

# Position Description

## Mental Health Clinician

**Reports to** Clinical Manager – Te Wairua Counties Manukau

**Service/Team** Te Wairua Counties Manukau

### About Us

Since 1980, we have supported thousands of New Zealanders whose lives are affected by alcohol, drug or other addiction challenges. We wholeheartedly believe that everyone living in New Zealand should have the opportunity to live life to the fullest, to feel hopeful about their future and to have meaningful relationships with friends and whānau.

We are known for providing effective, evidence-based services that support wellbeing. We want tāngata whai ora (people seeking wellness) to have options to access the support they need in ways that work for them.

### Tō Tātou Matakiteinga | Our Vision

Poutia, Heretia,  
Tuia te muka tangata ki te pou tokomanawa  
Ka tū mana motuhake; Ka nohohere kore I ngā waranga me ngā wero mui o te ao.

People, whānau and communities are connected and supported to live the lives they want; free from drug, alcohol and other addiction challenges.

### Tō Tātou Aronga | Our Purpose

E hangaia e mātou he whare tumanako me ngā wāhi haumarua ka āhei I a tangata te eke ki angitu kia whaiwhakaaro ai, kia puawai, katahi ano hoki, ka herea ai te muka tangata ki a ia anō, ko te mea kē ka puta te ira tangata ki te wheiao ki te ao mārama.

We create hopeful and safe spaces for change with opportunities to reflect; learn and connect so that people can move towards a brighter future.

## Position Purpose

- Provide assessment and treatment to (in partnership with) clients (tangata whaiora) including family/whanau, whose lives are affected by alcohol and other drug use, dependency and co existing disorders.
- Provide comprehensive clinical assistance and management based on best practice, that is effective, of high quality and meets the needs of tangata whaiora and the residential service.
- Supporting the delivery of effective clinical services and best practice by providing appropriate advice, guidance, and training to team members on clinical decisions as required.

## Key Areas of Responsibility

Area of Responsibility	Performance Measures
<p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>• Provide advanced assessment, treatment and management of tangata whaiora to achieve effective outcomes to the tangata whaiora's satisfaction.</li> <li>• Facilitate consultation and liaison with tangata whaiora and their family/whānau.</li> <li>• Actively assist team members to deliver effective clinical services by providing advice and guidance on clinical decisions using best practice techniques.</li> <li>• Supervise/ guide and provide training as required to assist the ongoing development of Practitioners and Support Workers.</li> <li>• Participate in the education and follow-up with tangata whaiora, family/whānau and other relevant stakeholders regarding treatment plans.</li> <li>• Support clinical leadership within the multidisciplinary team providing treatment of tangata whaiora.</li> <li>• Role model excellence in clinical practice and supervision when undertaking individual and group clinical work with other team members for tangata whaiora.</li> <li>• Provide effective and professional interventions in complex scenarios within the programme.</li> <li>• Delegate tasks to Practitioners / Support Workers that are within their scope of practice.</li> </ul>	<p>Clinical Manager and employee's express satisfaction with the accuracy and level of clinical decision support. Training sessions are relevant, well conducted and aid in the development of the team.</p> <p>Clinical treatment produces positive outcomes for tangata whaiora which are in line with treatment goals</p> <p>Tangata whaiora and family/whānau express satisfaction with consultation and liaison.</p> <p>Tangata whaiora and family/whanau express satisfaction with participation in education and level of follow up as per treatment plan</p> <p>Clinical Manager and team express satisfaction with clinical input, direction and training provided</p> <p>Demonstrates best practice in client group and individual work and is seen as a resource for the team in this area</p> <p>Practice reflects effective and professional intervention techniques</p> <p>Clinical Manager expresses satisfaction with the interventions and level of autonomy demonstrated</p> <p>Demonstrates ability to delegate tasks appropriately. Clinical Manager and team express satisfaction with communication and approach to the delegation of tasks</p>

Area of Responsibility	Performance Measures
<ul style="list-style-type: none"> <li>• Ensure that all treatment documentation meets the criteria set by the organisation.</li> <li>• Ensure that clinical practice follows organisational policies, procedures and systems and adheres to all clinical protocols.</li> <li>• Liaise and maintain functional professional relationships with internal and external stakeholders in relation to treatment delivered.</li> <li>• Administer medication as required to whai ora.</li> <li>• Write and input of participants/whai ora clinical case notes and reviews into the Odyssey client database (HCC).</li> <li>• Know when and how to seek assistance if tasks are outside scope of practice or knowledge level.</li> </ul> <p><b>Health and Safety</b></p> <ul style="list-style-type: none"> <li>• Identify and act on any potential risks to self or others, including client/whai ora, whānau and other employees.</li> <li>• Be familiar with and abide by the organisation’s health and safety policies and reporting procedures, ensuring others do the same as required..</li> <li>• Follow safe work practices, which includes the effective use of safety equipment, identification of workplace hazards and taking action to reduce or eliminate these.</li> </ul>	<p>Treatment documentation complies with organisation policy and procedure and meets required audit standards.</p> <p>Demonstrates familiarity and adheres organisational policies, procedures and systems</p> <p>Internal and external stakeholders’ express satisfaction in services provided</p> <p>Medication training completed by Registered Nurse. Medication allocation is completed correctly and meets all procedural guidelines in line with documented nursing &amp; medication plans.</p> <p>HCC information is accurate, timely and meets all case note writing policy and procedural requirements and privacy act/confidentiality requirements. HCC case reviews are kept up to date.</p> <p>Risks (including Health and Safety, compliance and maintenance) are identified and reported</p> <p>Plans are put in place to resolve and/or mitigate potential problems as required</p> <p>Issues are escalated to relevant manager as required</p> <p>Demonstrates understanding and compliance with organisational and legislative health and safety requirements and is proactive in ensuring employees are compliant</p> <p>Follows correct protocols when using safety equipment</p> <p>Workplace hazards are identified and plans are put in place to reduce/eliminate these or the matter is escalated to the relevant authority</p>

Area of Responsibility	Performance Measures
<p><b>Treaty of Waitangi</b> Demonstrate knowledge and understanding of the Treaty of Waitangi and its application in this role.</p> <p><b>Professional Development</b> Be proactive in own professional development and attend relevant organisational training as required.</p> <p><b>General</b></p> <ul style="list-style-type: none"> <li>Attend and contribute actively to team meetings.</li> <li>Carry out any other duties that may be delegated by the line manager, which are in keeping with the scope of the role.</li> </ul>	<p>Actions show knowledge and ability to apply the principles of the Treaty in the delivery of role</p> <p>Has an individual development plan which is implemented</p> <p>Attends organisational training required for role</p> <p>Regularly attendance at team meetings and makes useful contributions</p> <p>Other work is undertaken and completed. Commitment and flexibility is demonstrated.</p>

## Key Relationships

Internal	External
<ul style="list-style-type: none"> <li>Clinical Manager/team</li> <li>Operations Manager – Te Wairua Services</li> <li>Clinical Practice Leads</li> <li>Quality Manager</li> <li>Learning &amp; Development Lead</li> <li>Kaiwhakahaere Tikanga</li> <li>Service Improvement &amp; Development Lead</li> <li>Other Odyssey employees</li> </ul>	<ul style="list-style-type: none"> <li>Tangata whaiora</li> <li>Family / whānau</li> <li>External community agencies and other stakeholders</li> </ul>

## Person Specification

### Qualifications, Knowledge and Experience

- At least 2 years relevant experience, including experience in managing and treating clients and their family/whānau in a health-related setting
- Relevant qualification (level 7) e.g. Bachelors in Social Work, Health Science, Psychology, Counselling, Nursing
- Registration with Social Work professional body/other professional body under HPCA Act, or DAPAANZ (or working towards this, including via NZ Association of Counsellors pathway)
- Expertise in Motivational Interviewing, clinical assessment and risk management
- Understanding of the Treaty of Waitangi and how it applies to own professional practice
- Experience of working in the social services, addictions and/or mental health sectors
- Knowledge and interest in Odyssey, it's philosophy and therapeutic models of care
- Commitment to achieving and maintaining high quality standards
- Experience and expertise in using Microsoft suite applications
- High regard for confidentiality and security, including client information
- Full and valid New Zealand driver's licence

### Skills and Abilities

- Ability to establish and maintain effective therapeutic relationships with a range of stakeholders, including clients
- Skills in facilitating group and individual therapy
- Ability to work alongside family members and guide/build on their strengths and resources
- Ability to make considered context-based clinical decisions in line with a model of care
- Strong interpersonal and communications skills
- Ability to work under pressure, complete work on time and to a high standard
- Ability to prioritise and work with limited supervision
- Demonstrated cultural sensitivity and rainbow diversity awareness
- Willingness to consider other viewpoints/ sources of information in decision making
- Positive attitude and self-motivated
- Ability to take initiative and adapt to changing circumstances
- Ability to show discretion and tact
- High regard for confidentiality and security, including client information
- Ability to deal with conflict and defuse challenging situations
- Fluency in English
- Good IT/word-processing skills
- Ability to acknowledge own limitations and be proactive on own self-development

## Ngā poupou | Pillars

Guiding Principles for employees and tāngata whai ora

<b>Tika   Trust</b>	Reliable and shows great integrity
<b>Pono   Honesty</b>	Transparency and openness underpins all actions
<b>Kaitiaki   Responsibility</b>	Achieves and surpasses goals
<b>Manaaki   Concern</b>	Empathic and interested in the wellbeing of others
<b>Aroha   Love</b>	Genuinely collaborative, supportive and able to work as part of a close-knit team, including with clients/whai ora and whānau

## ‘Let’s Get Real’ Skills

The table below outlines the ‘Let’s Get Real’ framework skill level and competencies that are relevant to this role. Odyssey is committed to supporting employees to meet these competencies with the expectation that kaimahi will be proactive in developing and demonstrating these skills.

<b>Skill</b>	<b>Description</b>	<b>Competency Level - Enhanced</b>
<b>Working with people experiencing mental health and addictions</b>	Is supportive of employees and clients/whai ora with mental health and addiction needs, focusing on their strengths	<ul style="list-style-type: none"> <li>Builds and sustains trusting relationships with people accessing services. Works to support people to have hope for their recovery and wellbeing</li> </ul>
<b>Working with Māori</b>	Contributes to oranga and whānau ora for Maori employees and Māori clients/ whai ora with mental health and addiction needs	<ul style="list-style-type: none"> <li>Works to ensure whānau Māori people can communicate in ways that work for them</li> <li>Demonstrates understanding that Māori people may use metaphors to describe their experiences Supports and participates in tikanga Māori practices, as consistent with the preferences of the whānau</li> <li>Supports whānau Māori to access Māori-responsive services and have access to kaumātua, kaimahi Māori and cultural interventions (eg, assessment, therapy)</li> </ul>
<b>Working with whānau</b>	Encourages and supports the wellbeing of whānau and ensures they have access to information,	<ul style="list-style-type: none"> <li>Models effective whānau engagement</li> <li>Explains to whānau their choices and options for involvement and support Works alongside and in partnership with whānau in a manner that values</li> </ul>

	education and support including children	<p>their strengths and expertise, and fosters and promotes recovery and wellbeing</p> <ul style="list-style-type: none"> <li>• Ensures whānau have access to relevant information, education and resources about wellbeing, mental health and addiction</li> <li>• Facilitates whānau inclusion in a person’s recovery and wellbeing plans Facilitates whānau meetings that build support and understanding between whānau members</li> <li>• Provides support or therapy to whānau, or refers them to appropriate services and groups Collaborates with whānau services and others across all sectors to support whānau</li> </ul>
<b>Working within communities</b>	Recognises that people and whānau who experience mental health and addictions needs, are part of communities	<ul style="list-style-type: none"> <li>• Contributes to communities to enhance their capacity to support the wellbeing of all people</li> <li>• Works with people accessing services to support their access to good housing, education, employment, financial resources and community participation</li> <li>• Demonstrates knowledge of evidence-based approaches to enhancing community connection, social inclusion and access to housing, education and employment</li> <li>• Supports people to develop and maintain positive relationships and positive roles with their communities</li> <li>• Demonstrates a comprehensive knowledge of community groups, services and resources Forms effective working relationships with key community groups and services</li> </ul>
<b>Challenging discrimination</b>	Challenges discrimination, & provides/ promotes a valued place for employees and clients/whai ora with mental health & addiction needs	<ul style="list-style-type: none"> <li>• Promotes and models social inclusion and advocates for the elimination of discrimination relating to mental health and addiction</li> <li>• Supports self-advocacy for people with experience of mental health and addiction needs</li> <li>• Educates and supports others to recognise and address discrimination Promotes the positive aspects of working in mental health and addiction treatment services to external groups</li> </ul>
<b>Applying law, policy and standards</b>	Implements legislation, regulations, standards, codes and policies relevant to their role	<ul style="list-style-type: none"> <li>• Informs and educates others about standards of practice that recognise the significance of te reo Māori, te ao Māori and Māori models of practice</li> <li>• Applies legislation, regulations, standards, codes and policies in a way that protects and enhances the mana of people and whānau accessing services</li> <li>• Informs and educates others to understand and adhere to legislation, regulations, standards, codes and policies</li> </ul>
<b>Maintaining professional &amp; personal development</b>	Participates in life-long learning, & personal and professional development, reflecting on & seeking	<ul style="list-style-type: none"> <li>• Supports colleagues (including students) to achieve professional development goals and meet challenges</li> <li>• Models values-informed practice</li> <li>• Keeps up to date with best practice and participates in lifelong learning</li> </ul>

	ways to improve self/ team/service	<ul style="list-style-type: none"><li>Engages in ongoing professional development to ensure cultural responsiveness to the community</li></ul>
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