Position Description

Position details:

| Title: | Community Mental Health Clinician / Key worker |
| Reports to: | Clinical Team Leader (ACOS) |
| Date: | June 2017 |
| Review date: | June 2019 |
| Department: | Mental Health |
| Location: | The Assertive Community Outreach Service (ACOS) |

Community Mental Health Service Descriptor

The Assertive Community Outreach Service provides a range of specialist mental health assessment, treatment and support services to adult residents in the ADHB area (Auckland City) who experience an existing or suspected mental illness, with associated risk and/or impairment.

The ACOS service is recovery focussed, multi-disciplinary in approach and offers a broad range of evidence based support options and/or interventions.

Community Mental Health Clinician/Key worker - Assertive Community Outreach Service

The Assertive Community Outreach Service (ACOS) works with people who have a history of poor engagement with mental health services and treatment, and who present with high risk associated with their condition. We aim to provide responsive treatment to Service Users who require more flexibility and intensity of support than secondary mental health services are often able to offer.

ACOS is a stand-alone service based at St Lukes Community Mental Health Centre but covering the whole Auckland District Health Board area. We operate as a specialist team supported by a Clinical Team Leader. We are staffed with mental health clinicians from a variety of backgrounds: Nurses, Social Workers, Psychologist and Occupational Therapist, along with Community Support Workers.

- Working with a smaller case load to ensure there is an ability to maintain a high level of input
- Specialist interventions with a focus on high risk and poor engagement
- Working with complex social issues requiring expert clinical practice
- Flexibility to provide assertive and intensive interventions
- Crisis resolution during hours of operation

Focus

- Dual Diagnosis
- Forensics
- Homelessness and Transience
- Medication Adherence and management
- Proactive in-reach with inpatient settings
- Working with Family/Whānau
- Psychological and social interventions

Purpose of position:

To provide a range of therapeutic treatment options and intensive support to service users with a consistent pattern of problematic engagement with services, a history of being assessed as high risk during periods of relapse, and a history of multiple acute admissions or crisis team contacts. There

Author: ACOS Clinical Team Leader / Approved: High & Complex Needs SCD, June 2017.
is an emphasis on working with families and other significant stakeholders where possible.
The care is based on comprehensive assessment, ensures continuity, and service user centred, culturally sensitive and evidence-based.
(Specific Annual Performance Objectives to meet these accountabilities will be agreed separately during the performance planning process)

### Key accountabilities

#### Management of Clinical practice:

- To provide a range of therapeutic treatment options, case management and intensive support within the Assertive Community Outreach Service model.
- Uses clinical knowledge and skills to assess, plan, implement, monitor and evaluate service users/ clients/ family / whanau health needs.
- Provides direct clinical work for service users to achieve best health outcomes.
- Evaluates service user outcomes and reports variance to clinical pathway or best practice guidelines.
- Educates and provides information to service users/family/whanau to improve knowledge of illness, self management and prevention of complications and promotion of recovery.
- Contributes to effective discharge planning and/or referral processes to health care providers and support agencies to meet identified health needs.
- Accurately documents assessments of service users health status and response to ACOS interventions and treatment.
- Fosters the provision of positive service users outcomes and person-centred care.

#### Interpersonal Relationships:

- Collaborates and communicates with multidisciplinary team to co-ordinate care to achieve best health outcomes.
- Promotes and participates in effective teamwork and collaborative relationships within the multi-disciplinary team.
- Maintains and supports others to develop, effective therapeutic relationships with service users and family/whanau.

#### Inter professional health care and quality improvement:

- Identifies situations of clinical risk and takes appropriate action to ensure a safe environment for service users, families/whanau and staff.
- Contributes to evidence based clinical practice in specialty area.
- Demonstrates commitment to quality improvements, risk management and resource utilisation.
- Provides input into clinical standards / protocols and policies and undertakes clinical audits as required.
- Evaluates the effectiveness, efficiency and safety of clinical practice.
- Participates in the implementation of the assertive outreach model of care appropriate to
patient/client population needs.

- Assists in the implementation of initiatives to address differential access to healthcare services for Maori.
- Acts to identify and minimise organisational risk.
- Contributes to and participates in ADHB policy development.
- Participates in case review and debriefing activities as required.

## Professional responsibility:

- Practices within their registered scope of practice.
- Practices in accordance with legal, ethical, cultural safety and professional standards.
- Maintains and develops own clinical expertise and knowledge in specialty mental health practice.
- Effectively supervises, directs and delegates to students.
- Fosters inquiry and critical thinking amongst colleagues to advance clinical practice and service user care.
- Participates in peer review/feedback.
- Pro-actively participates in own performance development and review.
- Attends educational opportunities relevant to clinical role and scope of practice.
- Fosters the implementation of organisational and nursing goals and values.
- Promotes ADHB as a centre of excellence.

## Relationships:

<table>
<thead>
<tr>
<th>External</th>
<th>Internal</th>
<th>Committees/Groups</th>
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</thead>
<tbody>
<tr>
<td>Referrers/GP’s</td>
<td>Portfolio Performance Manager</td>
<td>ACOS Clinical Team Meetings</td>
</tr>
<tr>
<td>Other CMHS teams</td>
<td>Lead Clinician</td>
<td>Peer forums, such as RN, OT or SW meetings.</td>
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<tr>
<td>Mason Clinic</td>
<td>Service Clinical Director</td>
<td></td>
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<tr>
<td>Prison Team</td>
<td>Practice Supervisor</td>
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<tr>
<td>Tamaki Oranga</td>
<td>Nurse Educator</td>
<td></td>
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<tr>
<td>Other Regional Inpatient Units</td>
<td>Community Acute Service</td>
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<tr>
<td>NGO’s</td>
<td>Te Whetu Tawera Inpatient Unit</td>
<td></td>
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<tr>
<td>Families/Friends/Whanau</td>
<td>Buchanan Rehabilitation Centre</td>
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<tr>
<td>Community Supports Agencies</td>
<td>Professional Leader and Practice Supervisor</td>
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<td>Cultural Services</td>
<td></td>
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<tr>
<td>Clinical / Professional Registration Board</td>
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Author: ACOS Clinical Team Leader / Approved: High & Complex Needs SCD, June 2017.
## PERSON SPECIFICATION

<table>
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<tr>
<th>Key Attributes</th>
<th>Essential</th>
<th>Desired</th>
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<tr>
<td>Necessary for safe &amp; effective performance in the position</td>
<td></td>
<td>May contribute to immediate &amp;/or improved performance in the position</td>
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### Education & Qualifications
- Recognised Social Work, Nursing or Occupational Therapy qualification
- Registration in New Zealand
- Current practicing certificate
- NZ Drivers licence
- Post graduate MH qualification
- Previous community, acute service and other relevant mental health experience
- Relevant experience / training in therapeutic interventions

### Work Experience
- At least four years’ experience in mental health clinical settings.
- Experience in a forensic setting or ACT model of practice.
- Experience working with family/whanau and community development.

### Skills and Abilities
- Able to work with electronic clinical records.
- Up to date knowledge of local health and social services

### Critical Competencies

<table>
<thead>
<tr>
<th>Critical Competencies</th>
<th>Description</th>
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<tbody>
<tr>
<td><strong>1. Organisational Skills</strong></td>
<td>Ability to organise, manage roles, together with own case load.</td>
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<tr>
<td><strong>2. Communication Skills</strong></td>
<td>Ability to communicate effectively with service users, family / whanau, care givers, Primary care providers, N.G.O’s, both oral and written. Basic Microsoft computer skills are essential (Outlook, Word.)</td>
</tr>
<tr>
<td><strong>3. Ability to work with a team</strong></td>
<td>Ability to work within a multidisciplinary team and participate fully in service quality initiatives, including service evaluation and service development.</td>
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<td><strong>4. Clinical skills</strong></td>
<td>Ability to provide a range of assessment and therapeutic skills in the areas of assertive outreach services, with an ability to practice autonomously.</td>
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Would suit people with an enthusiasm for working with service users of this description, and a capacity to assess and manage high levels of risk. Commitment to own professional development, and to contribute to the professional development of others.

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<tr>
<th>5. Flexibility</th>
<th>Ability to be flexible and innovative in service delivery models and practise and a willingness to be involved in action research model. Includes the ability to be flexible in regards to hours of work, to meet the needs of an evolving service.</th>
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<tbody>
<tr>
<td>6. Cultural safety</td>
<td>Demonstrated ability to work with Maori and Pacific Island service users and services. Commitment to working in a culturally safe way with ethnic minorities.</td>
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