

Health New Zealand Te Whatu Ora	POSITION TITLE	Clinical Manager, Ngā Harakeke mai Rongokako - Child, Adolescent and Family Service (CAFS)		
	DIRECTORATE	Mental Health and Addictions	DEPARTMENT	Ngā Harakeke mai Rongokako - Child, Adolescent and Family Service (CAFS)
	REPORTING TO (operationally)	General Manager	REPORTING TO (professionally)	Professional lead for registering body
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	This role covers the Ngā Harakeke mai Rongokako - Child, Adolescent and Family Service (CAFS) in Health New Zealand Te Whatu Ora, Te Matau a Māui Hawke’s Bay. Staff reporting - 32 (approximate) Direct			
PURPOSE OF THE POSITION	<ul style="list-style-type: none"> To actively lead, set and manage the operational, budgetary, staffing/human resource activity and professional activities of the service (a multidisciplinary team) in partnership with the Mental Health and Addiction Group Leadership Team, relevant physicians and wider clinical teams. To provide professional leadership to the team, and monitoring quality, including standard of practice and service standards. To provide day to day operational management support for clinical teams. To drive continuous quality improvement to ensure high quality care is provided to tamariki and rangatahi and their family/whanau/significant others. This role will be required to lead change within this service and participate in change processes across the wider organisation. Use organisational processes to identify and escalate any actual or potential risks within the service. To ensure and prioritise a focus on tamariki and rangatahi safety and quality relating to care and processes within the sector. Is actively involved with project management and will lead selected service improvement activities as delegated by the respective clinical and management leaders. 			
KEY DELIVERABLES	<p>Delivery of safe and effective services in partnership with clinicians</p> <ul style="list-style-type: none"> Tamariki and rangatahi flow through the caseloads of clinical staff is actively managed. Assists clinical teams with difficult/complex discharges to support tamariki and rangatahi flow. Monitors the department’s performance and takes action as required to ensure services are delivered and actively seeks quality improvements. Maintains a safe environment for tamariki and rangatahi, staff and the public including facilities and equipment. Service delivery and capacity is managed within available resources. Standards of care are assured and documented. Build effective relationships with clinical teams within the department and across other departments/Groups. <p>Safe staffing</p> <ul style="list-style-type: none"> Effectively manages staffing recruitment and retention to maintain safe staffing levels within the service. Effectively manages leave requirements (annual and sick leave) ensuring appropriate coverage to ensure staffing levels are maintained. Ensures employment and contracts are compliant with the Health NZ/NZNO/PSA MECA requirements. Supports staff on return-to-work programmes with occupational health. Manages with human resources input, any disciplinary requirements as per Health New Zealand Te Whatu Ora, Te Matau a Māui Hawke’s Bay policy. Ensures staff are competent, motivated and appropriately trained (including all mandatory training) who are focused on providing the best possible tamariki and rangatahi care by agreeing accountabilities and standards of performance and regularly providing feedback, taking corrective action as appropriate and acknowledging good performance. Ensures nursing staff maintain annual practising certificates (APC’s) and are supported to demonstrate competencies via the nursing professional development and recognition programme (PDRP). Ensures allied health staff maintain APC’s and are supported to demonstrate competencies via the allied health CASP process. Supports clinical placements for undergraduate nursing and allied health students throughout the 			

	academic year.	
HEALTH & SAFETY RESPONSIBILITIES	<p>Health New Zealand Te Whatu Ora, Te Matau a Māui Hawke’s Bay, is committed to maintaining and promoting the health and safety of all its staff, contractors, volunteers and tamariki and rangatahi. In this role, your duties are:</p> <ul style="list-style-type: none"> • Not to do anything that puts your own H&S at risk • Not to do anything that puts others H&S at risk • To follow all health and safety policies and procedures • To follow all reasonable health and safety instructions <p>(You have the right to cease work if you believe that you, or others, are at risk of serious harm).</p>	
KEY WORKING RELATIONSHIPS	<p>INTERNAL</p> <ul style="list-style-type: none"> • Mental Health and Addictions Group Leadership team • Nursing, allied health and support team within department • Senior medical staff • Mental health teams • Health Specialist Service Group Managers and teams across Te Matau a Māui services and specialist community and regional services • Community teams • Health service support services • Relevant discipline lead from Health Services Executive Group • Allied health teams 	<p>EXTERNAL</p> <ul style="list-style-type: none"> • Other service providers • Primary and NGO sector • Regional/other Health NZ services • Academic providers e.g., EIT students and staff • Nursing Council of New Zealand • Other relevant Allied Health Associations and Boards • Ministry of Health/National Health Board • HQSC • Specialist mental health teams in community
DELEGATION AND DECISION	<ul style="list-style-type: none"> • Makes decisions within department to meet service requirements. • Works autonomously with a high degree of independence within the unit to achieve the plan and problem solve complex issues as they arise. • Maintains relationships with strategic business partners. 	
HOURS OF WORK	80 per fortnight	
EMPLOYMENT AGREEMENT & SALARY	In accordance with the relevant Health NZ Hawke’s Bay NZNO/PSA Multi Employer Collective Agreement (MECA) annum according to qualifications and experience.	
DATE	March 2024	
EXPENDITURE & BUDGET ACCOUNTABILITY	Management of expenditure within operational budget line \$2.75 million	
SCOPE & COMPLEXITY	<ul style="list-style-type: none"> • Manages Registered Nurses, Social Workers, Psychologist, Occupational Therapist, Medical Staff and Community Support Workers within coverage area. • Effectively managing time and prioritising workload to ensure project work is completed within the agreed time. 	

ESSENTIAL CRITERIA

Qualifications

- Current registration with Nursing Council of New Zealand or Allied Health Registering body.
- Post graduate qualification with ongoing tertiary study plans

Experience

- Recent relevant clinical experience.
- Experience in mental health and/or youth specific mental health.
- Recent experience leading and developing teams.
- Proven customer service skills.

Business / Technical Skills

- Holds a current annual practising certificate.
- Holds a currently assessed expert level or designated senior nurse level PDRP via an approved Nursing Professional Development Recognition Programme (PDRP) or Allied Health CASP process.
- Has a sound knowledge of IT programmes e.g., word, excel, etc.
- An understanding of business and financial principles.
- An understanding of continuous quality improvement.
- An understanding of human resource process and performance management.

Leadership Competencies

- Credibility and integrity (embraces professionalism and ethical practice).
- Ability to grasp implications of a situation quickly and is able to make effective decisions quickly.

Key Attributes

- Demonstrated ability to work within a team.
- Demonstrated time management skills.
- Effective communication skills.
- Positive attitude with problem solving focus.

Effectively Engaging with Māori

- Demonstrates knowledge and understanding of local tikanga and Māori culture sufficiently to be able to respond appropriately to Māori.
- Is visible, welcoming and accessible to Māori consumers and their whānau.
- Actively engages in respectful relationships with Māori consumers and whānau and the Māori community.
- Actively seeks ways to work with Māori consumers and whānau to maximise Māori experience.
- Actively facilitates the participation of whānau in the care and support of their whānau member.

Physical requirements for role:

- Able to kneel
- Able to get one knee up on bed
- Able to squat
- Able to raise arms above head
- Able to reach arms out in front
- Able to walk up two flights of stairs without stopping
- Able to do at least three half press ups (i.e., on knees)

Vaccination status for role:

Vaccinations as per the current employee immunisation policy including annual influenza vaccination

DESIRABLE CRITERIA

Experience

- Knowledge of the political, legislative or other external influences affecting the health sector.
- Experience in leading and developing teams within the health sector.

Business / Technical Skills

- Understanding of organisational dynamics and able to work effectively in a complex multi-professional workplace.
- Advanced IT skills.



Our Vision and Values

Te hauora o te Matau-ā-Māui: Healthy Hawke's Bay

Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.



HE KAUANUANU RESPECT

Showing **respect** for each other, our staff, patients and consumers. This means I actively seek to understand what matters to you.

ĀKINA IMPROVEMENT

Continuous **improvement** in everything we do. This means that I actively seek to improve my service.

RARANGA TE TIRA PARTNERSHIP

Working together in **partnership** across the community. This means I will work with you and your whānau on what matters to you.

TAUWHIRO CARE

Delivering high quality **care** to patients and consumers. This means I show empathy and treat you with care, compassion and dignity.