



Ka Puta Ka Ora
Emerge Aotearoa

Position Description

Registered Health Professional

About Us

Ka Puta Ka Ora Emerge Aotearoa is about supporting the oranga (holistic wellbeing) of tāngata whaiora and whānau across Aotearoa. Our support services meet the diverse health and wellbeing needs of the communities we serve, including mental health, addiction, disability, employment, offender rehabilitation and wellbeing options. We also meet a broad range of housing needs, from emergency and transitional housing through to social and affordable homes.

Over the past decade we have become one of Aotearoa's largest and most trusted for-purpose organisations. The 'Ka Puta Ka Ora Emerge Aotearoa' name represents our strong ties to tāngata whenua and our commitment to be an honourable Tāngata Tiriti organisation. Our name carries the spirit of Tāwhiao's tongikura: It is an invitation for people, whānau and their communities to come forth and thrive - ka puta ka ora. Our name inspires our vision - 'Tautokohia te mana tāngata, kia puta kia ora' - which speaks to the role we play in supporting the dignity and mana of people so that they can be well and healthy.

Our three Pou - Māori succeeding as Māori, Lived Experience and Diversity are privileged and Thriving Pacific Peoples - guide our mahi and are the lens through which we measure our success. Our values - Whakawhanaunga (connecting with purpose), Ako (walking and learning together), Manaaki (engaging with respect) and Whakamana (acting with integrity) - are embedded in the way we work.

Learn more about us at emergeaotearoa.org.nz.

Our Values



Whakawhanaunga
Connecting with purpose



Ako
Walking and
learning together



Whakamana
Acting with integrity



Manaaki
engaging with respect



Reporting To: Service Manager	
Position Purpose	
- To integrate clinical expertise, knowledge and competencies with Recovery approaches to provide quality services to clients and their family/whanau - To support clients to work toward their personal goals and aspirations by using professional skills, coaching and supporting other team members - To complete and/or assist keyworkers to complete documentation client pathway and other documentation	
Key Relationships	Position Delegations/Financial Responsibilities
Internal: Colleagues (including Service Manager, District Manager, Clinical Specialist, Support Workers and Peer Support Workers) Emerge Aotearoa Regional Management Team Quality team (including Quality Manager, Service Improvement Manager and Practice Leads) External: - Clients - Clients family/whanau - DHB staff and other NGOs - Government Agencies - Clinical Teams and other healthcare professionals	Delegated Authority: (operating expenditure) In accordance with the Delegations Framework Other Delegations: Total Budget Responsibility: Scope:



Key Responsibilities and Performance Measures

Client and Family/whanau support	How achievement will be measured
▪ Provide clinical expertise within the service that both ensures and advocates for safe management and effective service provision to clients ▪ Contribute specialist skills as required to contribute to client assessment and monitoring processes ▪ Establish a rapport with the clients and family/whanau ▪ Assist clients to develop and maintain daily living skills ▪ Work in partnership with the clients so that they set challenging goals and have a plan to achieve goals ▪ Monitor clients level of well being	▪ They have developed positive relationships with the clients and their whanau ▪ Client support is tailored to the individual and takes into account their physical, emotional, spiritual and cultural requirements ▪ Clients are able to carry out tasks important for daily living and are able to live more independent lives ▪ Client/family feedback indicates satisfaction with client care ▪ Clients are aware of the services being delivered ▪ They help create an environment where clients want to achieve their goals
Documentation/Risk Management/Quality	How achievement will be measured
▪ Practice within the organisations Service Delivery framework including policies, procedures, service delivery focus, Ti Kainga framework and client rights ▪ Use appropriate assessment tools to help clients make decisions ▪ Oversee the Formulation, implementation and adherence to client safety/ risk plans, including support, relapse prevention and (safety plan) risk management plans. This is done in consultation with Clinical Teams. ▪ Assess and manage potential and actual client risk, ensuring appropriate documentation, reporting and communication	▪ Safety/risk management plans are in place ▪ Use their observation skills to identify potential risk situations and notify appropriate parties (e.g. inform others at handover of behavior to watch for) ▪ Ensure all client processes are accurately documented in accordance with organisation policy and standards ▪ During high risk situations they take the lead and provide appropriate direction to others



▪ Ensure that client documents are of a high standard and coach others to write quality documents ▪ Oversee client documentation from entry through to exit including Client Pathway assessments and Support Needs Assessments ▪ Take the lead in situations where there is identified risk. Provide support and direction to other staff during times of risk and ensure that client safety is paramount ▪ Monitor the mental health status of clients	▪ Appropriate parties are notified during or immediately after a high risk situation. The correct documentation (e.g. incident report) is completed ▪ Client documentation for audits are completed on time and are accurate ▪ Use multiple sources of information when making decisions (e.g. support plans, observations from others, changes in client status) ▪ Decisions are made using organisational tools, best practice knowledge and organizational policies ▪ Client documentation is complete and up to date ▪ Service delivery framework is followed in the service
Supervising/Coaching others	How achievement will be measured
▪ Improve the knowledge of others (including Support staff and Service Managers) by sharing their knowledge of mental illness and/or addiction ▪ Coach support staff to find the best solutions and providing positive reinforcement to build confidence ▪ Role model both clinical skills and organizational values ▪ Provide a safe environment for coaching to take place ▪ Assist the support staff to understand their boundaries and scope of practice ▪ Support individual supervision to the client support staff where this is required	▪ Actively support and coach support staff ▪ The coaching that they provide helps develop the skills and knowledge of others ▪ Feedback from support staff demonstrates that this support and coaching is helping them to improve their practice ▪ Feedback from support staff shows that they feel comfortable approaching the Health Professional for support ▪ They demonstrate the value of Ako and mistakes are viewed as areas for development



Informing others		How achievement will be measured	
▪ Attend and actively contribute to team meetings ▪ Provide the information that clients require so that they are able to make informed choices ▪ Provide information in a way that clients and their family can understand ▪ Provide updates about client status to colleagues and appropriate external stakeholders ▪ All information relating to clients is clearly documented in client notes		▪ Actively participate in client clinical reviews and MDT meetings ▪ Clients are adequately informed of resources and other agencies that can assist them with their recovery ▪ Meeting notes reflect that they hand over important information to other staff ▪ The Service Manager is kept well informed about any potential risk, changes in the client status or other relevant information pertaining to the client ▪ Information provided to clinical teams is timely and accurate	
Professional Development			
▪ Seek out and undertake relevant organizational training ▪ Actively participate in professional supervision and development – as directed by line manager ▪ Maintain links with their professional body including relevant training, education and meetings ▪ Work with the line manager to come up with solutions for development gaps		▪ Records show evidence of training and that professional development is taking place ▪ Individual development plans are completed and progress is ongoing ▪ Their APC is maintained ▪ Professional competencies are maintained	
Health and Safety		How achievement will be measured	
▪ Understand and follow Health and Safety policies ▪ Identify and escalate workplace hazards		▪ Organisation Health & Safety policies are followed ▪ They attend mandatory Health & Safety training	



▪ Carry out any allocated cleaning, maintenance, safety and security activities as part of the team	▪ Health & Safety incidents are appropriately reported (and escalated if appropriate)
Valuing Diversity	How achievement will be measured
▪ The principals of Te Tiriti o Waitangi are incorporated into daily practice ▪ Ensure that the support provided is culturally appropriate ▪ Show a genuine interest of the diversity of clients they work with ▪ Are aware of the resources available when working with people of different cultures	▪ The cultural needs of the client are met – as evidenced by client feedback ▪ Client plans incorporate cultural needs (where relevant) ▪ They understand basic concepts, protocols, greeting and practice of the clients they primarily work with ▪ They work effectively with diverse client groups (different cultures, ages, level of disability etc.) as evidenced by client feedback



Person Specification - it is essential that the person in the role operates in a manner which displays:

An unequivocal commitment to respecting the rights and supporting those with mental distress
A willingness to develop, coach and support staff to ensure their skill/knowledge base continues to grow
A genuine commitment to our values and embraces our culture specifically our commitment to Maori and Pasifika

Knowledge & Skills

Competency	Behaviour
Coaching and Mentoring	Support, guides and coaches support staff on their practice and decision making. Uses their expertise and knowledge of Mental Health to upskill others
Ensures Accountability	Succeeds personally and professionally through the application of a positive, solution focused approach to adversity, disappointment and challenging situations; Ensures that they hold themselves and others responsible for achieving desired outcomes (e.g. achieving audit standards). Accepts responsibility for work and actions. Strives to deliver outcomes as agreed with their line manager.
Values diversity and differences	Ensures that appropriate cultural practices are incorporated throughout the service; Appreciating the strengths, insights and ideas of people; being curious to build awareness of differences and supporting diversity in others; striving to uphold the human rights of individuals; uses strategies to challenge stigma and discrimination; promotes a valued place for clients within Emerge Aotearoa services
Communicates Effectively	Is able to change communication style to suit the audience. Communicates all required information so that staff and clients can make informed decisions. Can communicate effectively in reports, client notes and verbally. Communicated important information to staff at team meetings and at handover
Right relationships	Can effectively build and maintain positive working relationships with colleagues, clients and external stakeholders such as clinical teams.
Client Focus	Always keeps the client in mind when making decisions; works with the client to remain solution focused at all time; builds rapport with clients and their whanau



Experience, Qualifications & Skills

Essential qualifications, experience and skills

- Registration with a Professional Body covered by HPCA 2003 Act or Social Worker Registration Act 2003 or DAPAANZ
- Relevant health care degree level qualification
- Current full APC
- Must hold and maintain First Aid certification including CPR (or be willing and able to complete this)
- Full, clean driver licence
- Recovery/support work knowledge and expertise
- Health sector/social services sector or related experience, working effectively with individuals and family whanau in a complex needs environment
- Ability to work with and without direct supervision
- Excellent English written and verbal communication skills
- Intermediate PC skills with a range of Microsoft Office applications. Ability to use electronic client information systems

Desirable qualifications, experience and skills

- Experience working in Mental Health and/or Addictions or the Disability sector
- Knowledge of community resources and support networks
- Competency in profession specific assessment and interventions

Disclaimer:

The above statements are intended to describe the general nature and level of work to be performed by the position holder. They should not be considered an exhaustive list of all responsibilities, duties, or skills required of the position holder. From time to time, the position holder may be required to perform duties outside of their normal responsibilities as needed. This job description will be reviewed regularly in order for it to continue to reflect the changing needs of the organisation.