

JOB TITLE: Mental Health & Addiction Support Worker

1. PURPOSE OF POSITION

This position is responsible for supporting the wider Community Mental Health Team (CMHT) to deliver person-centred care and support for people living with mental health and addiction needs in the community. In particular the role will provide additional capacity to the South Taranaki CMHT in supporting whaiora/consumers with substance misuse issues and or co-existing problems (combined mental health and substance misuse issues).

This position will provide support to Tāngata Whaiora/consumers in relation to family/whānau; activities that support independent living in the community; connection with social and other networks; goal planning and self-management. This position aims to achieve the following:

- Working with the South Taranaki Community Mental Health Team (CMHT) to deliver a person-centered support service for Tāngata Whaiora/Consumers living with substance misuse issues in the community
- Supporting Tāngata Whaiora/Consumers and their whānau to identify and achieve their goals and aspirations using a therapeutic and strengths-based approach
- Supporting the South Taranaki CMHT Team in ensuring that care plans are implemented on a day-to-day basis
- Managing a caseload of people and work in partnership with other members of the CMHT to support, encourage and facilitate improvement of their mental health and wellbeing, while supporting them to address their substance misuse issues

2. ORGANISATIONAL VALUES

Te Whatu Ora Taranaki our mission (Te Kaupapa) is improving, promoting, protecting and caring for the health and well-being of the people of Taranaki. Te Whatu Ora Taranaki values define who we are as an organisation, the way we work with each other, our patients, whānau and external partners. Our Te Ahu Te Whatu Ora Taranaki values are:

Partnerships	WHĀNAUNGATANGA	We work together to achieve our goals
Courage	MANAWANUI	We have the courage to do what is right
Empowerment	MANA MOTUHAKE	We support each other to make the best decisions
People Matter	MAHAKITANGA	We value each other, our patients and whānau
Safety	MANAAKITANGA	We provide excellent care in a safe and trusted environment

3. DIMENSIONS

Reports to:	Nurse Manager - IOC
Number of people reporting to you	-
Financial limits authority	-
Operating Budget	-

4. WORKING RELATIONSHIPS

External	Internal
<ul style="list-style-type: none"> • NGO Mental Health and Community Providers • Public sector agencies (e.g. Ministry of Social Development, Kainga Ora, Corrections, Police, local Iwi, etc) • Māori Health/Iwi providers • Whānau/family • Tāngata whaiora and members of the public 	<ul style="list-style-type: none"> • South Taranaki Community Mental Health Team • Specialist Mental Health and Addiction services • Te Pā Harakeke • Other staff as required

5. ACCOUNTABILITIES

Key area of responsibility	Expected outcomes
1. Tāngata Whaiora/ Consumer care	Work with CMHT staff to: <ul style="list-style-type: none"> • Ensure Tāngata Whaiora /Consumers receive the support and information that enables them to develop and consolidate the skills necessary for day-to-day living, enabling them to become more self-sufficient/empowered while promoting quality of life • Assist Tāngata Whaiora /consumers to reach and maintain optimum physical, emotional and spiritual wellness through a model of empowerment • Engage in the assessments/reviews and contribute to the development of Wellness Plans that assist Tāngata Whaiora /consumers and whānau to identify their goals and support needs • Work in partnership with Tāngata Whaiora/consumers and their family/whānau in the development of their Wellness Plan, goals, and objectives

	<ul style="list-style-type: none"> • Support people with their Wellness Plan to ensure their needs are met in line with identified goals and action plans • Assist to ensure ongoing support is coordinated to achieve a sustained recovery for the Tāngata Whaiora. • Be a role model for positive and responsible attitude to all aspects of Tāngata Whaiora care • Monitor, report and document how a Tāngata Whaiora /Consumer appears – in terms of their mood, thoughts, self care, motivation and safety • Ensure Tāngata Whaiora/Consumers receive treatment which pays respect and consideration to their racial, Māori, religious and any other specific beliefs or cultural identifications • Provide practical support to Tāngata Whaiora/Consumers to assist them with activities of daily living including providing transport to appointments, supporting them when attending appointments and helping them to build confidence and learn new skills • Perform delegated support work duties under the direction of Registered Nurse and allied health staff, as part of the Tāngata Whaiora/Consumer’s Wellness Plan • Advocate where appropriate for the Tāngata Whaiora/ consumer’s recovery needs to reflect choice and to challenge stigma and discriminatory behaviours • Referral to outside agencies and services as required to meet the holistic needs of Tāngata Whaiora/Consumers
<p>2. Communication</p>	<p>Work with CMHT staff to:</p> <ul style="list-style-type: none"> • Maintain an effective communication system, both written and verbal, which will ensure that staff have up to date information about the Tāngata Whaiora/Consumers and their needs • Maintain up to date records as required by the Community Mental Health Team • Maintain information for reports and surveys as required • Liaise with all agencies, whānau, hapu and iwi as required • Ensure that relevant information is passed to appropriate colleagues and Tāngata Whaiora/consumers at all times.

<p>3. Team work and relationship building</p>	<ul style="list-style-type: none"> • Maintain professional relationships with other colleagues in the CMHT, supporting wider team functioning as required • Work in partnership with other organisations such as public sector agencies, community services and other non-government organisations (NGOs) where required to assist Tāngata Whaiora/consumers achieving their independent living goals • Attend and contribute to multi-disciplinary team meetings and other meetings as required • Work in partnership with Home-Based Support Workers employed by NGO providers to ensure that care provided to Tāngata Whaiora/consumers is comprehensive and coordinated
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<p>Organisational Accountabilities</p>	<p>Expected Outcome for all Employees</p>
<p>Health Equity</p>	<p>Te Whatu Ora Taranaki strives to eliminate health inequalities and achieve health equity for the Taranaki population. In practical terms this means all staff are required to implement relevant health equity policies, procedures, approaches and guidelines issued from time to time including:</p> <ul style="list-style-type: none"> • The Pae Ora Framework which requires: <ul style="list-style-type: none"> ○ Demonstrating the principles of Tino Rangatiratanga, Equity, Active Protection, Options and Partnership under the Te Tiriti o Waitangi; ○ improving understanding of the determinants of ethnic inequalities in health, in particular the “Drivers of ethnic inequalities in health” and the “Pathways to Inequalities” both of which are referenced in the Te Whatu Ora Taranaki Pae Ora Framework; ○ Ensuring Health Equity assessment is embedded into your practise where services, policies or programmes are expected to improve outcomes for Māori; ○ Effectively implementing health equity approaches outlined for Health Professionals in “Equity of Health Care for Māori: A Framework” published by the Ministry of Health to support He Korowai Oranga Refresh 2014, national Māori Health Strategy; ○ Ensuring appropriate health literacy responses are used for effective engagement with Māori;

Organisational Accountabilities	Expected Outcome for all Employees
	<ul style="list-style-type: none"> • You must ensure accurate ethnicity data is collected or held for patients and clients you interact with by following the Te Whatu Ora Taranaki Ethnicity Data Collection Policy and procedures; • You must attend the Cultural Competency training provided by and for staff of the Te Whatu Ora Taranaki including Treaty of Waitangi workshop, General/Clinical Refreshers, Engaging Effectively with Māori and any other training identified as essential for staff.
Health and Safety	<ul style="list-style-type: none"> • Maintains a safe and healthy environment • Complies with health & safety policies and procedures • Carries out work in a way that does not adversely affect their health and safety or that of other workers • Complies with procedures and correctly use personal protective equipment and safety devices provided • Contributes to hazard identification and management process • Reports accurately near misses/incidents/accidents in a timely manner • Participates in health and safety matters
Personal Development	<ul style="list-style-type: none"> • Fully contributes to the individual's team performance and is committed to identify and pursue opportunities for developing new knowledge and skills. • Participates in the performance appraisal process where personal performance and development is reviewed. • Willing to accept new responsibilities, acquire and demonstrate relevant new knowledge.

6. VARIATION TO DUTIES

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities can be amended from time to time either by additional, deletion or straight amendment to meet any changing conditions, however this will only be done in consultation with the employee.

7. CAPABILITY REQUIREMENTS

Capabilities are the behaviours demonstrated by a person performing the job. Capabilities identify what makes a person most effective in a role. Those listed below are expected for the team roles in the organisation. The required capabilities can change as the organisation develops and the roles change.

Capability
<p>Effective Communication</p> <p>Shares well thought out, concise and timely information with others using appropriate mediums. Ensures information gets to the appropriate people within the organisation to facilitate effective decision making</p>
<p>Decision Making/Problem Solving</p> <p>Demonstrates effective and timely decision making/problem solving techniques. Aware of the impact of decisions on key stakeholders and consults as appropriate utilizing available resources. Is proactive and effective when problem solving is required.</p>
<p>Commitment to Excellence</p> <p>Sets challenging goals for personal achievement and continually strives to reach or exceed them in the pursuit of excellence. Seeks opportunities to improve their performance and seeks feedback to measure and improve how they are doing. Focuses on results rather than on efforts.</p>
<p>Innovation/Initiative</p> <p>Continually strives for new and improved work processes that will result in greater effectiveness and efficiencies. Questions traditional ways of doing things when choosing a course of action or finds new combinations of old elements to form an innovative solution.</p>
<p>Life-long / Ongoing Learning</p> <p>Demonstrates a commitment to and takes responsibility for ongoing professional development. Is constantly striving to acquire and maintain knowledge, skills or experience related to the position.</p>
<p>Resilience/Flexibility</p> <p>Articulates differing perspectives on a problem and will see the merit of alternative points of view. Will change or modify own opinions and will switch to other strategies when necessary. Adjusts behaviour to the demands of the work environment in order to remain productive through periods of transition, ambiguity, uncertainty and stress.</p>
<p>Cultural Safety</p> <p>Demonstrates a commitment to cultural safety by meeting and exceeding the cultural needs of clients/customers/colleagues. Manages cultural ambiguity and conflicting priorities well. Understands concepts of whānaungatanga and manaakitanga and Māori cultural orientation to whānau, hapu and iwi.</p>

Capability
Teamwork Works to build team spirit, facilitates resolution of conflict within the team, promotes/protects team reputation, shows commitment to contributing to the teams success
Builds Trust / Displays Integrity Maintains and promotes high standards of social, ethical and organisational norms.

8. EDUCATION

Minimum: Relevant professional Support Worker qualification in the mental health sector (e.g. National Certificate in Mental Health Support Work – Level 4)

9. SKILLS

- Good relationship building skills
- Understanding of the Treaty of Waitangi and its application in health settings
- Well-developed written and oral communication skills
- Intermediate level skills in Microsoft Office, including MSWord
- Experience using other computer applications and a willingness to learn new applications
- Ability to work autonomously and also as a member of a team
- Knowledge and understanding of mental health and addiction issues and the challenges that Tāngata Whaiora/consumers with these conditions face
- An ability to maintain clear boundaries with Tāngata Whaiora/consumers and their whānau
- Cultural awareness and some knowledge of Te Reo and Te Ao Māori
- Capable of problem solving and developing creative solutions to get good outcomes for Tāngata Whaiora/consumers
- Current Full drivers' licence and willingness to travel

10. EXPERIENCE

- Experience of working with individuals and their whānau in a health care setting and/or in people's homes
- Experience providing support to Tāngata Whaiora/consumers with mental health and addiction/ substance misuse issues
- Knowledge of local community, primary and secondary health sectors
- Experience working with Māori and Tāngata Whaiora
- Attention to detail with experience of documentation and report writing, ideally in a clinical setting