

	POSITION TITLE	Triage Clinician		
	DIRECTORATE	Mental Health and Addictions	DEPARTMENT	Community Mental Health and Addictions (South)
	REPORTING TO (operationally)	Clinical Nurse Manager	REPORTING TO (professionally)	Nurse/Allied Director
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	This role covers the Mental Health and Addictions directorate in the Hawke's Bay District Health Board (HBDHB).			
PURPOSE OF THE POSITION	<p>To provide clinical and technical support to Central Coordination and Triage Service for Mental Health and addiction services (MH&AS)</p> <p>To provide intake , triage, and allocation / signposting for all referrals into MH&AS</p> <p>To provide Care and Treatment in accordance with both organisational and professional competencies and standards and will endeavour to involve whanau/families/support persons.</p>			
KEY DELIVERABLES	<p>Professional Responsibility</p> <ul style="list-style-type: none"> ▪ Accepts responsibility for the provision of safe quality mental health care, which meets the standards of the professional, ethical and relevant legislated requirements. ▪ Demonstrates proficiency and autonomy of practice in the clinical setting providing care to people with a range of mental health and addiction needs ▪ Responsible for communicating to the CNM/Clinical Coordinator and team clinical risks facing the service and plans for addressing areas of concern ▪ Participates in professional activities to keep abreast of current trends and issues in emergency mental health care ▪ Demonstrates responsibility, accountability and commitment in both in emergency mental health care and the wider health context. ▪ Actively pursuing professional development opportunities. ▪ Participates in leadership in building and maintaining a therapeutic team. <p>Management of Care</p> <ul style="list-style-type: none"> ▪ To support CCS function in intake, triage and allocation/signposting of referrals to MH&AS. ▪ Demonstrates competence and autonomy of practice in the clinical setting providing care to clients with a range of needs. ▪ Utilises clinical knowledge and skills through reflective practice and professional judgement to provide competent care and advice. integrating mental health, addiction and physical health frameworks. ▪ Completes timely systematic holistic assessments to determine actual and potential risk problems. ▪ Recognises recurring patterns related to monitoring and patient responses/conditions and is able to problem solve utilising assessment/monitoring data. ▪ Utilises assessment skills and interventions to assess client responses to treatments and adapt approaches to accommodate any changes. ▪ In partnership with the client, family / whanau, develops an individualised plan of care to achieve the desired outcomes. ▪ Implements and coordinates the interventions to deliver the plan of care. ▪ Evaluates and records progress toward attainment of desired outcomes and revise the plan of care as necessary. ▪ Maintains clear, concise, timely accurate and current documentation within a legal and ethical framework according to national and organisational standards. ▪ Takes action in situations that compromise the clients safety and wellbeing. ▪ Participates in health education, ensuring the client understands relevant information related to their care. ▪ Provides a quality, safe and responsive comprehensive assessment for people experiencing a mental health emergency. This includes assessment, diagnosis (DSM-IV) planning, implementation and evaluation and referral (if appropriate) ▪ Utilises a systematic problem-solving approach to identify, prevent and treat actual and potential health 			

	<p>problems to prevent illness and/or promote health.</p> <ul style="list-style-type: none"> ▪ Proactively anticipates and recognises cues to a situation and predicts outcomes, referring onto other clinical team members where necessary. ▪ All intake referrals will have a comprehensive risk assessment completed, including formulation of plan which is clearly documented and communicated to appropriate persons. ▪ Open and responsive to consumer needs, communicates care and treatment clearly and logically with the person, their family/whānau/support person in a professional and therapeutic manner. ▪ Actively contributes to multi-disciplinary clinical discussions on care and treatment in a professional and purposeful manner. ▪ Provides mental health advice on clinical issues across settings and disciplines including the community <p>INTERPERSONAL RELATIONSHIPS</p> <ul style="list-style-type: none"> ▪ Demonstrates high level of customer care to all stakeholders, showing respect, empathy and interest in the patient. ▪ Participates in building clinical capacity and capability of workforce to meet the patient/consumer/tangata whaiora needs in an efficient and effective manner. ▪ Demonstrates competence in applying the principles of teaching and learning in association with client care. ▪ Contributes to the development of discipline specific knowledge within the work area. ▪ Communicates effectively with clients, members of the health care team and external stakeholders <p>INTERPROFESSIONAL HEALTH CARE and QUALITY IMPROVEMENT</p> <ul style="list-style-type: none"> ▪ Providing guidance and support to all team members including students. ▪ Maintains and documents information necessary for continuity of care. ▪ Develops discharge plans in consultation with the client and other team members. ▪ Contributes to the coordination of client care to maximise health outcomes. ▪ Participates in quality systems, including standards of practice and service standards. ▪ Demonstrates an understanding of quality improvement principles with translation into practice. <p>ENGAGING EFFECTIVELY WITH MĀORI</p> <p>Demonstrates knowledge and understanding of local tikanga and Māori culture sufficiently to be able to respond appropriately to Māori</p> <p>Is visible, welcoming and accessible to Māori consumers and their whānau</p> <p>Actively engages in respectful relationships with Māori consumers and whānau and the Māori community</p> <p>Actively seeks ways to work with Māori consumers and whānau to maximise Māori experience</p> <p>Actively facilitates the participation of whānau in the care and support of their whānau member</p>		
<p>HEALTH & SAFETY RESPONSIBILITIES</p>	<p>HBDHB is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</p> <ul style="list-style-type: none"> • Not to do anything that puts your own H&S at risk • Not to do anything that puts others H&S at risk • To follow all health and safety policies and procedures • To follow all reasonable health and safety instructions <p>(You have the right to cease work if you believe that you, or others, are at risk of serious harm).</p>		
<p>KEY WORKING RELATIONSHIPS</p>	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>INTERNAL</p> <ul style="list-style-type: none"> ▪ Patients/Consumer/Tangata Whaiora ▪ Mental Health and Addiction services ▪ Maori Health Unit ▪ Emergency Department and Acute Assessment Unit ▪ Central Coordination Service ▪ Wider Health Service medical and surgical services ▪ Allied Health Staff </td> <td style="width: 50%; vertical-align: top;"> <p>EXTERNAL</p> <ul style="list-style-type: none"> ▪ Families/whānau and caregivers ▪ Emergency Services (Police, Ambulance) ▪ General Practitioners ▪ Primary Care Providers ▪ Non-Governmental organisations ▪ Primary health providers ▪ Health agencies ▪ Rural Health Centres ▪ National Specialty Groups </td> </tr> </table>	<p>INTERNAL</p> <ul style="list-style-type: none"> ▪ Patients/Consumer/Tangata Whaiora ▪ Mental Health and Addiction services ▪ Maori Health Unit ▪ Emergency Department and Acute Assessment Unit ▪ Central Coordination Service ▪ Wider Health Service medical and surgical services ▪ Allied Health Staff 	<p>EXTERNAL</p> <ul style="list-style-type: none"> ▪ Families/whānau and caregivers ▪ Emergency Services (Police, Ambulance) ▪ General Practitioners ▪ Primary Care Providers ▪ Non-Governmental organisations ▪ Primary health providers ▪ Health agencies ▪ Rural Health Centres ▪ National Specialty Groups
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	<ul style="list-style-type: none"> ▪ Medical Staff ▪ Other team members (i.e., Care Associates, undergraduate students) ▪ Relevant advisory groups/committees 	<ul style="list-style-type: none"> ▪ Education/training facilities
DELEGATION AND DECISION	All decisions will be based on comprehensive assessment formulation supported by the Multi-Disciplinary Team to meet service requirements	
HOURS OF WORK	80 per fortnight	
EMPLOYMENT AGREEMENT & SALARY	In accordance with the relevant Multi Employer Collective Agreement (MECA) according to qualifications and experience.	
DATE	April 2019	
EXPENDITURE & BUDGET ACCOUNTABILITY	N/A	
SCOPE & COMPLEXITY	<p>To ensure and prioritise a focus on patient safety and quality relating to care and processes within the Mental Health and Addictions directorate.</p> <p>Appropriately managing mental health and addiction presentations and referrals</p> <p>Contribute to delivery of organisational KPI's including relevant MOH target, financial budgets and service plans.</p>	

ESSENTIAL CRITERIA

Qualifications

Relevant Health Professional Registration

Experience

Community Mental Health and addiction experience (preferably 5 years)

Proven customer service skills

Business / Technical Skills

Significant experience in mental health with a demonstrated high level of clinical expertise in comprehensive assessment in particular:

- Mental Health
- Addictions
- Risk Assessment

Clinical role model with high degree of maturity, stability and self-confidence.

A commitment to quality and excellence, with a proven ability to contribute to process improvement and innovation

Current drivers licence

Key Attributes

Effective communication skills

Positive attitude with problem solving focus

Ability to work within a team

Demonstrated time management skills

Effectively Engaging with Māori

Demonstrates the ability to engage effectively with Māori staff and patients.

Demonstrates ability to apply the Treaty of Waitangi within the Service.

Shows commitment to, and demonstrates the behaviours of the health sector.

Physical requirements for role:

There are no manual handling/ physical restriction requirements for the role

Vaccination status for role:

No vaccination requirements for role

DESIRABLE CRITERIA

Experience

Postgraduate Qualification specific to Mental Health and addictions

Preceptorship Experience

DAO experience

Counselling skills and/or experience

Community Mental Health experience

Business / Technical Skills

Understanding of organisational dynamics and able to work effectively in a complex multi-professional workplace.

Advanced IT skills



Our Vision and Values

Te hauora o te Matau-ā-Māui: Healthy Hawke's Bay

Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.



HE KAUANUANU RESPECT

Showing *respect* for each other, our staff, patients and consumers. This means I actively seek to understand what matters to you.

ĀKINA IMPROVEMENT

Continuous *improvement* in everything we do. This means that I actively seek to improve my service.

RARANGA TE TIRA PARTNERSHIP

Working together in *partnership* across the community. This means I will work with you and your whānau on what matters to you.

TAUWHIRO CARE

Delivering high quality *care* to patients and consumers. This means I show empathy and treat you with care, compassion and dignity.