

<b>Position Title:</b>	<b>Wellbeing Specialist</b>
<b>Reporting Manager:</b>	<b>Specialist Services Manager</b>
<b>Tier:</b>	<b>Tier 5</b>
<b>Division:</b>	<b>Mental Health &amp; Wellbeing</b>
<b>Location:</b>	<b>TBC</b>

### **Who we Are**

New Zealand Health Group (NZHG) provides a wide array of health and human services to people throughout New Zealand. We serve people in their homes and communities as well as in specialised treatment settings. We help people gain access to needed services and provide oversight and management services for people who have disabilities or mental health related support needs, ensuring they receive vital services, are safe, well-cared for and live as independently as possible.

NZHG's vision is to be a leader in community support and a partner in community wellbeing. Since 1988 we have been caring, supporting and empowering people in need to live independently, safely and well in their community. Our commitment is to provide a way of working with those we support, stakeholders, business partners and staff based on our values - respect, support and excellence.

We are committed to ensuring our services are delivered to Maori clients in a manner that recognises and respects Maori values and beliefs. As an organisation we recognise our obligation to Te Tiriti o Waitangi and acknowledge Maori as tangata whenua who have unique values, social structures and worldviews.

We work with a range of partners in local and central Government, public and private sector agencies and community groups to advise on delivering effective and efficient healthcare now and in the future.

### **Wellbeing Specialist**

#### **Why You're Here**

The key purpose of the Wellbeing Specialist role is to deliver high quality clinical and professional services based on personalised assessment, individual or group therapy and education in wellbeing for a wide range of psychological issues, consistent with our contract obligations with government agencies, funders and other providers. As the Wellbeing Specialist you are responsible for the delivery of services to children, and adults that are clinically safe and responsive to client need. Your work with clients will be person centred, efficient and innovative.

You will use a range of evidence based assessment and therapeutic models and work alongside clients and other disciplines to facilitate sustained and enduring change, stabilisation and/or safety for the client. You will be a member of the Explore team of Wellbeing and Behaviour Specialists providing assessment, individual and group therapy, consultation and advice, training and supervision, working in both transdisciplinary and multidisciplinary contexts to bring together a variety of disciplines and expertise.

If you have moved into this role from an Advanced Behaviour Specialist role your work in Behaviour Support you will deliver services across client diversity and complexity within the framework of Positive Behaviour Support. You will use an evidence based transdisciplinary model to work across traditional boundaries bringing together a variety of disciplines and expertise. You will support and work alongside clients, family/whanau and residential providers to develop and review goals ensuring they are achievable, person-centred and create a sustainable and enduring change. You will be mentoring or supervising less experienced Specialists.

## What You'll be Doing

### Strategy

- Engage with internal and external stakeholders to ensure their interests are met in the delivery of our services
- Contribute to the development or implementation of service delivery and clinical strategies in collaboration with the Explore team and other business functions

### Leadership

- Demonstrate leadership through delivering effective and efficient mentoring, training or supervision practise operating within the Code of Health and Disabilities Services Consumer Rights, professional and regulatory requirements
- Work collaboratively with managers and colleagues to promote a positive team culture and achievement of team goals through coaching, constructive feedback, clarifying direction and supporting the process of change
- Motivate, inspire and influence others through excellent interpersonal, communication and highly developed emotional intelligence
- Listen to and fully involve others in team decisions and actions; valuing and using individual differences and talents

### Building Relationships & Networks

- Establish and maintain positive and genuine relationships with clients, whanau, colleagues, and stakeholders.
- Engage appropriately and effectively with diverse cultural backgrounds ensuring particular beliefs and needs of clients are taken into account and supported
- Work effectively with Māori including liaison with local Māori to build capacity and relationships in the community
- Consider other's perspectives and handle upset clients and client families by hearing them out, empathising, and taking responsibility for resolving problems.
- Utilise strength-based and solution focused approaches when consulting with clients and stakeholders
- Build strong relationship/alliances with clients and other key stakeholders that motivate them to engage in positive change and overcome significant barriers (e.g. complex mental health concerns).

### Clinical and Ethical Service Delivery

- Maintain and promote a high level of client confidentiality and professional boundaries at all times
- Protect and promote the rights, dignity and social inclusion of clients
- Commit to adapting assessment, therapy, intervention and consultation to meet the needs of Māori and other cultural groups.
- Complete assessments using a range of data and information collection tools including standardised tests.
- Understand and use a range of therapeutic modalities appropriate to the client group e.g. CBT, third wave therapies, EMDR or other psychotherapeutic approaches.
- Identify, assess and mitigate risk in client work and when supporting Behaviour Specialist supervisees and other colleagues
- Evaluate new ideas and innovation with careful judgement of risks and benefits of new methods, tools, and techniques.
- Evaluate progress with clients; manage and adjust therapy timeframes to meet the needs of the person, relevant to the contract the person is seen under.

Where your role involves working in Behaviour Support at an advanced level:

- Commit to adapting assessment, intervention, consultation and other areas of Positive Behaviour Support to meet the needs of Māori and other cultural group.
- Confidently deliver Positive Behaviour Support, applying values theory and practice across a diverse range of clients and situations
- Be able to draw in other evidenced based approaches within the practise of positive behaviour support as appropriate.

- Conduct client assessment across complexity of circumstances and behaviour using a functional approach with a bio-psycho-social understanding of the person and their situation
- Identify and prioritise issues and collaboratively develop intervention goals that consider the views of all stakeholders and mitigate complexity or barriers to sustained outcomes

### **Customer Focus**

- Develop intervention and therapeutic plans that take into account the person's culture, needs, environment, skill development and circumstances
- Work collaboratively with clients to develop and review therapy goals to create sustainable and enduring change or to support stabilisation
- Facilitate psychoeducation using appropriate techniques for children, young people and adults.
- Ensure that planning, design, provision and evaluation of services is consistently applied and the effectiveness of the intervention is adjusted appropriately to support the needs of the client.

### **Concern for Quality & Standards**

- Work to maximise safety and wellbeing, identifying and mitigating risk
- Work independently to meet key deliverables and specified timeframes, and manage caseloads to meet service expectations
- Monitor, review, evaluate and maintain reports/records on client progress towards goals and outcomes
- Abide by all ethical and legal standards referring to and applying key documents to everyday practise to ensure clients receive support that responds to their physical, spiritual, intellectual and cultural needs
- Apply a high standard of accuracy and timeliness in completion of notes, documents, and records of work undertaken, complying with professional and legal obligations
- Compile reports and other written communication that is clear, concise and meet the needs of the target audience
- Independently establish work practices that achieve a high level of service quality, accurately identify how critical various tasks are, prioritising time and energy accordingly; supporting less experienced Behaviour Specialists to do the same.
- Accept responsibility for outcomes of one's work; admit mistakes and refocus efforts when appropriate, and when undertaking Behaviour Support work is able to work without a high level of supervision
- Prepare, facilitate and deliver adult learning demonstrating an in-depth content knowledge with appropriate examples and activities to support participant's learning and safety
- Clearly, effectively, and diplomatically convey, adapt and receive information through multiple modalities (e.g., verbal, written, non-verbal)

### **Continuous Improvement**

- Identify appropriate professional guidance to ensure safety concerns, limits of competence, and organisational expectations are addressed. If working in Behaviour Support you will work at an advanced level within your scope and with a high level of independence,
- Independently engage in self-reflection and on-going professional development, utilising supervision to advance scope of practice and complexity of casework.
- Set goals that align to service improvement and advancement of competencies for yourself and the wider team.
- Keep up to date with development of evidence based practice, educating colleagues in these practices.

### **The Rules that are Important**

- Comply with all company policies, guidelines and procedures
- Behave in a manner consistent with the values and conduct standards of the organisation
- Embrace and promote a working environment that is culturally diverse
- Promote and support initiatives that contribute to a healthy and safe working environment for employees, visitors, contractors, and the people we support

- Ensure compliance with health and safety policy and procedures, including accident and incident reporting, investigation, hazard management, induction, employee participation, visitor and contractor management
- Ensure awareness of, and adherence to, all employment and Health & Safety legislative requirements
- Take direction of your manager and the business to undertake any other reasonable tasks which are within your ability to complete.

### **The Skills, Knowledge and Experience You'll Need**

- Experience in providing a range of therapeutic modalities appropriate to a diverse and complex range of mental health issues e.g. CBT, third wave therapies, other psychotherapeutic approaches.
- Experience or validated training in relevant interventions such as ACT, DBT, EMDR
- Experience, Registration/Membership:
  - A minimum of 2 years full registration as a Registered Psychologist with the New Zealand Psychologists Board (all scopes), or
  - Minimum 5 years relevant registration/membership and experience in mental health for Counsellors/Psychotherapists or other Registered Health Professionals
  - For Registered Psychologists: Experience in completing psychological assessment which may include appropriate psychometric testing relevant to registration and scope of practice
- A current Annual Practicing Certificate (APC) as relevant to membership/registration
- Able to apply Maori models of wellbeing and basic Tikanga practices to protect the cultural safety of Maori clients, team members, and self
- An understanding and commitment to the Code of Health and Disabilities Services Consumer Rights, Professional and regulatory requirements
- Excellent interpersonal and influencing skills and highly developed emotional intelligence, proactive and responsive to client needs and colleagues/team needs, including an ability to build rapport;
- Excellent verbal and written communication skills, including competence in professional report writing.
- A proven ability to self-manage, set standards, and provide timely response to service expectations
- Proven ability to work in teams
- Sound judgement and a high level of integrity
- Specialist knowledge and understanding of the principles of evidence-based therapeutic approaches.
- Ability to conduct appropriate (including complex) case formulation
- Ability to undertake evaluation/research alongside clinical practice.
- Ability to develop and deliver training programmes to a wide variety of audiences
- Experience with Microsoft Office Suite and client management systems.
- A current driver's license for community-based practitioners.
- Ability to travel and flexibility to stay overnight for business related needs

### **Desirable:**

- Accredited Neuropsychologist with ACC
- Proven ability to work safely and effectively with Pacifica and people from diverse cultural background.
- Experience working with people with drug and alcohol issues
- Advanced understanding of Positive Behaviour Support, communication, and Functional Assessment and the relationship with behaviour
- Experience in service delivery, preferably within the health/disability services sectors using ethical practise and a non-aversive approach
- A passion and expertise for working collaboratively in a transdisciplinary manner and developing skills in others, including stakeholders
- Experience working with people dealing with gender and sexuality issues
- Current first aid certificate.

## **Who You will be Leading:**

- No direct reports

## **Key Relationships**

**External:** People with mental health issues and/or disabilities, Family/whanau and advocates, support networks, Accident Compensation Corporation (ACC), District Health Board (DHB), PHO and GP practices, Oranga Tamariki, Needs Assessment and Service Coordinators (NASCs), Ministry of Health and other government and non-government funding agencies and health advocates; private funders; Iwi; suppliers; and Industry bodies

**Internal:** Mental Health and Wellbeing Specialist Services Managers and leadership team, administration and Specialist teams, Shared Services team (People & Culture, Finance & Communications; Quality and Health & Safety, Strategy and Partnerships); MySkill

**Committees & Groups:** Project teams, Industry bodies and sector committees as required.

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## **Agreement:**

I agree to the outline of the role in this job description and recognise that the contents may need to be amended from time to time to reflect changing business requirements.

I, as job holder, allow my Manager to gather information from third parties where necessary for the purpose of performance management.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_  
\_\_\_\_ / \_\_\_\_

Date: \_\_\_\_ /