



Clinical Director

Position Description

About Pathways and the Wise Group

Pathways

At Pathways, we provide community-based mental health, addiction and wellbeing services throughout New Zealand. Every year we support around 5000 adults and young people all around New Zealand, to live their dreams and flourish. As well as supporting people with their mental health and addiction needs, Pathways provides holistic support around things like practical daily living, leading a healthy life, employment and housing.

Pathways was established in 1989, introducing a new model of care to the mental health sector. Today, with our inspirational dream of 'transforming mental health and addictions through fostering strong, compassionate, self-supporting communities', we're continuing to lead, innovate and pioneer new ways of working.

We believe everyone can recover and we're here to do everything we can to support them in their recovery. Our spirit of 'whatever it takes' is not just a slogan on the wall for us, our employees live this spirit every day.

While mental health is our priority, total wellbeing is our goal. We're all about hope and respect and providing personalised support that changes as people's needs change. We are committed to working in a trauma informed way, recognising the impact trauma may have had on people and working with them to build their resilience and protective factors.

Join us on our journey of helping people live a life they love.

Real

Real, the youth brand of Pathways has been delivering services since 2010. At Real we believe mental wellness and wellbeing are possible for every young person. We support young people, to build resilience and wellbeing in youth-oriented, flexible and optimistic ways.

Our community services focus on mental illness prevention and our respite services support young people with more serious mental health needs.

We help young people feel great by supporting them to build life skills, resilience and strong connections with their whānau, friends and communities.

The Wise Group

Pathways is part of the Wise Group, one of the largest non-government providers in New Zealand. The Wise Group is a family of charitable entities, all linked by a common dream – to create fresh possibilities and services for the wellbeing of people, organisations and communities.

Being part of the Wise Group gives Pathways access to a wealth of resources and support, both from our shared business infrastructure services and from other entities in the group.

Clinical Director

Reports to: Chief Executive

Location: Auckland / Wellington

The role reports to the Chief Executive and is part of the Pathways Executive Team (PET). Functionally the role also sits within the Business Operations Unit, ensuring alignment with national strategy and influencing practice, policy, procedures and correction.

Purpose:

1. To provide national clinical leadership, direction and expertise to Pathways' and Real in order to support the provision of quality, robust services that continuously exceed organisational objectives.
2. Ensure clinical best practice in the development, provision and review of services, and associated policies and practices.

Relationships (Internal): Pathways and Real senior leadership team, Pathways employees, Pathways Board of Directors, Wise Management Services, other members of the Wise Group

Relationships (External): People using services, family/whanau, DHB Funders and Providers (in particular, Clinical Directors), GPs and primary care services, Ministry of Health, Oranga Tamariki and other relevant Ministries, Health, Safety and Quality Council, Mental Health Foundation, other NGO providers, Platform, Housing NZ, WINZ and other government departments, community agencies and services



Inspirational Dream

Transforming mental health and addictions through fostering strong, compassionate, self-supporting communities

*Spirit
Whatever it takes*

Focus

What do you need today?

Greatest Imaginable Challenge

Live, breathe and share trauma informed care

June 2017



Attributes

Courageous	Curious	Connectors
Trustworthy	Optimistic	Joyful
Compassionate	Creative	Tenacious

Beliefs

- At our heart is helping everyone we support to have somewhere to live, something to do, someone to love and something to hope for
- Mental health and addictions is our priority, total wellbeing is our goal
- Through partnerships and participation we are culturally enriched
- Lived experience enhances who we are and how we can help
- Strong, connected, compassionate communities build resilience
- Whānau, family and friends matter
- Our staff are our greatest asset
- People can heal from trauma
- Stories connect us
- Through diversity, comes strength



Inspirational dream:
Young people feel great
about their futures and help
shape their communities.

Spirit:
Loving
Life

Focus:
Keeping
it Real

Aroha
Resilient
Hopeful
Motivated
Connected
Fun

Real beliefs Ngā uara a Real

I am valued	E kaingākaitia mai ana ahau
I am accepted	E tautokona mai ana ahau
I am cared about	E arohaina mai ana ahau
I have a voice	E whai reo ana ahau
I have opportunities to succeed	He pae tawhiti ōku hei whai kia tata mai
I am being heard	E rangona mai ana ahau
I am healthy and well	E pakari ana taku hauora
I am contributing	E whai rourou ana ahau
I am thriving	E ora rawa atu ana ahau

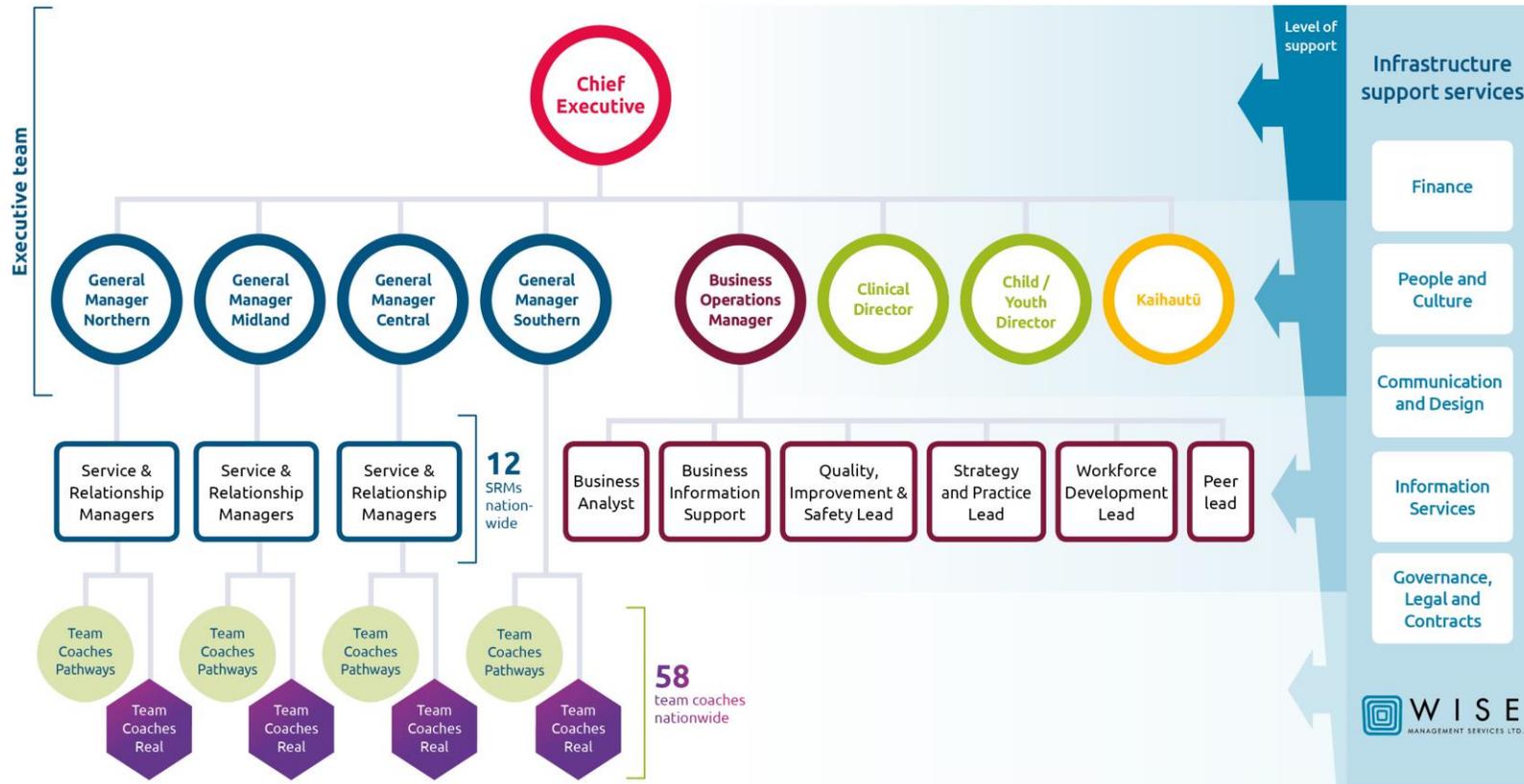
**Greatest imaginable
challenge: Everyone wants
Real in their community**

real.
Because it's your life

Real is the youth brand of Pathways

Pathways
Whatever it takes

Pathways organisational structure



Requirements of the position

Focus	Activities	Outcomes
<p><i>Provide clinical governance, ensuring a 'clinical best practice' direction and perspective in the development, provision and review of services, and associated policies/practice</i></p>	<ul style="list-style-type: none"> ▪ Provide advice and support to the senior leadership team to ensure clinical excellence occurs throughout Pathways ▪ Work with the senior leadership team to minimise risk and identify and correct deficiencies in quality of care ▪ Work with senior leadership team to ensure that the quality of care is benchmarked, evaluated and improved ▪ Participate in internal review processes, with a focus on clinical practice improvement ▪ Determine need for policy/practice review and improvement ▪ Contribute to policy development and review processes, ensuring clinical best practice is reflected where appropriate ▪ Contribute to the development of proposals for new services, providing a critique of clinical and risk needs/issues, and offering direction on staffing, service delivery elements and evidence based models ▪ Identify opportunities for, and support, the implementation of research and evaluation activities within Pathways ▪ Strategically help the organization to measure and respond to risk with a positive risk philosophy and approach 	<ul style="list-style-type: none"> ▪ Pathways is regarded as clinically capable and competent within the scope of specific services ▪ Policies and processes reflect clinical best practice with reference to relevant standards, legislation, research etc. ▪ Pathways contributes to the body of knowledge regarding evidence based recovery
<p><i>Support clinical competence and best practice within the workforce</i></p>	<ul style="list-style-type: none"> ▪ Provide national leadership to support registered health professionals, and other Pathways staff, to work within the scope of clinical best practice ▪ Provide advice and support to the senior leadership team to ensure Pathways supports registered health professionals to meet the requirements of the Health Practitioners Competency Assurance Act (HPCA Act) and the Social Work registration Board (SWB) ▪ In consultation with the Pathways Senior Leadership Team, ensure the professional training and development needs of registered health 	<ul style="list-style-type: none"> ▪ Registered health professionals meet HPCA Act and SWB requirements ▪ Development opportunities aligned with our PPO and best practice for registered health professionals are identified and implemented ▪ Registered health professionals are retained and feel valued for their skills and expertise ▪ Registered health professionals are engaged and contributing actively to the kaupapa of Pathways and Real

professionals are identified and supported, including engagement in post-graduate mental health and addictions programmes

- Where appropriate, provide in-service training and development activities for registered health professionals
- Ensure Pathways staff remain aware of evidence based models of care, contemporary clinical best practice models, approaches, theories etc. through research, participation in regional and national forums, liaison with relevant bodies and agencies etc.
- Ensure registered health professionals undertake clinical supervision, coordinating access if required
- Work with Pathways senior leadership team to optimise opportunity for and engagement with tertiary providers regarding clinical placements

Develop a process for, and actively participate in, internal critical incident reviews. Participate in external sentinel event reviews. Trauma informed debriefing processes are established and active

- Develop a comprehensive Critical Incident Review Learning Set framework that:
 - ensures clinically relevant incidents are identified, evaluated and responded to appropriately
 - supports a full and robust review of critical incidents and provides opportunity for learning and quality improvement
 - is aligned with being a trauma informed and “learn it all” organization
 - Lead the Critical Incident Review process, including review of documentation and practice in relation to policy and systems issues, etc. Support regions to develop expertise in local information gathering and review
 - Liaise with Clinical Directors of DHBs to ensure joint review processes where appropriate
 - Coordinate and facilitate Critical Incident review meetings ensuring; participation by all relevant parties and a forum is provided for robust and honest review
 - Co-ordinate restraint panels and adhoc service reviews
- Critical incidents create opportunity for learning and system review that support clinical and service best practice
 - Incident reviews are aligned with best practice, our PPO and are trauma informed
 - Psychological first aid/debriefing methods are common practice when working through any critical incident
 - Reviews are valued within Pathways and Real, and seen as opportunities for continuous improvement and learning

Develop and maintain external clinical relationships

- Develop and maintain strategic relationships with clinical directors of DHBs
- Identify opportunities to work with GPs and primary care, and support Pathways to develop relationships with primary care providers
- Advocate for, and support, the employment of registered health professionals in the NGO sector
- Represent the NGO registered health professional workforce at relevant forums and national meetings
- Identify opportunities, and where appropriate, engage in relevant audit and research related to role and responsibilities of registered health professionals
- Develop and maintain links with other NGOs employing registered health professional to foster a shared commitment to supporting the workforce

- Pathways' clinical competence is recognised and valued
- Pathways is strategically working alongside primary care providers
- Role of registered health professionals is understood and enhanced

Support Pathways in being an employer of choice for registered health professionals

- Work with Pathways Senior Leadership, WMS Communications and People and Culture teams to identify recruitment strategies to attract registered health professionals to Pathways and Real
- Liaise with health professional bodies and training providers in promoting Pathways as an employer of choice

- Recruitment and retention of registered health professionals

Be your very best

- Plan regular uninterrupted times to meet with the CE to review your 90 day plan and seek feedback on performance
- Actively develop personal leadership skills
- Develop a learning and personal development plan with your manager and implement this plan as agreed
- Share knowledge gained from professional development experiences
- Work in a culturally safe and respectful manner incorporating the principles of the Treaty of Waitangi
- Role model a healthy lifestyle
- Love digital technology and develop opportunities for integration with Pathways

- You are well prepared for any forums and meetings, sharing what's working and what's not and bringing solutions for improvement
- Your skills are current and your innate curiosity means that you are always seeking new learning opportunities
- You demonstrate behaviour that is consistent with equitable practices
- Evidence of Treaty of Waitangi principles are reflected in everyday practice and future organisational planning
- "Whatever it takes" and "what do you need today?" are part of your DNA

Think and Act as One

- You will be a champion of peers, integrated mental health and addiction services, trauma informed practises and wellbeing
- Participate in creating a culture of think and act as one
- Actively participate in and contribute to Wise leadership forums and regional meetings
- Represent Pathways and the Wise Group in a professional manner at all times
- Provide positive and effective participation and collaboration with other parts of the Wise Group in the achievement of challenges
- Take responsibility for executing assigned tasks and projects in accordance with agreed performance standards
- The Wise Group based services feel connected to each other's work and each other
- You are highly regarded for your contribution nationally within the organisation
- The service continually repositions itself to meet perceived future need
- Projects and tasks are completed within agreed timeframes to agreed standards

Be committed to safety and wellness in the workplace

- Take responsibility for personal wellbeing and health management within the workplace
- Comply with legal obligations and safety and wellbeing policies and procedures
- Role model excellent safety and wellbeing practices by reporting identified workplace incidents, near misses and/or hazards through the safety and wellbeing system as per Wise Group safety and wellbeing policy and procedure
- Be committed to safety and wellbeing by following the Wise Group roles and responsibilities table (located on The Well).
- Work practices are safe for self and others
- Policies and procedures are understood and followed as designed
- All safety and wellbeing reportable events are accurately reported within specified timeframes

Accountabilities

Authority	<ul style="list-style-type: none"> The role operates within broad practices and procedures covered by functional precedents and policies, and managerial direction. Expected results are determined by the Chief Executive, and this position determines how and when they are to be achieved. Financial – Nil
Direct Reports	<ul style="list-style-type: none"> Nil

Know how

Practical and Technical Knowledge	Essential	Preferred
Experience	<ul style="list-style-type: none"> Specialist Psychiatrist Post graduate qualification in relevant area Drivers Licence Understands the Health Practitioners Competency Assurance Act and requirements of the Act as this applies to registered health professional Familiar with Ministry of Health Documents, relevant standards and legislation All relevant legislation as outlined in the Pathways Quality System Working understanding of principles of recovery and trauma informed care Working knowledge of principles of Treaty of Waitangi 	<ul style="list-style-type: none"> Addiction experience Sound knowledge of working across the lifespan Experience of quality improvement systems
Personal	<ul style="list-style-type: none"> Contemporary understanding of community Experience in multi-disciplinary environments Strong sector networks Experience in breadth of psychological approaches to supporting wellbeing 	<ul style="list-style-type: none"> Advanced clinical skills in area of practice Leadership experience
	<ul style="list-style-type: none"> Excellent communication skills both written and verbal Strong alignment with our PPO attributes Demonstrable engagements and skills of influence Experience in facilitation and presentation Commitment to continuous learning 	