



## POSITION DESCRIPTION

**TBC**

### Te Whare Āwhina: Mental Health and Social Services Manager

#### Taumata Korero | Hauora Hokianga Vision and Values

##### Tirohanga Matua – Our Vision

Whānau Oranga

Kia eke rawa te taumata manaaki tāngata, manaaki whānau, manaaki kainga

*achieved through collaboration and service excellence*

##### Ngā Pou Matua – Guiding Principles

To achieve our vision, we are committed to:

- Te Tiriti o Waitangi, the founding covenant of Aotearoa New Zealand,
- Equitable health and wellbeing outcomes,
- Provision of high-quality, integrated, and holistic health and wellbeing services,
- Offering a service with no cost at the point of need.

##### Nga Whainganga Matua – Our Values

###### Rangatiratanga

leadership role modelled at all levels that supports self-determination over one's health and wellbeing

###### Manaakitanga

expressed by extending respect, humility, kindness and honesty

###### Whanaungatanga

created through shared experiences and working together, demonstrated by effective relationships and collaboration

###### Wairuatanga

enhanced by celebrating identity and uniqueness that promotes a culture of holistic wellbeing

#### Turanga Mahi | The Position

**Reports to:** Director of Service Delivery

**Department/Team:** Te Whare Āwhina

**Job Status:** Full-Time

**Direct reports (if applicable):** 10 to 15

**Delegated Financial Authority (if applicable):** n/a

**Last updated:** January 2024

#### Position Purpose

The purpose of the Te Whare Āwhina: Mental Health and Social Services Manager is to provide operational leadership and management of Te Whare Āwhina; the Mental Health and Social Services team. The role will oversee the provision of holistic, whānau-centred care that enables patients and clients to be seen in the right place, at the right time and by the right health or social services professional that will best meet their needs.

While building the capacity and capability of the team, the role will receive, triage and co-ordinate internal and external referrals, and facilitate the appropriate pathway and workforce within agreed response times. The role will also directly contribute mental health and social services expertise by carrying a small caseload and providing clinical support to the team.

#### Kawenga Tikanga | Key Accountabilities

Key Result Area	Expected Outcomes
Team leadership	<ul style="list-style-type: none"> <li>• Provides leadership and management of the Te Whare Āwhina - Mental Health and Social Services team.</li> <li>• Support the building of a culture that encompasses teamwork, efficiency, productivity and clinical effectiveness, while encouraging personal responsibility and accountability.</li> <li>• Utilise expert knowledge and skills to assist staff working with complex clinical issues.</li> <li>• Demonstrates leadership in a patient and family / whānau-focused approach to health care.</li> </ul>

	<ul style="list-style-type: none"> <li>• Establishes clear accountabilities, expectations and performance standards with direct reports and ensures regular performance management and development occurs.</li> <li>• Develop and maintain resources that support effective delivery of the service including summary of roles, responsibilities and referral/triage processes.</li> <li>• Maintains relationships with primary and secondary partners and providers that supports coordination of health and social services.</li> <li>• Leads the development of standards of practice, policies and protocols that affect clinical practice and improve patient care.</li> <li>• Undertake recruitment and induction activities that build the capacity and capability of the team.</li> <li>• Provide regular updates/communication to your team and Directors so they are kept informed on key issues and changes in their workplace</li> <li>• Work with Workforce Lead to provide guidance/support and oversight for student placements within the service .</li> </ul>
<b>Operational Management</b>	<ul style="list-style-type: none"> <li>• Lead and actively contribute to team meetings within the service, and at a strategic level with other managers</li> <li>• Represent and advocate for the Te Whare Āwhina Mental Health and Social Serviceteam whilst maintaining a strategic perspective</li> <li>• Provide monthly reports to the Director of Service Delivery</li> <li>• Responsible for the oversight of service delivery and contract reporting to ensure reports are submitted on time</li> <li>• Assist with and prepare for audits and compliance requirements as required</li> <li>• Effectively manage staffing, to ensure provision of adequate cover</li> <li>• Ensure the workflow and service provision is managed effectively to enhance the smooth running of the clinics</li> <li>• Allocate and approve leave in a manner that is fair to team members taking into account service requirements</li> <li>• Ensure team time sheets are submitted to payroll in a timely manner</li> </ul>
<b>Skilled and clinically safe triage and coordination service</b>	<ul style="list-style-type: none"> <li>• Ensure referrals and service requests are processed in a manner that ensures required time-frames and patients' needs are met in a seamless manner based on complexity and urgency.</li> <li>• An end-to-end systematic approach is used to ensure referrals are assigned and received by clinical team members safely.</li> <li>• Ensure expert clinical triage knowledge is provided utilising a holistic, whānau-centered approach across the continuum of care.</li> <li>• Patients are assigned to the right clinician at the right time with the right skills and resources to meet their needs.</li> <li>• Information sources are used appropriately to ensure sufficient information is gathered to inform appropriate and safe clinical triage.</li> <li>• Appropriate stakeholders and resources are utilised to best meet the patients' needs including internal clinicians and services and resources external to Hauora Hokianga.</li> <li>• Processes and procedures are followed to ensure the patient journey is visible across the system to all stakeholders.</li> <li>• Undertakes clinical assessments to establish preliminary care planning in conjunction with the Multi-disciplinary Team (MDT), where appropriate.</li> <li>• Referrals and service requests continue on a forward path rather than returned with no outcome or plan offered.</li> <li>• Ensure up-to-date clinical records are maintained including triage outcomes, progress notes and all aspects of clinical documentation to ensure timely access to patient information across the system.</li> <li>• Maintains confidentiality for patients with communication and information sharing.</li> <li>• Responds to enquiries from patients, whānau and stakeholders in a timely manner and works to find the solution for the enquirer.</li> </ul>

	<ul style="list-style-type: none"> <li>• Undertakes clinical activities of a Registered Health Professional, within their scope of practice, to meet the needs of the service.</li> <li>• Take responsibility for maintaining your professional development and level of competence</li> </ul>
<b>Training and Development</b>	<ul style="list-style-type: none"> <li>• Build team capability through coaching and mentoring</li> <li>• Undertake regular training needs analysis for your team to ensure individuals are trained to the required level of competency</li> <li>• Provide opportunities and encourage clinical staff to participate in professional development; organise appropriate teaching sessions</li> <li>• Ensure adequate resources are available for individuals to engage in professional development</li> <li>• Work with Workforce Development Lead to provide input into training and education requirements for the team</li> </ul>
<b>Health, Safety and Wellbeing</b>	<ul style="list-style-type: none"> <li>• Displays commitment through actively supporting all safety and wellbeing initiatives.</li> <li>• Ensures own and others safety at all times.</li> <li>• Complies with relevant safety and wellbeing policies, procedures, safe systems of work and event reporting.</li> <li>• Reports all incidents/accidents, including near misses in a timely fashion.</li> <li>• Respond to Health and safety issues promptly, assessing and undertaking appropriate corrective actions, and completing in-house reporting procedures in a timely manner</li> <li>• Ensure corrective actions to work practice are communicated to the team effectively and in a timely manner</li> <li>• Is involved in health and safety through participation and consultation.</li> </ul>
<b>Quality</b>	<ul style="list-style-type: none"> <li>• Develop and maintain a culture of continuous improvement</li> <li>• Ensure full compliance with approved quality standards in all areas of responsibility</li> <li>• Actively contribute to Continuous Quality Improvement activities in the delivery of Hauora Hokianga wide services</li> <li>• Familiar with quality standards and policies, and systems are in place to demonstrate robust, proactive, and collaborative team engagement</li> <li>• Systems are in place that demonstrate best practice guidelines are utilised and communicated to the team</li> <li>• Audit and certification results show compliance with all legislative requirements and quality standards</li> <li>• All issues and responses are managed within the agreed timeframes</li> </ul>

## Kawenga Matauranga | Knowledge, Skills and Experience Required

### Qualifications

- Registration as an applicable health professional with a current annual practicing certificate is required (i.e. Registered Nurse, Social Worker).
- A relevant tertiary qualification is required with post graduate qualification desirable.
- A full driver's license is required.

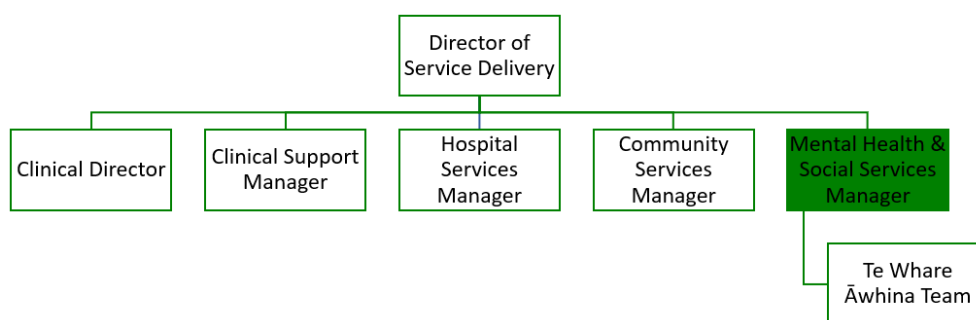
### Skills and Experience

- Understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role
- Understanding of, or willingness to develop knowledge and engage with Te Ao Māori - Tikanga, Kaupapa, Te Reo and Rongoā.
- 4+ years relevant clinical experience including provision of services within mental health and addiction services.

- Experience in clinical assessment and triage, and provision of brief interventions.
- Previous leadership experience is desirable, preferably in a clinical setting.
- Demonstrated ability to work within a multidisciplinary team, and in cross-portfolio teams and groups.
- Ability to engage and collaborate with a wide range of stakeholders and community.
- Well-developed written and verbal communication skills including technical writing.
- High computer skill level including patient record management systems and the Microsoft Office suite, in particular Word, Excel, and Outlook.
- Effective time management skills with a forward-looking perspective that allows for contingencies and evolving situations.
- Commitment to clear and effective documentation of essential information and processes.
- Commitment to improving quality standards in own area of expertise.
- Committed to a collaborative approach and able to adapt to a high level of synergy amongst different team members and teams in the organisation.
- Recognises patient rights to be treated as an individual and with equity, including a sound understanding of and respect for the social, cultural and spiritual norms of others.
- Ability to act with sensitivity regarding rights to privacy and confidentiality.

## Kawenga Whanaungatanga | Relationships

### Your place in Hauora Hokianga



#### Key Internal Relationships

- Clinical Managers
- Doctors, Nurses and other clinicians
- Rongoa team
- Reception
- Workforce and Quality leads
- Directors and CEO

#### Key External Relationships

- Services users and whānau
- External health providers including Te Whatu Ora Mental Health team
- Community organisations, interest groups, advocacy group
- Emergency services

## Tuhinga Whakaae | Acknowledgement and Approval

### Organisational Requirements

Employees are expected to support the aims and objectives of Hauora Hokianga through:

- Understanding and implementation of Hauora Hokianga's strategic plan and objectives.
- Being aware of and adhering to Hauora Hokianga's policies and procedures.
- Participating in quality and continuous improvement.
- Demonstrating a commitment to our organisational shared values.

Key responsibilities and accountabilities for this position should not be considered definitive. Accountabilities and outcomes may be added, deleted or modified, in consultation with staff as necessary. Knowledge, skills and

experience required will be reviewed in line with performance review and development process unless required earlier.

**Employee Signature:**

**Date:**

**Manager Signature:**

**Date:**

