

POSITION DESCRIPTION

This position description is a guide and will vary from time to time, and between services and/or units to meet changing service needs

Our Organization 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.

May 2025

Position Title:	Youth Mental Health Assistant	
Reports to:	Clinical Manager, CAMHS	
Key Relationships:	<p>Internal:</p> <ul style="list-style-type: none"> • Consumers, family/whānau and carers • Mental Health Leadership Team (Clinical Director, Clinical Manager-Mental Health, Nurse Consultant-Mental Health, Nurse Clinical advisor) • Mental health teams located in all regions, including: AOD, locality based Adult Community Mental Health teams, and Māori Mental Health • Multidisciplinary team • Māori Health Team • Development Team/Education Cluster • People & Capability • Quality Team 	<p>External:</p> <ul style="list-style-type: none"> • Iwi, hapu, whānau and other community stakeholders • Te Whatu Ora Waitaha • Non-Governmental Organisations (NGOs) and other providers of health/disability/support services • Nursing Unions (i.e., NZNO, PSA) • Private Care Providers • Te Tai o Poutini Primary Health Organisation (PHO)
Role Purpose:	<p>To provide high quality support services to young people under the care of CAMHS as a member of the CAMHS Team, under the direction and supervision of the Clinical Manager and Case Managers.</p> <p>To provide assistance to navigate health services, transportation support to young people and whanau in a professional non-judgmental manner to enhance engagement with services including local NGO support services and reduce barriers to access.</p> <p>To support the case management in a safe way, provide a resource for delegated tasks to reduce workload stress, especially in the absence of available registered staff.</p> <p>To increase the team's capacity to respond to the needs of our consumers. This may include but not be limited to transporting consumers to appointments, delivery of scripts to pharmacies, providing and or assisting consumers to access/participate in meaningful activities, dual visits with case managers.</p>	

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	<p>To work towards strengthening relationships with iwi providers and will provide access to Kaupapa Maori Mental Health and Addiction supports and assessments where required.</p> <p>To strengthen the Taiohi (Youth) relationship with their marae, hapu and iwi.</p> <p>To support access to traditional healing supports where required.</p> <p>To work with whanau in the supporting the taiohi.</p>
Objectives	<ul style="list-style-type: none"> • Consumers dignity and privacy must be respected at all times. • Clear and effective communication skills. • Be familiar with computers and software packages, including Word and Outlook. • Adhere to WCDHB policies and procedures. • Facilitate community focused activities/events. • Support the role of the case manager. • Reducing barriers to accessing timely care.

KEY ACCOUNTABILITIES:

The 'role title' is responsible for:	The 'role title' will be successful when
<p>1. Health and Safety</p> <p>Maintaining a high quality, safe and secure work environment by following relevant Health New Zealand and divisional policies, protocols and standards.</p>	<ul style="list-style-type: none"> • Health & Safety requirements as described in the Health and Safety at Work Act (2015), and to observe all relevant Health New Zealand policies and procedures. This includes: <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, managing, and investigating 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, contributing to the maintenance of hazards registers, 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

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	<p>sharps, and any other potentially dangerous equipment or substances.</p> <ul style="list-style-type: none"> •
<p>2. Quality Ensure a quality service is provided in your area of expertise by taking an active role in quality activities, identifying areas of improvement.</p>	<ul style="list-style-type: none"> • Every Health NZ staff member is responsible for ensuring a quality service is provided. This includes: <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 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 Health NZ/ Te Tai o Poutini Quality Team and the Clinical Quality Improvement Team (CQIT) to implement initiatives aimed at improving the patient journey and care standards. •
<p>3. Reporting line, base, hours of work, and work resources Maintaining 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. • Meets monthly with line manager(s) to review progress against key deliverables. • Ensures that all reporting is timely and accurate. • Maintains a Health NZ Te Tai o Poutini mobile phone; maintaining replacement as required and returns all resources if exits the role.

PERSON SPECIFICATION:

Qualifications & Experience <i>(indicate years of experience required and level of learning)</i>	
<p>QUALIFICATIONS Completed Level 3 Health and Well-being (Mental Health Assistant) or completes within twelve months of employment. Inclusive of additional youth focused courses</p> <p>That any existing Level 3 qualifications should align with the requirements of the existing Mental Health H&W support work requirements.</p> <p>Current full Drivers licence</p> <p>Is computer literate.</p>	<p>PERSONAL ATTRIBUTES</p> <p>Key Behaviours</p> <p>Ability to “work together” in a collaborative manner.</p> <p>Ability to “work smarter” by being innovative and proactive.</p> <p>Accepts responsibilities for actions.</p> <p>Kind and caring nature.</p> <p>High levels of confidentiality and organisational skills.</p> <p>Ability to communicate and build relationships with people from all walks of life.</p> <p>Strong cultural awareness.</p>

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Mental Health or Community Support work experience within a mental health setting or with young people presenting with challenging behaviours.	Lived experience/prior peer work an advantage. Ability to undertake specialist training such as Safe Practise Effective Communication training. (Requires physical ability)
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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 Te Whatu Ora
Te Tai o Poutini West Coast*

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

Date _____

Date _____

Name _____

Name _____

Position _____

Job Title _____

[TeWhatuOra.govt.nz](https://www.tewhatuora.govt.nz)

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Te Kāwanatanga o Aotearoa
New Zealand Government