

<b>Health New Zealand</b> Te Whatu Ora	<b>POSITION TITLE</b>	<b>MENTAL HEALTH ASSISTANT</b>		
	<b>GROUP</b>	Mental Health and Addiction	<b>DEPARTMENT</b>	Ngā Rau Rākau, Intensive Mental Health Services
	<b>REPORTING TO (operationally)</b>	Clinical Nurse Manager	<b>REPORTING TO (professionally)</b>	Clinical Nurse Manager
<b>GROUP RESPONSIBILITIES &amp; DIRECT REPORTS</b>	This role covers the Mental Health and Addiction Services within Health New Zealand – Te Whatu Ora, Te Matau a Māui Hawke’s Bay.  Staff reporting: Nil			
<b>PURPOSE OF THE POSITION</b>	To assist and support Registered Nurses (RNs) and other registered health professionals in the delivery of quality care, ensuring that services are provided efficiently, safely and effectively.			
<b>KEY DELIVERABLES</b>	<p><b><i>Assist to support basic nursing cares and assessments</i></b></p> <p>Attend to tangata whaiora direct care, needs, under the delegation and direction of a Registered Nurse (RN):</p> <ul style="list-style-type: none"> <li>• Liaises with registered nursing staff regularly during the duty to review activities</li> <li>• Deliver care according to delegation and direction of RN (or other registered health professionals) and in accordance with nursing and Ngā Paerewa standards and procedures</li> <li>• To complete specific technical tasks once training has been completed (and approved by CNM or delegate) as escribed in the department task list</li> <li>• Participate as part of the Response Team e.g., trained in Safe Practice, Effective Communication (SPEC)</li> <li>• Reports back to a RN any concerns regarding whaiora care and safety</li> <li>• Records information as authorised in a legible and accurate manner</li> <li>• Seeks guidance and clarification from team members when uncertain about own role and responsibilities</li> <li>• Aware of all legal responsibilities and legislation relating to mental health assistant position</li> <li>• Applied the principles of cultural awareness to all interaction with whaiora and family/whānau</li> <li>• Assists with recreational, social and vocational activities in accordance with care plans</li> <li>• Unit procedures are followed</li> </ul> <p><b><i>Assist to maintain environmental safety</i></b></p> <p>Undertakes general ward housekeeping and activities appropriate to ward needs, as determined by the Clinical Nurse Manager (CNM), Associate Clinical Nurse Manager (ACNM) or Clinical Nurse Coordinator (CNC):</p> <ul style="list-style-type: none"> <li>• Environment is kept calm and safe. Any identified hazards to whaiora, visitors or staff are reported promptly to the RN / CNM</li> <li>• Carries out engagement and observations of whaiora as per the Engagement &amp; Observation procedure</li> <li>• Equipment and supplies are available to RNs to complete their work</li> <li>• Whaiora rooms and work areas are kept clean and tidy at all times</li> <li>• Assist in attending to such domestic tasks as bed making, laundry and serving of whaiora meals and any other reasonable requests</li> <li>• Minimise infection risk by correctly adhering to infection prevention and control principles</li> <li>• Responds immediately to unexpected whaiora event e.g., falls and seek immediate assistance</li> <li>• Informs the appropriate team member of faulty equipment or shortages of supplies</li> <li>• Assistance with good public service, including answering calls and contacting the person required</li> <li>• Assisting in inpatient unit environmental checks, and security checks</li> </ul> <p><b><i>Effective communication and support to whānau/caregivers and visitors</i></b></p> <p>Displays a whaiora and whānau focused service:</p> <ul style="list-style-type: none"> <li>• Whaiora are treated with respect, dignity and their individuality maintained</li> <li>• Greets whaiora and their family/whānau in a courteous manner showing respect at all times</li> <li>• Receives and directs visitors as necessary</li> <li>• Takes messages and acts on requests, maintaining confidentiality at all times</li> <li>• Responsive to the needs of the whaiora and family/whānau as able</li> </ul> <p><b><i>Encourage self-empowerment and autonomy</i></b></p> <p>To encourage and assist whaiora to reach their optimum level of independence, self-determination, stimulation and acceptance:</p> <ul style="list-style-type: none"> <li>• Encourage whaiora to participate in their own care and daily activities</li> <li>• Understand plan of care and associated limitations</li> <li>• Attend, participate and support whaiora attending groups</li> </ul>			

<b>KEY DELIVERABLES (cont.)</b>	<p><b>Documentation</b></p> <p>Maintains accurate and timely documents and records:</p> <ul style="list-style-type: none"> <li>• Understands the importance of documentation and contributes to recording of events of shift</li> <li>• Record intake/output on fluid balance charts / weight charts</li> <li>• Complete security observations/environmental checks as required and report any concerns to the CNM, ACMN, CNC, or Shift Coordinator</li> </ul> <p><b>Te Tiriti o Waitangi</b></p> <ul style="list-style-type: none"> <li>• Supports tangata whaiora / mana whenua led change to deliver mana Motuhake and Māori self-determination in the design, delivery and monitoring of health care</li> <li>• Supports Māori oversight and ownership of decision-making processes necessary to achieve Māori health equity</li> <li>• Support the expression of hauora Māori models of care and mātauranga Māori</li> </ul> <p><b>Equity</b></p> <ul style="list-style-type: none"> <li>• Supports the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori</li> <li>• Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery</li> </ul> <p><b>Privacy</b></p> <ul style="list-style-type: none"> <li>• Ensure that personal and health information (whaiora, staff, corporate) is managed in accordance to Health New Zealand Hawke's Bay privacy policies and relevant privacy laws and regulations.</li> </ul>				
<b>HEALTH &amp; SAFETY RESPONSIBILITIES</b>	<p>Health NZ Hawke's Bay is committed to maintaining and promoting the health &amp; safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</p> <ul style="list-style-type: none"> <li>○ Not to do anything that puts your own H&amp;S at risk</li> <li>○ Not to do anything that puts others H&amp;S at risk</li> <li>○ To follow all health and safety policies and procedures</li> <li>○ To follow all reasonable health and safety instructions</li> </ul> <p>(You have the right to cease work if you believe that you, or others, are at risk of serious harm).</p>				
<b>KEY WORKING RELATIONSHIPS</b>	<table border="1"> <thead> <tr> <th data-bbox="355 992 925 1037"><b>INTERNAL</b></th><th data-bbox="925 992 1549 1037"><b>EXTERNAL</b></th></tr> </thead> <tbody> <tr> <td data-bbox="355 1037 925 1518"> <ul style="list-style-type: none"> <li>• Patients/Consumer/Tangata Whaiora</li> <li>• Clinical Nurse Manager / Associate Clinical Nurse Manager / Clinical Nurse Coordinator</li> <li>• Multidisciplinary team (Registered Nurses, Healthcare Assistants, Psychologists, Occupational Therapists, Social Workers, Psychiatrists, etc)</li> <li>• Group Leadership Team (General Manager, Deputy General Manager, Medical Director, Director of Allied Health, Director of Nursing, Pou Whirinaki Hinengaro, Consumer Advisor)</li> <li>• Kaitakawaenga and Māori Health Services</li> <li>• Wider organisational nursing teams</li> <li>• Administration staff</li> </ul> </td><td data-bbox="925 1037 1549 1518"> <ul style="list-style-type: none"> <li>• Family/Whānau/Aiga</li> <li>• New Zealand Nurses Organisation</li> <li>• Health New Zealand Te Whatu Ora</li> <li>• Health Quality and Safety Commission</li> <li>• Police</li> <li>• Local hapū and iwi</li> <li>• Primary care providers</li> <li>• NGO service providers</li> <li>• Consumer organisations</li> <li>• Community organisations</li> <li>• Government agencies</li> <li>• Advocacy services</li> <li>• General practitioners</li> </ul> </td></tr> </tbody> </table>	<b>INTERNAL</b>	<b>EXTERNAL</b>	<ul style="list-style-type: none"> <li>• Patients/Consumer/Tangata Whaiora</li> <li>• Clinical Nurse Manager / Associate Clinical Nurse Manager / Clinical Nurse Coordinator</li> <li>• Multidisciplinary team (Registered Nurses, Healthcare Assistants, Psychologists, Occupational Therapists, Social Workers, Psychiatrists, etc)</li> <li>• Group Leadership Team (General Manager, Deputy General Manager, Medical Director, Director of Allied Health, Director of Nursing, Pou Whirinaki Hinengaro, Consumer Advisor)</li> <li>• Kaitakawaenga and Māori Health Services</li> <li>• Wider organisational nursing teams</li> <li>• Administration staff</li> </ul>	<ul style="list-style-type: none"> <li>• Family/Whānau/Aiga</li> <li>• New Zealand Nurses Organisation</li> <li>• Health New Zealand Te Whatu Ora</li> <li>• Health Quality and Safety Commission</li> <li>• Police</li> <li>• Local hapū and iwi</li> <li>• Primary care providers</li> <li>• NGO service providers</li> <li>• Consumer organisations</li> <li>• Community organisations</li> <li>• Government agencies</li> <li>• Advocacy services</li> <li>• General practitioners</li> </ul>
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<b>DELEGATION AND DECISION</b>	<p>Mental Health Assistants, as unregulated health care workers, work under the direction and delegation of registered nurses / midwives.</p>				
<b>HOURS OF WORK</b>	<p>80 hours per fortnight</p>				
<b>EMPLOYMENT AGREEMENT &amp; SALARY</b>	<p>In accordance with the Te Whatu Ora Health New Zealand and New Zealand Nurses Organisation Nursing and Midwifery Collective Agreement, Mental Health Assistants scale, grade 1 - 5 \$59,024 - \$74,442 gross per annum according to qualifications and experience pro rata for hours worked.</p>				
<b>TENURE</b>	<p>Permanent</p>				
<b>DATE</b>	<p>June 2024</p>				

## ESSENTIAL CRITERIA

### Qualifications

- New Zealand Certificate in Health and Wellbeing (Level 4) Health Assistance **OR**
- Actively on this qualification pathway **OR** commitment to commence this qualification within six months of employment

### Experience

- Understanding of the needs of other cultures, including lifestyle, spiritual beliefs and choices of others
- Ability to accept and respond to direction
- Sensitive to the needs of patients, staff and the public
- Ability to make an effective unit/team contribution to ensure excellent teamwork is supported
- Proven ability to communicate effectively; verbal and written
- Proven customer service skills
- Proven ability to adapt within a changing environment
- Ability to maintain confidentiality
- Computer and telephone skills

### Key Attributes

- Strong team player, supportive of colleagues and open to new ideas
- Self-motivated and willing to learn on the job
- Physically able to carry out key tasks
- Basic problem-solving skills
- Knowledge of ECA (patient and management system)

### 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 1 knee up on bed
- Able to squat
- Able to raise arms above head
- Able to reach arms out in front
- Able to walk up 2 flights of stairs without stopping
- Able to do at least 3 half press ups (i.e., on knees)

### Vaccination status for role

Vaccinations as per the current employee immunisation policy including annual influenza vaccinations.



## 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.