POSITION TITLE: PRIMARY MENTAL HEALTH CLINICIAN
RESPONSIBLE TO: Team Leader, Mental Health and Addictions Service
TEAM: Taranaki Primary Connections
LOCATION: New Plymouth
DIRECTLY SUPERVISING: Nil

FUNCTIONAL RELATIONSHIPS:
Internal: Service Delivery Teams
Tui Ora staff
Tāngata Whaiora and Whanau
Community Groups

External: General Practice Network Providers
Primary Care Networks
Counselling Services
Community primary and secondary mental health services
District Health Boards
Government agencies

POSITION SUMMARY:
To co-ordinate, access and provide brief interventions and packages of care for youth and adults who have been assessed as having mild to moderate mental health and alcohol and drug issues. All staff members work within Ngā Ūara: Principles across all internal and external stakeholder interactions.

KEY RESPONSIBILITY AREAS:
TĀNGATA WHAIORA/CUSTOMER SERVICE AND/OR SERVICE DELIVERY
Customer Service best practice is upheld at all times by:
- Undertaking clinical assessments
- Coordinating packages of care
- Delivering brief interventions and packages of care
- Facilitating group therapy (as demand requires)
- Working collaboratively with other healthcare providers.

Co-ordinate access to packages of care and deliver service:
- Manage and monitor client referrals from primary care teams and other services
- Provide a clinical service where assessment, brief interventions and packages of care are provided for youth and adults with mild to moderate mental illness or alcohol and drug issues
- Liaise with General Practitioners/referrers/other healthcare providers to develop healthcare plans for clients
- Comply with service delivery administrative requirements e.g. clinical report writing and contract reporting
- Contribute to and maintain a database of local supports and resources.
Improve the recognition and treatment of mild to moderate illness in the primary health sector

- Provide case based liaison, support and advice to general practice teams in meeting the needs of their clients with mental health and addiction problems.
- Provide primary health care teams with up to date resources and information for clients and their families.
- Provide prevention/promotion resources for the primary care teams and communities
- Actively promote the service with referrers.

RELATIONSHIPS
Maintain key partnerships by:

- Develop and maintain relationships with local mental health and alcohol and drug providers and key stakeholders
- Maintain linkages with specialist mental health and alcohol and drug services and other support service providers
- Raise community and provider awareness of mental health and alcohol and drug issues in the locality and ensure information is up to date and timely.
- Building and maintaining relationships with care providers to enhance multi-disciplinary service delivery, Tui Ora staff, other providers, Tāngata Whaiaora/Whānau and stakeholders.
- Develop, maintain and enhance links with other health organisations and community providers.
- Improve recognition and treatment of mild to moderate mental health needs in the community and with providers.

COMMUNICATION/TEAM WORK
Showing appropriate respect and understanding to each other by:

- Contributing effectively and constructively to all communications throughout the organisation
- Attending and actively participating in all staff meetings.

CULTURE
Ensuring the cultural needs of people using Tui Ora services and employees are met by:

- Promoting and fostering Tikanga and Te Reo Māori
- Maintaining a commitment to personal cultural development including Te Reo Māori and Tikanga Māori.

QUALITY
Ensuring Tui Ora’s quality framework approach is utilised at all times by:

- Assisting with all service performance indicators/action plans to meet quality accreditation, legal and contractual obligations
- Comply with all contractual and organisational reporting requirements
- Identifying service improvements, bringing them to the team meetings for discussion and assisting with the implementation of agreed plans
- Ensuring all areas of concern/potential complaints are immediately brought to the attention of the Team Leader.

SAFE ENVIRONMENT
Promoting a safety first culture and taking individual ownership for safe environment by:

- Complying with the requirements of the Safe Environment policy, management plan, planning strategies and performance targets
- Complying with work practices developed to manage risk, including hazard identification, workplace and accident/near miss reporting, risk assessment and implementation of control measures
- Actively participating in consultative forums as necessary
• Performing only those tasks for which they are adequately trained and resources, including the provision of, and training in, any necessary task/equipment
• Where relevant, understand all safe environment policies and procedures
• Knowing the Health & Safety Representative in your area.

PERSONAL DEVELOPMENT
Maintaining professional and technical knowledge by:
• Taking responsibility for maintaining your professional skills in order to meet Registration Board requirements
• Undertaking relevant study/training opportunities and encouraging others to do so
• Participating in regular performance reviews
• Assisting others to update their skills.

NOTE:
The foregoing paragraphs are intended to describe the duties that the appointee will be expected to undertake in this position; however, the outlined key tasks should not be regarded as a complete and exhaustive list and does not prevent the addition, alteration or deletion of duties from time to time in accordance with the needs of Tui Ora.

Tui Ora is a service provider and as such staff members are required to have a flexible approach to the work they are requested to undertake (within their professional/legal scope/boundaries) to ensure client needs are met and best practice customer service is upheld at all times and to contribute to the success of Tui Ora.

It is inherent in all areas of Tui Ora work that staff members apply and uphold the principles of Ngā Ūara: Principles, Leadership and Quality.

PERSON SPECIFICATION:
Qualifications/Education
• Registered health professional with a current practising certificate
• At least 2 years’ experience in Community Mental Health service delivery
• Specialist training in Mental Health (preferred)
• A knowledge of local mental health services, community support groups and counselling services
• An ability to facilitate education to health professionals
• Trained in (or willing to undertake training) in whatever is appropriate
• Full, clean NZ Driver Licence
• Commitment to on-going training.

Experience
• Experience in client assessment, referral, brief intervention and monitoring
• A working knowledge of the clinical assessment tools used to assess mild to moderate mental illness
• Knowledge of applicable regulations governing clinical practice/legislative compliance
• Previous experience working in a large and diverse organisation
• Has a working knowledge of Microsoft products/applications.

Competence
• Understanding of Māori models of health and the application of the Treaty of Waitangi in practice
• Ability to plan and achieve goals in an environment of scarce resources
• Excellent verbal and written communication skills
• Excellent report writing skills
• Ability to present to a diverse audience
• Commitment to providing a professional service
- Ability to communicate comprehensive information, including using presentations, written and orally
- Proven ability to form collaborative/professional relationships with all stakeholder groups
- Ability to think critically, coach and influence others
- Practices, promotes and creates a culture that fosters high standards of ethics and integrity
- Ability to prioritise and make consistent recommendations based on fact and an accurate understanding of the situation
- Commitment and knowledge to recommend mitigation of risks
- Has a natural open manner and level of self-confidence that helps, generates trust and good working relationships
- Able to demonstrate practical understanding of the aspirations and challenges facing Māori communities
- Te Reo Māori and knowledge of Taranaki Tikanga and the ability to uphold and apply Tikanga Māori in the role is preferred/desirable.

Salary circa: $ range per annum pro rata dependent upon skills and experience

APPROVED:

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