POSITION DESCRIPTION

Clinical Nurse Specialist - Primary Care

Community Mental Health

Note – Due to ongoing service development in line with Blueprint II and The Mental Health & Addiction Service Development Plan, the Job Description will be reviewed by Mental Health Management and the Clinical Nurse Specialists – Primary Care in July 2013 to ensure it adequately reflects the role and as such is subject to change.

Date Produced/Reviewed:

Position Holder’s Name:

Position Holder’s Signature: .................................................................

Manager / Supervisor’s Name:

Manager / Supervisor’s Signature: ........................................................

Date: .................................................................................................
PURPOSE OF THE POSITION

This position is responsible for improving care for clients by developing and managing the relationships between Community Mental Health Centres (CMHC’s) and the Primary Health Sector and/or other community groups in order to facilitate access, increase awareness/knowledge, develop effective communication channels and facilitate appropriate clinical care.

Vision & Values

Organisational Shared Vision

Our DHB shared Vision is to work in partnership with our communities to improve the health status of all, with particular emphasis on Maaori and Pacific peoples and other communities with health disparities.

We will do this by leading the development of an improved system of healthcare that is more accessible and better integrated.

We will dedicate ourselves to serving our patients and communities by ensuring the delivery of both quality focussed and cost effective healthcare, at the right place, right time and right setting.

Organisational Values

**Partnership** Working alongside and encouraging others in health and related sectors to ensure a common focus on, and strategies for achieving health gain and independence for our population

**Care and Respect** Treating people with respect and dignity, valuing individual and cultural differences and diversity

**Professionalism** We will act with integrity and embrace the highest ethical standards

**Teamwork** Achieving success by working together and valuing each other’s skills and contributions

**Innovation** Constantly seeking and striving for new ideas and solutions

**Responsibility** Using and developing our capabilities to achieve outstanding results and taking accountability for our individual and collective actions
## NATURE AND SCOPE OF RESPONSIBILITIES

<table>
<thead>
<tr>
<th>Key Accountability</th>
<th>Standards / Achievements</th>
</tr>
</thead>
</table>
| **Clinical and Professional Leadership**  | - Ensures the provision of positive recovery focussed client outcomes and person and family/whaanau centered care.  
- Leads the development of integrated service delivery across the continuum of care.  
- Promotes effective teamwork and collaborative relationships between the CMHC team and primary health care providers.  
- Actively contributes to multi disciplinary research and practice development within the CMHC by participating in appropriate local, regional, national, and international forums.  
- Applies critical reasoning and professional judgement to nursing practice issues/decisions.  
- Identifies situations of clinical risk and takes appropriate actions to ensure a safe environment for clients, families/whaanau and staff.  
- Participates in the development of nursing strategies to facilitate the recruitment, retention and succession planning for nurses.  
- Participates in MH service and organisation development initiatives/activities. Contributes to cost containment initiatives, and assists to develop efficiencies in nursing practice.  
- Undertakes or leads specific service or organisational portfolio responsibilities as required.  |
| **Client Care Co-ordination**             | - Uses advanced nursing knowledge and skills to provide comprehensive assessment, brief intervention and evaluation for designated service users across the primary/secondary care continuum.  
- Contributes in the development of triage criteria and pathways of care for the client group  
- Develops and facilitates communication networks between the CMHC to co-ordinate and integrate care across health care settings to achieve best health outcomes for service users.  
- Facilitates effective discharge planning and or referral processes to health care providers and support agencies to meet identified health needs.  
- Educates and provides information to service users/family/whaanau to improve knowledge and understanding of illness, self management and prevention of complications and promote recovery.  
- Accurately documents assessments of service user’s health status, diagnosis and decisions  |
<table>
<thead>
<tr>
<th>Key Accountability</th>
<th>Standards / Achievements</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>made regarding interventions and referrals or follow-up.</td>
</tr>
</tbody>
</table>
| Education and Clinical Teaching                              | - Provides expert advice and consultation to primary health care providers regarding mental health.  
- Models expert skills within clinical practice area.  
- Demonstrates skilled mentoring/coaching, teaching and supervision of nursing staff and other health care professionals.  
- Participates in case review and debriefing activities as required.  
- Identifies and supports staff education and professional development based on knowledge of service needs and CMHDB strategic direction. |
| Continuous Quality Improvement                                | - Participates in the development of primary health care integration projects and initiatives for CMDHB.  
- Demonstrates commitment to quality improvements, risk management and resource utilisation  
- Reviews and develops clinical standards / protocols and policies and facilitates clinical audits processes.  
- Evaluates the effectiveness, efficiency and safety of clinical practice  
- Identifies barriers and solutions to access for service users, family or whaanua.  
- Participates in the development of strategic and operational plans within the team  
- Works with the nursing leadership to help define and implement strategies to support continuous quality improvement, maximising the involvement of the nursing staff  
- Assists in the implementation of nursing practice and models of care that appropriate to client population needs.  
- Acts to identify and minimise organisational risk |
| Professional Development and Clinical Competency             | - Leads professional conduct by example  
- Practices in accordance with legal, ethical, culturally safe and professional standards  
- Maintains and develops own clinical expertise and knowledge in speciality nursing  
- Proactively participates in own performance development and review  
- Attends educational opportunities/ conferences relevant to nurse specialist role and scope of practice.  
- Receives clinical supervision and professional development support from the Clinical Nurse Director. |
<table>
<thead>
<tr>
<th>Key Accountability</th>
<th>Standards / Achievements</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PROFESSIONAL ADVICE</strong></td>
<td>- Ensure senior managers and leaders have information needed to develop and maintain a quality service for consumers.</td>
</tr>
<tr>
<td>Provide professional advice to the Team</td>
<td>- Ensure effective communications and assistance is provided to the managers as requested within negotiated time frames.</td>
</tr>
<tr>
<td>Leader, Service Manager, and Clinical</td>
<td></td>
</tr>
<tr>
<td>Nurse Director</td>
<td></td>
</tr>
<tr>
<td><strong>HEALTH &amp; SAFETY</strong></td>
<td>- Counties Manukau DHB Health and Safety policies are read and understood and relevant procedures applied to own work activities</td>
</tr>
<tr>
<td>Recognises individual responsibility for</td>
<td>- Workplace hazards are identified and reported including self-management of hazards where appropriate</td>
</tr>
<tr>
<td>workplace Health &amp; Safety under the</td>
<td>- Can identify health and Safety representative for area</td>
</tr>
<tr>
<td>Health and Safety Act 1992</td>
<td></td>
</tr>
<tr>
<td><strong>CULTURAL SAFETY</strong></td>
<td>- Respect, sensitivity, cultural awareness is evident in interpersonal relationships.</td>
</tr>
<tr>
<td>Commitment to the principles of Treaty of</td>
<td>- Our cultural differences are acknowledged by respecting spiritual beliefs, cultural practices and lifestyle choices of women and their families.</td>
</tr>
<tr>
<td>Waitangi</td>
<td></td>
</tr>
<tr>
<td><strong>Honouring Cultural Diversity</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Utilise Information Technology</strong></td>
<td>- Demonstrate an ability to access and use available clinical information systems.</td>
</tr>
<tr>
<td></td>
<td>- Is conversant with applications required for specific discipline/role. For example, HCC, Concerto, Outlook, etc.</td>
</tr>
<tr>
<td></td>
<td>- Maintains own professional development by attending relevant IT educational programmes.</td>
</tr>
</tbody>
</table>

**COMMUNICATION AND INTERPERSONAL SKILLS**

Will be required to interact on a regular basis with a range of CMDHB staff members including:

- CMHC Teams
- Te Puna Waiora
- Faleola Services
- Professional Leaders
- Service Managers

Externally there will be contact with:

- Primary Health Organisations
- General Practitioners
- Practice Nurses
- Community Agencies
- Non-Government providers
Situations may often call for tact, diplomacy and will require information to be handled in a discreet and sensitive manner.

In conflict situations will be required to exercise sound judgement, negotiation and persuasiveness skills, toward facilitating a workable outcome.

**PROBLEM COMPLEXITY**

Will be regularly challenged by a wide range of problems. There will be a requirement to be able to prioritise issues and negotiate time frames, while still providing a quality customer service.

The range of problems will be diverse and require solutions customised to meet the circumstances of the client. Therefore opportunities will arise to provide innovative options to the client based on proven outcomes.

There will be demands to meet deadlines, maintain accuracy and quality of information. Failure to do so could impact on the organisation in terms of quality of service to clients and relationships with Primary Care referrers.

Will refer to Team Manager for advice or to source an appropriate second opinion.

**SCOPE FOR ACTION**

Are empowered to make decisions or recommendations relating to position holders scope of practice and work related to this role. Are encouraged to use initiative and problem solving skills to develop innovative approaches to issues.

Discretion is required to be exercised in releasing confidential information to the appropriate parties.

**DIMENSION OF THE POSITION**

Will be responsible to the Team Manager for the achievement of agreed objectives and operates within the confines of Counties Manukau District Health Board.

**POSITIONS REPORTING**

None
## PERSON SPECIFICATIONS

<table>
<thead>
<tr>
<th>Minimum</th>
<th>Preferred</th>
</tr>
</thead>
</table>
| **Education** | - New Zealand Nursing Registration with current annual practicing certificate  
- Have or are working towards Post graduate certificate/diploma in Speciality Nursing Practice  
- Have a professional development plan and /or career plan and current portfolio  
- Full & clean drivers license | - Currently undertaking post graduate study in relevant subject.  
- Clinical masters, nursing  
- Formal supervision training |

| **Experience/ Knowledge** | - Extensive knowledge of mental illness, co existing problems and treatment interventions  
- Minimum 5 years post-registration experience in Mental Health  
- Functioning at RN Expert level 3 or senior nurse level on the PDRP  
- Proven ability to communicate effectively with General Practioners and PHO’s  
- Basic knowledge and understanding of medico/ legal and ethical responsibilities | - Previous experience of working in a variety of clinical settings including a community mental health setting.  
- Triage experience with Mental Health clients  
- Demonstrated ability in advanced health assessment and diagnostic reasoning nursing practice  
- Have or are working towards level 4 Expert nursing  
- Demonstrated ability in the development and management of staff. |

| **Specific Skills/ Personal and professional Qualities** | - Leadership and client management skills  
- Demonstrated knowledge of quality improvement skills  
- A commitment to the Treaty of Waitangi and awareness of cultural safety for Maori  
- A commitment to multicultural practice  
- Ability to facilitate change effectively at a personal and service level  
- Works collaboratively across teams and sectors to achieve positive outcome for service users  
- Knowledge of nursing professional development issues  
- Proactive and displays initiative  
- Is resilient to change  
- Knowledge of Mental Health Legislation  
- Proven ability to prioritise and manage time.  
- Experienced in advanced clinical | - Demonstrated ability in programme development, project management, strategic planning and policy development  
- Research skills including data, critical appraisal skill and clinical audit.  
- Demonstrated ability in expert practice working collaboratively across settings and within interdisciplinary environment  
- Advanced clinical skills in assessment and treatment of a range of people with mental health issues including co-existing problems  
- Articulates scope of nursing practice and its advancement  
- Demonstrated ability in effective nursing leadership and consultancy |
| nursing assessment and management | - Ability to deliver recognised brief interventions to MH clients  
- High level of verbal and written communication  
- Teaching skills  
- Good communication and interpersonal skills  
- Computer literacy  
- Understands personal limitations  
- Demonstrated awareness of the implications for clinical practice of mental health sector policy and standards | - Active involvement in relevant, professional/ other organisations |