

## POSITION DESCRIPTION

**POSITION:** Clinical Co-ordinator - Adult Mental Health Services  
(Marlborough Adult Community Mental Health Team)

**RESPONSIBLE TO:** Manager - Integrated Community Mental Health Team  
Marlborough

**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**

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 and will be required to:

- Provide clinical and operational leadership and co-ordination to the team and act up to second in charge when required.
- Support the Manager with the coordination of high-quality, safe, client-focused care.
- Provide senior clinical advice, support and expertise for the delivery and coordination of care.
- Improve the experience for health care consumers, including their family and whānau.

- Function as an autonomous practitioner and resource person within the MH area of expertise to positively affect people's outcomes.
- Influence organisational throughput including waiting times and patient flow.
- Work with the all key stakeholders to enhance and support clinical service delivery and the optimisation of client care across the health continuum.
- Provide leadership and support for planning, service safety and delivery and change processes across the MH health system in a manner that promotes the development of multidisciplinary actions for achieving consumer centric, cost effective outcomes.
- Lead and advocate for appropriate resource utilisation to accomplish agreed priorities and Ministry of Health Service Specifications.
- Ensure that quality systems are in place within and across services to enhance care delivery based on quality indicators in the delivery of care.
- Work in partnership with Educators to identify ongoing learning needs of staff and to maintain professional standards.
- Work to enhance national standardisation of MH care delivery, quality and innovation in a model of care which includes practice partnership with other service delivery stakeholders.
- Challenge and identify barriers to service effectiveness and efficiency and work with key stakeholders to implement changes and to provide more effective and timely care/interventions.
- Role models a professional clinical approach to all care providers and service users to ensure successful care delivery.

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 whanau are essential members of the care team "**nothing about us without us**".



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 plan, 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.

RESPONSIBILITIES	EXPECTED OUTCOMES
<b>Leadership and teamwork</b>	<ul style="list-style-type: none"> <li>• Co-ordinates the triage and referral process across the service</li> <li>• Attends and ensures the efficiency and occurrence of regular clinical and team forums/meetings, facilitating decision making and planning in conjunction with Manager</li> <li>• Ensures the promotion of a positive image of the Nelson Marlborough Mental Health/Addiction Service, other service providers and the public</li> <li>• Has oversight of duty work following and tracking through the intake and allocation process</li> <li>• Maintains an overview of the clinical/professional issues/standards of practice and trends affecting MH&amp;A, assisting with the implementation of action plans, data base documentation, follow up and alert systems</li> <li>• Works with the Manager to develop and review current policy, procedures and standards of best practice.</li> <li>• Ensures that there is effective and timely consumer centred communication</li> <li>• Ensures efficient running of services and KPI's are met</li> <li>• Communicates closely and effectively with the multi-disciplinary team in order to be prepared for unexpected issues and/or workload.</li> </ul>
<b>Management of Resources –</b> Including personnel	<ul style="list-style-type: none"> <li>• Jointly responsible for the timely development and maintenance of the duty roster if applicable</li> <li>• Ensure all policies are applied appropriately and consistently to ensure consumer and staff safety</li> <li>• Ensure Mental Health (CAT) Act 1992 and relevant other legislation is applied legally, ethically and consistently to ensure consumer and staff safety</li> <li>• Coordinates care to pro-actively anticipate on the complex needs within the specialty</li> <li>• Pro-actively anticipates and coordinates the workflow on a day-to-day base</li> <li>• Guides and supports others in their assessment, clinical decision making, implementation, evaluation and documentation of care</li> <li>• Provides timely and clear feedback to the Manager regarding performance, clinical risk, quality and safety, and any other issues</li> <li>• Guides, supports and acts as a resource both internally and externally on specialty issues</li> <li>• Makes recommendations to the Clinical lead and Manager as required on clinical activities, clinical risk identification, management and performance</li> <li>• Initiates and takes a lead role in briefing with staff</li> <li>• Conducts, monitors and facilitates clinical audit relevant to the MH specialty to ensure quality health outcomes</li> <li>• Ensures legislative compliance</li> <li>• Actively engages with other MH services to support effective utilisation of staff and resources</li> <li>• In conjunction with Manager to review caseloads and documentation</li> <li>• In partnership with the Manager ensure team members have Annual Performance Appraisals with the input and assistance, if required, of professional advisors.</li> </ul>

<b>Service Development</b>	<ul style="list-style-type: none"> <li>• Assists as required in Service Development and quality improvement initiatives</li> <li>• Active involvement with policies and procedures</li> <li>• Is aware of the Key Performance Indicators and supports the team to meet these targets</li> <li>• Support the process in change management e.g. the use of technology and new initiatives</li> <li>• Demonstrates a tangible vision for the ongoing development of the MH&amp;A service acknowledging international and national best practice examples</li> <li>• Identifies opportunities for development of new initiatives for clinical quality and clinical practice and shares specialist knowledge</li> <li>• Participates in the planning and delivery of professional development for staff in conjunction with the Manager</li> <li>• Contributes as required in the effective planning necessary to meet departmental contact requirements</li> <li>• Demonstrates a commitment to risk management and effective resource utilisation within the department</li> <li>• Works with all stake holders to maintain a quality care delivery model that reflects contemporary evidence based practice</li> <li>• Investigates reportable incidents and ensures appropriate documentation, reporting in Safety 1<sup>st</sup> and follow up action is taken to address</li> <li>• Participates in regular reportable incident reviews.</li> </ul>
<b>Service Interface and Liaison</b>	<ul style="list-style-type: none"> <li>• Will contribute to the co-ordination of day to day interface with key partner services as part of the service provision</li> <li>• Co-ordinate effective partnership in practice with other care providers, e.g. Oranga Tamariki, PHO, Corrections, NGO, etc to the benefit of the service users and seamless care provision</li> <li>• Attend community team meetings regularly</li> <li>• Maintain effective liaison with relevant services (locally, regionally and nationally) as per existing MOUs particularly with community based agencies (including NGOs) and attend relevant meetings</li> <li>• Demonstrates leadership, role modeling, knowledge and skill in communication, advocacy, negotiation and conflict resolution</li> <li>• Ensures that documents are produced to support and guide access to services</li> <li>• Uses a person/family centered framework as a basis for culturally safe practice</li> <li>• Facilitate a team environment which enables and encourages team members to act as advocates for consumers and families</li> <li>• Ensure consumers/caregiver rights are acknowledged and reflected in care</li> <li>• Ensure consumer confidentiality, dignity and privacy are respected and maintained</li> <li>• Supports the ongoing development and coordination of multidisciplinary processes ensuring outcomes are positively affected</li> <li>• Ensures processes are in place to facilitate the coordination of consumer's care across the wider health system team</li> <li>• Co-ordinate care ensuring that the consumer's needs are met in accordance within appropriate professional standards</li> <li>• Co-ordinate daily work patterns of the services and ensure team processes are consistent and documentation is accurate and timely</li> <li>• Ensure care delivery is planned, individualised and proactive and within the framework of a clearly outlined clinical process.</li> </ul>

<b>Advocacy</b>	<ul style="list-style-type: none"> <li>• Ensure that both clients and caregivers rights are acknowledged and reflected in care and that this is reflected in documentation where appropriate</li> <li>• Ensure that client confidentiality, dignity and privacy are respected and maintained and that this is reflected in documentation where appropriate</li> <li>• To maintain a professional and supportive relationship with client, caregiver agencies and rehabilitation services both within and outside Nelson Marlborough Health (NMH)</li> <li>• Works effectively to plan safe quality clinical care engendering input from all stakeholders</li> <li>• Proactively raises issues affecting care or access to care leading solutions to resolve problems and issues</li> <li>• Utilises and acknowledges other team members' expertise to manage issues so that care is focused, efficient, streamlined and well-coordinated</li> <li>• Role models excellence in clinical practice consistent with level of experience and enhances teamwork.</li> </ul>
<b>Cultural Safety</b>	<ul style="list-style-type: none"> <li>• Promotes the development of a culturally safe environment for clients and staff</li> <li>• Promotes culturally safe practice, consideration given to clients, whanau and significant others</li> <li>• Maintain and promote collaborative practice between ADULT MH, CAMHS / AOD and Ti Piki Oranga / Maori mental health providers.</li> </ul>
<b>Education</b>	<ul style="list-style-type: none"> <li>• In conjunction with the Manager, clinical team and relevant professional advisor, contributes to the individually tailored orientation/ induction programmes for new staff and students</li> <li>• To ensure that new staff undertaking crisis positions have been appropriately trained and orientated to these duties developing an individual tailored package in conjunction with the on call team if applicable</li> <li>• To positively respond to requests from partner services both within and outside NMH for the provision of education training and service development</li> <li>• Actively supports education programmes and either directly or by delegation provide service as a mentor, ensuring that new and less experienced staff have a safe and effective transition to full duties.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>• Responsible for personal professional development</li> <li>• Participates in annual performance reviews processes including the review of performance goals and identification of areas for professional development</li> <li>• Undertakes any other service task that the Manager may reasonably require.</li> </ul>
<b>Quality Improvement</b>	<ul style="list-style-type: none"> <li>• Participation in quality improvement processes in your area of work.</li> <li>• A quality, customer-focused service is provided at all times, which follows best practice</li> <li>• Critiques research findings and models integration of these as the basis for contemporary practice</li> <li>• Acts as a Change Agent and provides support to the Manager when facilitating the introduction of change.</li> </ul>

<b>General</b>	<ul style="list-style-type: none"> <li>• Undertakes assignments or projects as directed by the Manager</li> <li>• Undertakes other duties as negotiated with the line manager</li> <li>• Obligations contained in Appendices 1 &amp; 2 are met and Appendix 3 if a Registered Nurse is appointed</li> </ul>
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## PERSON SPECIFICATION

### **QUALIFICATIONS**

- Registered Health Professional with Mental Health/Addiction Scope
- Holds a drivers licence
- Current Practising Certificate

### **EXPERIENCE**

- Post-graduate experience in Mental Health
- Specific experience in Mental Health/Addiction
- Demonstrated experience in implementing service change projects, service improvement and quality initiatives
- Demonstrated experience in case load and /or clinical supervision
- Experience of working as a DAO or equivalent

### **KNOWLEDGE AND SKILLS**

- Intermediate 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
- Relevant legislation including Care of Vulnerable Children's Act, Eprosafe and Family violence interventions
- Treaty of Waitangi and its application to the health setting
- Health Information Privacy Code
- Excellent communication and interpersonal skills
- Proven skills as an educator and role model
- Evidence of effectiveness in managing workloads in a planned and co-ordinated manner
- Proven clinical credibility and theory based practice
- Demonstrates cultural safety in clinical practice
- Ability to influence, negotiate and engage teams
- Experience in managing change, relationships and effective conflict resolution skills
- Ability to manage complex and conflicting priorities

### **PERSONAL ATTRIBUTES**

- No previous criminal convictions (Police clearance will be required for this position)
- Able to convey clinical information verbally and in writing, to a high standard, to professional colleagues and other groups
- Uses personality, presentation and approach, which would generate confidence in clients and their immediate family and social network
- ability to use stress management techniques to good effect
- Proven commitment to provision of quality mental health care
- Understands the philosophy of client empowerment
- Innovative and acts as proactive change agent
- Demonstrated commitment to own professional development

## **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.

## **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>
COVID-19	For the health and safety of both staff and patients, and in line with the Health Order, all NMH staff are required to be fully vaccinated for COVID-19.
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.

## **APPENDIX 3**

The following professional nursing responsibilities, expected outcomes, experience/knowledge and specific skills also apply.

RESPONSIBILITIES	EXPECTED OUTCOMES
<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>	
<b>1.1 Provides professional direction, leadership and management of care delivery</b>	<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 NMH.</li><li>• Maintains an overview of the clinical/professional issues/standards of practice and trends affecting adult mental health 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>

1.2	<b>Demonstrates the ability to apply the principles of the Treaty of Waitangi Te Tiriti o Waitangi to nursing practice</b>	<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>
1.3	<b>Promotes an environment that enables health consumer safety, independence, quality of life and health</b>	<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>
1.4	<b>Practises nursing in a manner that the health consumer determines as being culturally safe</b>	<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>
<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>		
2.1.	<b>Provides planned nursing care to achieve identified outcomes</b>	<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>
2.2	<b>Undertakes a comprehensive and accurate nursing assessment of health consumers across a variety of settings</b>	<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>

<p>2.3 <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>
<p>2.4 <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>
<p>2.5 <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>
<p>2.6 <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>
<p>2.7 <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>

### **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.*

<b>3.1 Establishes, maintains and concludes therapeutic interpersonal relationships with health consumers</b>	<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>
<b>3.2 Practises nursing in a negotiated partnership with the health consumer where and when possible.</b>	<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>
<b>3.3 Communicates effectively with health consumers and members of the health care team</b>	<ul style="list-style-type: none"><li>• Uses a variety of effective communication techniques.</li><li>• Employs appropriate language to context.</li></ul>

### **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.*

<b>4.1 Collaborates and participates with colleagues and members of the health care team to facilitate and coordinate care</b>	<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>
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<b>4.2 Recognises and values the roles and skills of all members of the health care team in the delivery of care</b>	<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>
<b>4.3 Participates in quality improvement activities to monitor and improve standards of nursing</b>	<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>
<b>General</b>	<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.
- 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