

POSITION DESCRIPTION

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Community Mental Health Crisis Response – Registered Nurse

July 2023

The West Coast District Health Board is committed to the principles of Te Tiriti o Waitangi | Treaty of Waitangi and the objectives of all New Zealand Health and Disability strategies. This commitment prioritises meaningful engagement with Tangata Whenua at strategic and operational service levels and recognises that all staff have a responsibility to help eliminate disparities in health outcomes between Māori and non-Māori.

Position Title:	Community Mental Health – Registered Nurse (RN)	
Reports daily to:	Central Region: Clinical Nurse Manager-Community Mental Health	
Key Relationships:	<p>Internal:</p> <ul style="list-style-type: none"> • Consumers, family/whānau and carers • Mental Health Leadership Team (Clinical Director, Nurse Consultant-Mental Health, Nurse Educator-Mental Health, Nurse Practitioner-Mental Health & Quality Facilitator) • Mental health teams located in all regions, including: AOD, CAMHS, and Māori Mental Health • All WCDHB staff, interprofessional teams, and service areas • DAMHS office • Learning & Development • Nurse Director (Workforce) and the Workforce Development Team/Cluster • Quality Team 	<p>External:</p> <ul style="list-style-type: none"> • Iwi, hapu, whānau and other community stakeholders • College of Mental Health Nurses • District Inspector • New Zealand Police • Non-Governmental Organisations (NGOs) and other providers of mental health and support services • Oranga Tamariki • Private Care Providers (i.e. aged care, general practice, home care, pharmacies) • West Coast Primary Health Organisation (PHO) • Work and Income New Zealand (WINZ)
Role Purpose:	<p>The Community Mental Health-Registered Nurse (CMH RN) will utilise nursing knowledge and skills to provide safe and effective quality mental health care to clients and their whānau; enabling excellence in rural mental health outcomes in alignment with the WCDHB's vision and values. Key functions of this role include:</p> <ol style="list-style-type: none"> 1. Case management <ul style="list-style-type: none"> • Undertakes all components of case management, including: comprehensive assessment, risk assessment and management, recovery, and treatment planning. Uses the accepted case management framework. • Provides client-centred care, that clearly involves significant others • Treatment is provided is evidenced-based • Adheres to Service Provision Framework 2. Providing triage, assessment, crisis, and treatment services appropriate to client need <ul style="list-style-type: none"> • Triages referrals, ensuring priority is allocated appropriately • Undertakes comprehensive psychiatric assessment, risk assessment and risk management planning in a culturally appropriate manner • Completes documentation in a timely fashion and ensures this meets minimum standards • Undertakes brief interventions over a time-limited follow-up period • Ensures family/whānau involvement is incorporated where possible 	

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	<p>3. Performing (as required) statutory duties as directed by the Director of Area Mental Health Services as a Duly Authorised Officer under Section 93 of the Mental Health (Compulsory Assessment and Treatment) Act (1992), to the West Coast District Health Board catchment Area</p> <ul style="list-style-type: none"> • Works under the direction and authority of the DAMHS • Meets the statutory reporting requirements related to DAO activity • Acts as a resource for the family/whānau, other health professionals, and the wider community • Advises, informs and educates regarding Mental Health Act processes and requirements • Facilitates compulsory assessment processes when required • Maintains a working relationship between Northern, Central and Southern locality-based Mental Health Services and New Zealand police <p>4. Meeting professional requirements</p> <ul style="list-style-type: none"> • Maintains nursing registration in the Registered Nurse scope of practice and Annual Practising Certificate • Maintains and extends professional skills and knowledge base through professional development activities • Seeks clinical/professional supervision in accordance with WCDHB policy and procedure
<p>Complexity:</p>	<p>Most challenging duties typically undertaken or most complex problems solved:</p> <ul style="list-style-type: none"> • Collaborative, evidence-based mental health: assessment, diagnostic inquiry, holistic care planning, and intervention(s) • Communication and negotiation to ensure appropriate and timely care from a range of services is provided in a cohesive way across the care continuum, with a focus on achieving equity in health outcomes for Māori • Collaborative approach to complex case management that is inclusive and understanding of the client, their family/whānau, other disciplines, team members, and services • Providing nursing care and expertise, both in direct care delivery and in support to other staff in the management of mental health clients • Integration of care and coordination across the care continuum. Collaborates with key relationships to implement processes that support consistent, sustainable integration. • Contributes to service development; contributing to development of pathways, protocols, and guidelines in area of practice

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ORGANISATIONAL VISION & VALUES:

Our vision is for an integrated West Coast health system that is clinically sustainable and fiscally viable; a health system that wraps care around a person and helps them to stay well in their community.

All activities of the WCDHB reflect the values of:

- Manaakitanga – caring for others
- Whakapapa – identity
- Integrity
- Respect
- Accountability
- Valuing people
- Fairness
- Whanaungatanga – family and relationships
- Pono - truth

He mihi

E ngā mana

E ngā reo

E ngā iwi o te motu

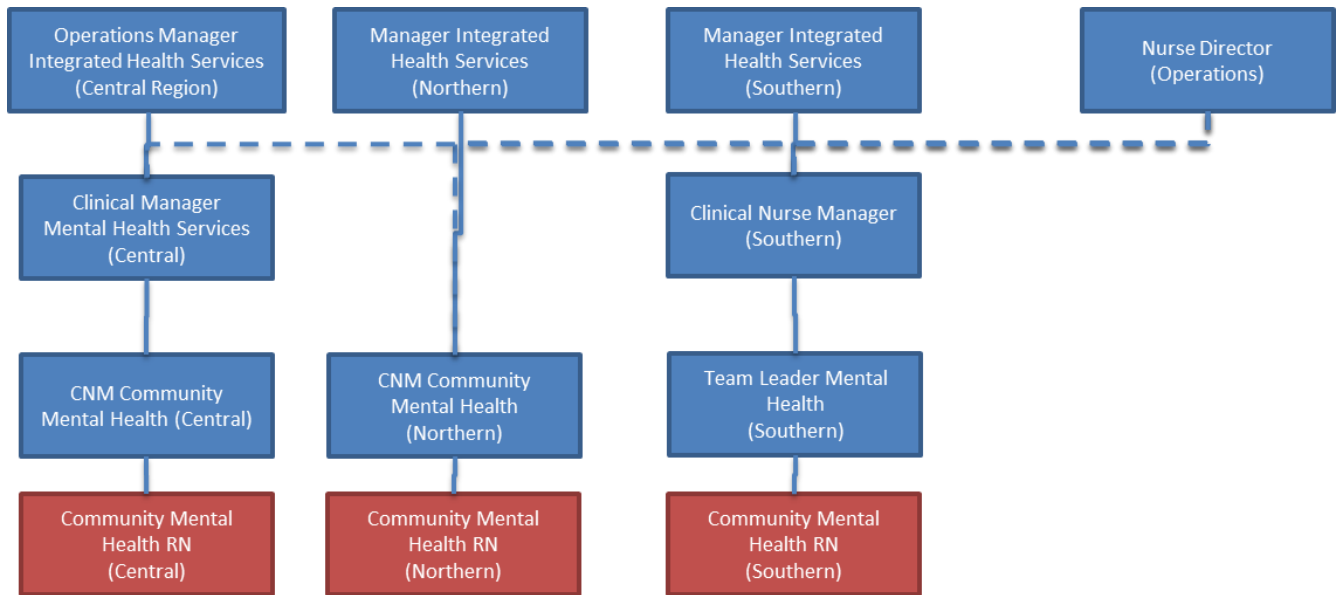
Tēnei te mihi ki a koutou katoa

He whakatauki

Ko tau rourou, ko taku rourou, ka ora ai te iwi

With your contribution and my contribution we will be better able to serve the people.

PLACE IN THE ORGANISATION:



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KEY ACCOUNTABILITIES:

The CMH RN is responsible for:	The Community Mental Health-Registered Nurse will be successful when:
<p>1. Professional responsibility</p> <p>Demonstrating professional, legal, and ethical responsibilities; and cultural safety.</p> <p>Complying with all WCDHB policies and procedures.</p> <p>Demonstrating evidence-based knowledge and clinical judgement.</p> <p>Accepting accountability for own actions and decisions.</p> <p>Escalating professional issues appropriately.</p>	<ul style="list-style-type: none"> • Accepts responsibility for ensuring own decisions, practice, and conduct meets the professional, ethical, and legal standards outlined in relevant legislation, codes of conduct, and organisational policy • Reads and adheres to all WCDHB policies and procedures, and practices in accordance with relevant ethical frameworks • Discusses, documents, and manages ethical issues with clients, whānau, and the interprofessional team • Practices in a way that is deemed by all clients and family to be culturally safe • Practices in a way that is deemed by tangata whenua and whānau to be culturally safe and based on the principles within the Treaty of Waitangi in order to achieve equity of health outcomes for Māori • Contributes to an environment that values and prioritises the access, leadership, and needs of tangata whenua/Māori and all Pacific peoples, including the achievement of equitable health outcomes • Role models professional communication, decision-making, accountability, and autonomy • Demonstrates accountability for directing, monitoring, and evaluating nursing care that is provided by nurse assistants, Enrolled Nurses, and others; and utilising more experienced Registered Nurses to assist with problem solving and setting priorities • Represents the organisation and the nursing profession positively; projecting a professional image of nursing • Promotes an environment that enables patient safety, independence, quality of life, and health • Briefs line manager and team regarding any emerging clinical issues • Refers all matters and concerns related to professional practice to line manager and relevant Executive Clinical Lead (i.e. Director of Nursing), including: <ul style="list-style-type: none"> • Deficiencies in quality care and professional standards • Incidents related to consumers, which may affect wellbeing • Matters of noncompliance with the WCDHB's policies and procedures • Matters of unresolved staff conflict • Security breaches and quality standards failure
<p>2. Management of nursing care</p> <p>Applying evidence-based nursing knowledge to the holistic management of patient care.</p>	<ul style="list-style-type: none"> • Demonstrates: planned, effective, timely, clinical management of clients within the Registered Nurse scope of practice to enable: <ul style="list-style-type: none"> • Person/whānau led care • Excellence in Māori health and disability outcomes • Excellence in rural health and disability outcomes • The WCDHB's vision and values • Utilises current research and evidence-based practice to support effective, collaborative decision-making regarding the care of clients within the service. This decision making includes holistic: <ul style="list-style-type: none"> • Assessment • Diagnostic inquiry • Planning • Interventions/treatment • Evaluation of clinical care • Uses evidence-based, approved assessment tools to inform assessment

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<p>Working with clients, family/whānau, and other health professionals to provide timely access to care in order to optimise outcomes.</p> <p>Using professional communication and negotiation skills to ensure appropriate and timely care from a range of services is coordinated in a cohesive way across the care continuum; embedding integration of services.</p> <p>Communicating professionally with all who are involved in the care of a client.</p> <p>Contributes to creating a sustainable work environment that is fiscally responsible.</p> <p>Documenting accurately and professionally, and maintaining data security at all times.</p> <p>Prevents, manages, and escalates matters of clinical risk appropriate.</p>	<ul style="list-style-type: none"> • Contributes to the successful transition to new ways of working informed by evidence-based practice, service need, and strategic priorities set by the WCDHB and national government • Contributes to an organisational environment that values and prioritises the input of all consumers and their families/whānau/community; ensuring that consumers and their whānau are active and informed partners in the planning and delivery of their care • In partnership with the client and their whānau, uses assessment skills to develop: accurate, collaborative, holistic, documented care plans (including safety and transition plans) to support prevention and continuity of care • Plans and prioritises care by collaboratively identifying health promotion and care management goals that are important to the client and their whānau • Effectively and safely prioritises and manages care coordination and own caseload • Within scope of practice, recommends diagnostic tests and therapies based on the client's clinical status and care management goals; explaining the rationale, preparation, nature, and anticipated effects of these tests and therapies to the client, their whānau, and other members of the care team. Documents these conversations as well as the client response to these interventions. • Within scope of practice, identifies evidence-based therapies and appropriate referrals to other services that meet the needs of the client and their family/whānau. This is done in accordance with organisational policy and procedure. • In partnership with the client and their whānau, identifies opportunities for linking clients to relevant Māori Health services • Ensures the client and their whānau are provided with culturally and cognitively appropriate information about: their rights, the range of treatment options available, and the effects and risks associated with these treatment options; seeking and documenting informed consent • In partnership with the client and their whānau, identifies educational needs to improve health literacy and empower wellness • Provides education to clients and whānau effectively by assessing learning readiness, and evaluating existing knowledge and determinants of health that may impact on learning and utilisation of new knowledge • Advocates on behalf of the client, whānau, and/or colleagues as appropriate • Identifies barriers related to accessing services and client satisfaction and works with the interprofessional team to remove these • Actively uses strategies to enhance Recovery Principles and to challenge stigma and discrimination • Communicates, collaborates, and coordinates care with other health professionals to ensure best outcomes for clients and their whānau • Uses nursing skills to establish and negotiate meaningful, strategic relationships with colleagues from all relevant services (internal and external the WCDHB). Relationships are formed based on mutual, client-centred goals. Works proactively to maintain these. • Facilitates care planning in collaboration with the interprofessional team, including cross-sectorial team members; communicating and coordinating referrals to appropriate services and seeking advice from others as required
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	<ul style="list-style-type: none"> • In partnership with the client, their whānau, and the interprofessional team, regularly reviews and evaluates the client’s care plan to ensure it is achieving the planned, prioritised care management goals • Demonstrates that principles of care management include maintaining continuity of plan and provider • Ensures care is coordinated in a timely manner to facilitate smooth transition of the client between services and along their care plan • Regularly attends multidisciplinary meetings across the care continuum to promote continuity of care and seamless transition between services • Identifies clients within the service who could be cared for in the community with NGO support • Demonstrates risk assessment and management skills, and practises within a restraint minimisation and safe practice framework • Modifies practice, as appropriate, to take into account the impact of wider determinants of health, including changes to health strategy and models of care • Utilises resources in a cost-effective manner • Raises any resourcing issues with line manager in time for consideration during the preparation of relevant service plans and budgeting • Ensures all documented information is entered and compliant with WCDHB policy • Ensures all collected information is stored and access-protected in accordance with the Health Information Privacy Code (1994) • Documents in a professional, accurate, confidential, and timely manner (within 24 hours), and ensures patient/whānau involvement in decision-making is visible • Documents all information in the appropriate place (i.e. paper clinical file/electronically) to ensure effective communication and continuity of care. This includes reporting of contacts/data as required. • Maintains and updates risk assessment information as per organisational requirements • Demonstrates an ability to collaboratively prevent, escalate, and manage adverse events/crises/emergencies, including unexpected client responses and situations that may compromise the safety of the client or others • Acknowledges own limitations in complex situations and utilises appropriate resource people when necessary
<p>3. Interpersonal relationships</p> <p>Demonstrating effective interpersonal relationship skills.</p>	<ul style="list-style-type: none"> • Establishes, maintains, and concludes therapeutic interpersonal relationships with clients and whānau • Practises nursing in a negotiated partnership with the client and whānau (where and when possible) • Role models professional communication in all interactions • Establishes and maintains professional relationships with key stakeholders working within the WCDHB, West Coast, and South Island; ensuring the service is well connected and informed, while also sharing a rural perspective • Contributes to creating a work environment that is conducive to harmonious work relationships and high morale • Demonstrates professional conflict resolution • Participates in de-fusing and de-briefing activities within the service and outside the service (as appropriate)

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	<ul style="list-style-type: none"> • Contributes to a 'zero-tolerance' approach to bullying within the care team • Contributes to a culture of appreciation within the care team
<p>4. Interprofessional health care and quality improvement</p> <p>Participating as a member of the interprofessional care team to plan, provide, and evaluate the effectiveness of care delivery.</p> <p>Working in collaboration with the wider care team to provide safe, effective, integrated care that is also sustainable.</p>	<ul style="list-style-type: none"> • Collaborates and participates with colleagues and members of the health care team to facilitate and coordinate care • Recognises and values the roles and skills of all members of the health care team in the delivery of care • Initiates referrals to other members of the health care team in a timely manner • Consistently participates in, and where appropriate, coordinates multi-disciplinary team meetings and family conferences; representing the nursing perspective of client needs, and enacting outcomes appropriately • Role models the principles of interprofessional practice, and respects and values the contributions of others within the care team. Can articulate how interprofessional practice helps to achieve high quality, client-centred care. • Promotes a nursing perspective within the care team
<p>5. Commitment to the support and development of others</p> <p>Working alongside others to help develop their practice by: sharing own knowledge and experiences, preceptoring, coaching, mentoring, and guiding. This includes supporting students, new graduates, and new members of staff.</p>	<ul style="list-style-type: none"> • Prioritises own workload to free up time to support and assist others in the team • Educates colleagues, students, and other staff according to WCDHB policy and procedure, and in conjunction with other members of the Mental Health Leadership Team • Ensures a quality standard of preceptorship is maintained when working alongside others to enhance their skills and experience • Utilises contemporary teaching principles and learning models, as outlined by the WCDHB and/or relevant educational body • Demonstrates a willingness to support colleagues who are in their first year of practice, utilising the NESP and PDRP programme frameworks
<p>6. Own competence and professional development</p> <p>Maintaining competence according to the Nursing Council of New Zealand's competencies for Registered Nurses.</p> <p>Demonstrating a personal commitment to maintaining requirements of continuing competence, including professional development hours.</p>	<ul style="list-style-type: none"> • Maintains organisational requirements around mandatory training and other professional development requirements relevant to role • Undertakes professional development as approved/requested by line manager • Participates in own annual competence/performance review, with feedback utilised proactively as an opportunity for professional growth • Maintains ongoing education at least to the level required to maintain own Annual Practising Certificate • Notifies line manager of any changes to scope/conditions of practise • Participates in regular peer review • Participates in regular clinical/professional supervision to facilitate reflection and growth for self and others • Holds and promotes relevant professional portfolios (i.e. PDRP and Takarangi Cultural Competency)
<p>7. Honouring diversity and challenging inequity</p> <p>Demonstrating commitment to Treaty of Waitangi principles when working with tangata whaiora and whānau.</p>	<ul style="list-style-type: none"> • Role models culturally safe practice that reflects principles found in the Treaty of Waitangi, Tikanga Best Practice Guidelines, and Takarangi Cultural Competency Framework • Recognises Māori as tangata whenua and works in collaboration with with the WCDHB Māori Health Team and others to develop strategies aimed at achieving equity for Māori within the service

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<p>Consistently demonstrating awareness and sensitivity of cultural differences when working with clients and their whanau, and when working with clinical and non-clinical colleagues.</p>	<ul style="list-style-type: none"> • Consistently demonstrates awareness and sensitivity of cultural differences when working with consumers and their families/whānau, and when working with clinical and non-clinical colleagues across the WCDHB • Consistently respects the spiritual beliefs, sexual orientation, and cultural practises of others, including colleagues • Demonstrates care and respect for diversity in the workplace, including care and respect for internationally trained colleagues
<p>8. Health and Safety</p> <p>Maintaining a high quality, safe, and secure work environment by following relevant WCDHB policies, protocols, and standards.</p> <p>Actively managing risk.</p>	<p>All WCDHB staff are required to meet all Health & Safety requirements as described in the Health and Safety at Work Act (2015), and to observe all relevant WCDHB policies and procedures. This includes:</p> <ul style="list-style-type: none"> • Personal commitment to zero harm • Reporting for duty in a fit state, free from the influence of alcohol or other drugs • Ensuring personal health, safety, and wellbeing - and that of others • Reporting actual or potential hazards via the Safety1st incident reporting system • Assisting with responding to, and resolving, client concerns or complaints in a way that is professional and sensitive • Using all protective equipment provided, as appropriate • Cooperating with the monitoring of workplace hazards, including attending all relevant safety training and complying with all safety instructions • Ensuring that all accidents or incidents are promptly reported to line manager(s) • Reporting any pain or discomfort to the line manager(s) as soon as it develops • Seeking advice from the line manager(s) if unsure of any work practices • Contributing to initiatives aimed at improving health, safety, and wellbeing • Complying with all health and safety policies when providing care in the community • Complying with all organisational health and safety polices including those related to: handling of instruments, storage of medicines, disposal of sharps, and any other potentially dangerous equipment or substances
<p>9. Quality</p> <p>Ensuring a quality service is provided and taking an active role in quality activities, identifying areas of improvement.</p> <p>Actively managing threats to a quality service.</p>	<p>Every WCDHB staff member is responsible for ensuring a quality service is provided. This includes:</p> <ul style="list-style-type: none"> • Identifying and actioning quality improvement activities in collaboration with line manager(s) and other key stakeholders • Working collaboratively to achieve 100% compliance with relevant service audit schedule(s), including accreditation and other legislated compliance programmes • Contributing to relevant audits in collaboration with key stakeholders to evaluate clinical standards and patient outcomes in accordance with national and organisational standards. This includes actively contributing to any initiatives aimed at addressing corrective actions. • Contributing to the development of relevant policies and procedures as required • Supporting colleagues and members of the interprofessional team to develop and implement ideas for practice innovations • Working alongside the WCDHB Quality Team and the Clinical Quality Improvement Team (CQIT) to implement initiatives aimed at improving the patient journey and care standards

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<p>10. Special projects and other duties</p>	<ul style="list-style-type: none"> • Is a member of groups and/or committees as directed by line manager • When requested, will train and act as a Duly Authorised Officer • Fulfils the role of resource person with regards to particular interest areas, as approved by line manager
<p>11. Reporting line, base, hours of work, and work resources</p> <p>Maintains appropriate practice hours to maintain clinical competence.</p>	<ul style="list-style-type: none"> • Reports daily to line manager • Negotiates all hours of work with line manager • Contributes to on-call crises response management and other duties as required • Maintains appropriate practise hours to maintain continuing competence requirements and an Annual Practising Certificate • Notifies line manager of any changes to scope/conditions of practise • Meets monthly with line managers to review progress against key deliverables • Ensures that all monthly reporting is timely and accurate • Maintains a WCDHB mobile phone, maintaining replacement as required, and returns this resource if exits the role

PERSON SPECIFICATION:

Qualifications & Experience :	
<p>Essential</p> <ul style="list-style-type: none"> • New Zealand Registered Nurse with a current Annual Practising Certificate, including authorisation to practise in mental health • Relevant postgraduate qualification – minimum is a Postgraduate Certificate achieved in New Entry to Specialty Practice (NESP) Programme or working toward same • Completion of, or personal commitment to undertake, cultural competency training • Demonstrated ability to work at an advanced practice level • Full ‘clean’ NZ driver’s license and the ability to drive a manual transmission vehicle • Computer literacy (i.e. ability to update and use electronic health records and reporting platforms) 	<p>Desirable</p> <ul style="list-style-type: none"> • Current DAO warrant (if this is not current, training will be provided and maintained in rostered, paid time) • Good working knowledge of West Coast community resources • Ability to undertake ‘talking therapies’ and brief interventions • Evidence of commitment to developing clinical skills • CEP capable practitioner • Minimum of three years’ Specialist MH experience • Current portfolio as part of the Professional Development and Recognition Programme (PDRP)
<p>Professional skills/attributes:</p> <ul style="list-style-type: none"> • Clinically credible, respected, and person-centred • Demonstrates high standards in terms of personal competence and professional practice • Demonstrates cultural competence and evidence of application of the principles of the Treaty of Waitangi to provision of equitable health services • Proven assessment and communication skills, including the ability to think critically • Emotional intelligence • Well-developed interpersonal and interprofessional skills • Has an ability to consistently form therapeutic relationships with consumers and their families/whānau • Demonstrated passion and commitment to professional development of self and others • Ability to work autonomously, use own initiative and accept responsibility for own actions • Flexible, adaptable, embraces change • Self-motivated 	<p>Knowledge of (but not limited to):</p> <ul style="list-style-type: none"> • Health Practitioners Competence Assurance Act (2003) • Treaty of Waitangi and its application to health • He Ara Oranga and the government’s response to the NZ Mental Health Inquiry • He Korowai Oranga/Māori Health Strategy (2002) • New Zealand Health Strategy (2016) • Compulsory Assessment and Treatment Act (1992) • Misuse of Drugs Act (1977) and Regulations • Nursing Council New Zealand Code of Conduct (2012) • Health and Disability Act • Health and Disability Commissioner (Code of Health and Disability Services Consumer’s Rights) Regulations (1996) • Privacy Act (1993) and Health Information Privacy Code (1994) • Health and Safety in Employment Act (2015)

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| <ul style="list-style-type: none">• Proven ability to work as part of a team and positively contribute to the achievement of shared goals/outcomes• Able to work under pressure and prioritise competing demands | |
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The intent of this position description is to provide a representative summary of the major duties and responsibilities performed in this job classification. Employees may be requested to perform job related tasks other than those specified.

Signed on behalf of West Coast District Health Board

Name _____

Position _____

Date _____

West Coast District Health Board

I accept the terms and conditions as outlined in this Position Description

Name _____

CMH-RN

Date: _____

West Coast District Health Board