPERIENCE**

- Two years post graduate experience working in mental health, with strong assessment skills and risk management skills is desirable but not essential
- Experience working with a range of assessment tools and therapeutic interventions with people experiencing mental illness
- Able to apply clinical skills flexibly, innovatively, creatively, adaptively and autonomously.
- Able to educate others informally e.g. families, and formally e.g. students
- Experience of interagency co-operation and collaboration and awareness of agency boundaries

### **KNOWLEDGE AND SKILLS**

- Recognise and address cultural differences with sensitivity and a willingness to participate in ongoing activities directed at improving one's knowledge of the Treaty of Waitangi, Tikangi Maori and Te Reo skills
- Current knowledge and experience of Mental Illness and related issues
- Knowledge of and commitment to biculturalism and the Treaty of Waitangi
- Up to date with the current research findings about major mental illness
- Knowledge of community resources
- Understanding of the Mental Health Act and related legislation
- 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**

- Is committed to people with psychiatric disabilities.
- Able to work unsupervised, triage clients and prioritise workloads.
- Able to convey clinical information verbally and in writing to professional colleagues, and other groups.
- Uses personality, presentation and approach, which would engender confidence, trust harmony and rapport with clients and immediate family and social network.
- Demonstrates a willingness to consult colleagues and other professionals when necessary.
- Ability to work closely and harmoniously with others to achieve professional and service goals.
- Demonstrated ability to work proactively in providing an equitable, accessible appropriate and timely service and work co-operatively and in collaboration with Family/Whanau/Carer organisations.

- Ability to work under pressure, constantly prioritising as deadlines change.
- Person of integrity, who is able to maintain confidentiality, is tactful and sensitive in dealing with people.
- Demonstrates qualities of courtesy, respect, openness, empathy and a non-judgmental manner.
- Promotes and models teamwork, supports other team members during absence. Shows flexibility in meeting team goals. Contributes to team meetings and follows lines of communication when dealing with work issues

## **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 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 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.

<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 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 <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.