

POSITION DESCRIPTION

POSITION: Support Worker - ICAMHS

RESPONSIBLE TO: Manager – ICAMHS

Health New Zealand | Te Whatu Ora Nelson Marlborough

Our vision | Tō tātou manako: All people live well, get well, stay well. *Kaiao te tini, ka ora te mano, ka noho ora te nuinga.*

Our mission | Tō tātou kaupapa: Working with the people of our community to promote, encourage and enable their health, wellbeing and independence. *Kei te mahitahi tātou hei whakapiki te oranga me te motuhaketanga o to tatou hapori.*

Our Values – Ō tātou whanonga pono

Respect | Manaakitanga: We care about, and will be responsive to, the needs of our diverse people, communities and staff. *Kia horahia te manaakitanga ki ngā iwi katoa me ngā hāpori, kaimahi hoki.*

Innovation | Auaha: We will provide an environment where people can challenge current processes and generate new ways of working and learning. *Kia auaha me whakahoutia i ngā pūkenga ākonga, me ngā mahi ki tēnei hāpori.*

Teamwork | Whakarāmemene: We create an environment where teams flourish and connect across the organisation for the best possible outcome. *Kia whakarāmemene i ngā kaupupuni hauora kātoa.*

Integrity | Ngākau tapatahi: We support an environment which expects openness and honesty in all our dealings and maintains the highest integrity at all times. *Kia taea i te ngakau tapatahi i runga i te tika me te pono i ngā mahi kātoa.*

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 individual who has excellent skills in relationship development and networking.

They will assist and support the ICAMHS team, with an emphasis on supporting specialist eating disorder clinicians at ICAMHS and other health professionals in the delivery of quality client care, ensuring that services are provided efficiently, safely and effectively. This could include working across multiple services including ICAMHS, Paediatrics and Wahi Oranga.

The successful candidate will have proven 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.



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.

RESPONSIBILITIES	EXPECTED OUTCOMES
Accountability	• Accepts accountability to service users and their whanau, ICAMHS, Paediatrics and other Health New Zealand, Nelson Marlborough Health services. • Undertakes functions and activities as directed and delegated by ICAMHS Clinical Staff. • Seeks assistance and guidance from ICAMHS Clinical Staff, particularly the ICAMHS Clinical Coordinator when encountering situations beyond training and/or when undertaking delegated tasks.
Complies with legislative and Health NZ Policies and Guidelines	• Is aware of and works within legal frameworks • Adheres to HNZ policies and procedural guidelines.

RESPONSIBILITIES	EXPECTED OUTCOMES
Service User Care (delegated and directed by ICAMHS Clinicians)	• Can accurately describe activity or tasks required in relation to service user care • Uses acquired knowledge and skills when fulfilling requirements of the role • Recognises and reports problems, issues, concern with service users and/or their whanau to ICAMHS Clinical Coordinator / Clinical Staff • Delivers care according to delegation from ICAMHS Clinical Staff and in accordance with HNZ standards and procedures • Understands and provides care appropriate for cultural needs of service users • Is aware of Treaty of Waitangi principals and applies these in relation to working with Maori service users and their whanau • Demonstrates awareness of resources available for assisting services users and their whanau • Provides support in the development and/or maintenance of independent living skills
Assessment & Observations	• Undertakes delegated aspects of health data collection within level of competence • Reports changes that may affect mental health and wellbeing of service users • Reports observations and other aspects of care delivery as delegated by ICAMHS clinical staff • Any signs of sudden patient deterioration in physical or mental health will be reported immediately to relevant ICAMHS clinical staff
Planning	• Contributes information related to service users that will assist multidisciplinary teams with care planning • Directs questions related to care plans from service users / whanau to appropriate ICAMHS clinicians • Reports concern regarding service users ability to understand and make decisions to relevant ICAMHS clinicians • Keeps records of service user activities and reports these to relevant ICAMHS clinicians.
Care Delivery	• Maintain clear, ethical, and professional boundaries in all interactions with clients, employees, leadership, and external partners by upholding confidentiality, and organisational values; avoiding conflicts of interest and or relationships that compromise professional boundaries. • Assists with all care delivery under the direction and delegation of ICAMHS clinicians. • Records tasks undertaken and observations accurately and in a timely manner • Identifies and reports unexpected or changing service user status • Summons immediate assistance in an emergency or disaster situation • Applies life support skills until assistance arrives • Contributes information to the evaluation of progress toward expected service user care outcomes • Operates within scope of work to initiate, develop and support service user care • Manages assigned work within agreed timelines with clinicians • Identifies and reports situations which may impact on service user safety including concern associated with care and

	protection issues to relevant ICAMHS clinicians.
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RESPONSIBILITIES	EXPECTED OUTCOMES
Communication	• Listens to service users in an unbiased manner, respecting their rights • Communicates clearly and accurately about service user status • Maintains confidentiality • Recognises conflicts and utilises effective interpersonal skills and organisational supports to resolve same • Has a basic understanding of the impact chronic mental illness can have on whanau systems and be able to manage this effectively through good communication skills.
Eating Disorder Support - Nutrition	• Assist service users with meals completing food and fluid balance charts accurately and reporting any issues to relevant ICAMHS clinicians • Assist with refeeding / meal plans on the ward and transferring this to the whanau home when required. • Work closely with the wards, whanau and clinicians involved in service user care to ensure all nutritional needs are met.
Infection prevention and control	• Adhering to all HNZ policies • Assists with all isolation procedures as delegated by the clinicians.
Management of aggressive behaviour	• Undergoes mandatory training provided by HNZ • Assists Clinical Staff and other Health Professionals in the management of aggressive behaviour
Documentation	• Participate in admission and discharge process where necessary • Use HNZ electronic system (Health Connect South) for documentation.
Professional Development	• Following completion of orientation programme, you will be required to register on the NZQA Level 4 Health and Wellbeing Certificate programme • Participates in area-based education • Offers suggestions and feedback to Clinical Coordinator or Manager for changes to sphere of own work • Recognises the speciality of this role and be open and willing to learn about mental health and the impact on infant, children, youth and families. • Participates in annual performance review process including review of performance goals and identification of areas for professional development.
Quality Improvement	• Participates in quality improvement processes in your area of work. • A quality, customer-focused service is provided at all times, which follows best practice
General	• Foster a respectful, trustworthy, and accountable work environment that model integrity and professionalism. • Support with cover for ICAMHS reception as required • Supports ICAMHS with Health & Safety requirements • Support service users to travel to appointments as appropriate • Other duties as negotiated with your Manager and/or Clinical Coordinator • Meet obligations contained in Appendix 1 & 2.

PERSON SPECIFICATION

QUALIFICATIONS

- NZQA Level 4: NZ Certificate in Health and Wellbeing – Mental Health & Addiction Support Strand.
(If not previously attained must be completed within 2 years of commencement)

KNOWLEDGE and EXPERIENCE

- A desire to work with infants, children, youth and their families
- General understanding of the impact of mental health issues on functioning and wellbeing
- 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 HNZ Information Technology policies

SKILLS AND ABILITIES

- Strong team player, supportive of colleagues and open to new ideas
- Well-developed interpersonal skills
- Actively listens, drawing out information and checking understanding
- Cooperates and liaises with others in a multi-disciplinary setting
- Ability to work with people of all ages
- Expresses information effectively, verbally and written, including electronically (email)
- Awareness of own skills and limitations, knows where and when to seek assistance, and willing to contribute at all times
- Must be able to accept instructions and feedback
- Motivated and willing to learn on the job
- Accept and carry responsibility, use initiative and be self-motivated
- Sound judgment and maturity
- High energy levels and able to work in an environment requiring many different duties
- Physically able to carry out key tasks
- Flexibility and adaptability to accommodate service demands as directed by the Clinical Coordinator and/or ICAMHS Manager
- Able to work across hospital sites if directed to do so to meet service requirement needs
- Good organisational and time management skills
- Be interested in working with people

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.

Condition	Information to include in Position Description
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 ¹ New staff who will be working in clinical areas should be screened for MRSA if they have: • a chronic skin condition • been working in an overseas healthcare facility in the last year • been MRSA-positive in the last year
Skin	No person with a skin condition that by virtue of its site and type could be an infection risk is allowed to have contact with patients, food, microbiology samples or sterile items
Measles/Rubella	No person who is susceptible to measles or rubella is allowed to have contact with pregnant women.
VZV	No person susceptible to varicella-zoster virus (chickenpox) is allowed to have contact with newborn babies or pregnant women
EPP	No person who has detectable hepatitis B e antigen or high levels of hepatitis B virus DNA in their serum is allowed to undertake or assist with exposure-prone surgical procedures ²

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

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