



POSITION DESCRIPTION

Position Details:

Title:	Clinical Coordinator: Community Mental Health Centre
Department:	Mental Health & Addictions Healthcare Service Group
Reports to:	Manager – Taylor Centre
Location:	Auckland District Health Board
Authorised by:	Service Manager
Date:	June 2018

Purpose of Position:

To provide leadership and management for a specific multidisciplinary team of mental health professionals (see specific descriptor below) to ensure that specific service outcomes are met and effective, high quality clinical service is delivered. This may include (but will not be limited to) delegated authority for some management activities, e.g. recruitment activities and performance reviews.

To maintain a dedicated clinical caseload as agreed with the relevant Clinical Team Leader/Manager and Professional Leader (or their representative)

Team and Role Descriptor:

Clinical Area/Service: This position is the Clinical Coordinator for the Care and Recovery Team

Physical Location: Taylor Centre CMHC

Type of Activity: A multi-disciplinary group of staff that provides: assessment and treatment for service users within the Care and Recovery Team

Key Accountabilities:

To manage the day to day delivery of care of the team by :

- Promoting an interdisciplinary team approach to the delivery of service user care, focussing on the recovery principles
- Coordinating the day to day activities within the team, as agreed by the Clinical Team Leader/Manager and Lead Clinician by ensuring
 - Service user allocation is based on appropriate skill mix and staff experience
 - Ensuring the appropriate CMHC Core Documentation and client reviews are kept updated and relevant to client care.
 - Appropriate clinical triage and risk management systems are in place during times

- of planned and unplanned leave
- Work with Clinical Team Leader/Manager to ensure annual leave and other planned leave is managed to meet service delivery requirements

- Providing timely and accurate information to the Clinical Team Leader/Manager and mental health services support staff/ analysts to enable accurate data interpretation and forecasting of resource/service requirements
- Investigating clinical incidents and complaints as delegated by the Clinical Team Leader/Manager (and relevant Nurse Advisor/Professional Leader as required), taking remedial action and making recommendations to avoid repetition
- Working with the relevant senior clinical staff to ensure
 - all students receive the appropriate level of supervised exposure and involvement in clinical practice
 - staff training and development needs are met within clinical service delivery constraints
- Ensuring staff maintain accurate and up to date documentation by
 - Implementation of relevant organisational policy
 - Ensuring staff compliance with Occupational Health & Safety requirements including hazard identification and management
 - Maintenance and development of quality systems and processes including appropriate risk identification and management
- Ensuring appropriate standards of customer service are practiced
- Ensuring culturally responsive service user care by assisting staff to understand the diverse needs of patient and their families and whanau
- Dealing with conflict situations, working to achieve a win-win situation
- Ensuring that the legislation relating to mental health practice is adhered to

To provide leadership of the delivery of clinical services within the relevant team by :

- Working with relevant clinical staff, including the Clinical Team Leader/Manager and Nurse Advisor/Professional Leader(s), to ensure clinical standards/protocols/policies and service delivery requirements are met
- Effectively delegating activities and monitoring their implementation
- Utilising expert knowledge and skills to assist staff working with patients with complex needs and risk management issues
- Ensuring appropriate supervision is provided across the team
- Working collaboratively with senior staff to assist resolution of ethical and professional issues
- Fostering application of Evidence Based Practice and supporting the auditing of standards of clinical practice to ensure that practice is safe, service user focused, innovative and based on validated research findings where these exist
- Taking a leadership role in the introduction of new service user processes and care delivery models within the team

To deliver clinical practice :

- Undertake a clinical caseload as agreed with the Clinical Team Leader/Manager and relevant Nurse Advisor/Professional Leader (or their representative)
- Support and assist service users, whanau and families to identify their needs and goals
- Maintain clinical and statistical records to organisational and professional body standards in either manual and/or electronic format as specified by the service
- Complete mandatory training and any clinical updates within agreed timeframes
- Meet clinical, ethical and cultural competencies specific to service needs, the position, the profession and specific registering authority requirements
- Demonstrates in practice the principles of the Treaty of Waitangi – Partnership, Participation, Protection
- Demonstrates culturally responsive practice that encompasses a diverse range of beliefs, values and practices

To be responsible for own aspects of professional development by :

- Identifying individual learning needs and strategies to meet these

- Participating in in-service programmes within the service
- Participating in relevant research activity

To contribute to the overall development of the relevant mental health team by :

- Actively participating in annual business/service planning activities for mental health team and relevant strategic planning for the mental health service
- Ensuring resources are developed and used effectively
- Ensuring clinical service delivery and organisational priorities are met
- Supporting the Mental Health & Addictions Strategic Plan and the ADHB key goals

Authorities:

The position has some Level 4 delegated authorities (delegated by Clinical Team Leader) for the agreed staff covered by this service: clinical staff, excluding medical staff, employed in Care and Recovery within the CMHC

Direct Reports:

Delegated from Clinical Team Leader / Manager: Clinical staff in Care and Recovery (excluding medical staff.)

Budget Accountability (if applicable):

Nil

Relationships:

External	Internal	Committees/Groups
<ul style="list-style-type: none"> ➤ Referring clinicians/services ➤ Other relevant clinical services/NGOs ➤ GP's and other primary care services. ➤ Other relevant community organisations e.g. Police, Justice, MSD ➤ District Inspectors 	<ul style="list-style-type: none"> ➤ Relevant Level 3 partnership: Service Manager, Clinical Director, Nurse Advisors & Allied Health Professional Leader(s) ➤ Clinical Teams ➤ Consumer Advisors and Family Advisor 	<ul style="list-style-type: none"> ➤ Relevant clinical governance groups and management teams ➤ Health & Safety ➤ IMTS ➤ Relevant Special Interest Groups

Person Specification:

	Essential	Desired
Education & Qualifications	<ul style="list-style-type: none"> ➤ NZ Registered Health Professional with a current annual practicing certificate 	<ul style="list-style-type: none"> ➤ Relevant post graduate study
General & Specific Requirements	<ul style="list-style-type: none"> ➤ Minimum 3 years experience in the relevant mental health clinical environment, with at least 12 months in a senior role ➤ Knowledge of the implications of the Treaty of Waitangi and a commitment to bi-culturalism 	<ul style="list-style-type: none"> ➤ Clinical leadership experience in a community mental health setting ➤ Experience participating in service development initiatives

Organisational Competencies:

Competency	Description
Teamwork	Collaborates with fellow team members and other work groups to achieve effective service user outcomes. Actively contributes to and accepts consensus decisions. Seeks out opportunities to support others. Recognises and respects individual difference.
Service User Orientation	Develops positive working relationships with service users, identifies and seeks to meet their needs treating them respectfully and as a first priority. Able to understand and balance the needs of service users and their families and whanau.
Bicultural Approach	Understands the significance of the Treaty of Waitangi. Displays cultural sensitivity and a willingness to work positively with organisational strategies to improve Maori health and opportunities for Maori. Knowledge of the ADHB population and able to successfully interact with a broad range of ethnic groups in order to facilitate access to mental health services.
Communication and Interpersonal Skills	Actively listens, drawing out information and checking understanding. Expresses information effectively, orally and in writing, and adjusting language and style to ensure it is appropriate for the audience. Empathises with others and considers their needs and feelings. Able to engage effectively with the ADHB multi-cultural population, demonstrates effective trans-cultural communication skills.
People Management	Leads the team, communicates expectations and agrees goals, provides on-going feedback and coaching and objectively evaluates performance. Actively recognises achievements of others.
Quality Improvement	Pays attention to detail and initiates self-checking procedures; ensures high levels of accuracy and consistent quality. Uses procedure/guidelines recommended best practices. Monitors quality, supports continuous improvement, reports errors and omissions and learns from mistakes to improve outcomes.
Self Management and Learning	Sets high personal standards striving to achieve performance objectives. Copes effectively with stress and is receptive to change. Understands personal and professional limitations. Constantly strives to build knowledge and skills.
Innovation & Flexibility	Actively questions old ways of doing things, thinks outside the square and develops creative, effective solutions to improve outcomes. Ability to adapt and work effectively within a variety of situations, and with various individuals or groups.
Basic Computing	Is able to use a personal computer with standard software applications demonstrating an ability to move between and access various applications relevant to patient processes.