

## Position Description

<b>Position Title</b>	Registered Nurse – Case Manager
<b>Service Group</b>	Mental Health and Addictions Services
<b>Team</b>	Adult Community Mental Health and Addictions Service (ACMHS)
<b>Reports to</b>	Team Leader Adult Community Mental Health
<b>Direct Reports</b>	None
<b>Authority Level</b>	Nil delegations

### The Bay of Plenty District Health Board

The District Health Board's fundamental purpose is to work within the resources allocated to it, to improve, promote and protect the health of the whole population within its district, and to promote the independence of people with disabilities.

**Vision:** Healthy, thriving communities.

**Mission:** Enabling communities to achieve

**Our Values:** Compassion, All-one-team, Responsive, Excellence



The Bay of Plenty District Health Board (BOPDHB) is committed to the Treaty of Waitangi principles of Partnership, Participation and Protection, and to meaningful engagement in decision-making with Tangata Whenua at strategic, operational and service levels.

Delivering this commitment is through: the implementation of our He Pou Oranga Tangata Whenua Determinants of Health framework: respect for and promotion of our Kawa and Tikanga Māori; ensuring cultural safety; seeking to eliminate disparities in health between Māori and Non Māori.

All staff have a part to play in this commitment.

### Primary Purpose

The Registered Nurse is employed to provide safe, effective client care using professional knowledge and skills in accordance with Bay of Plenty District Health Board:

- Policies and protocols
- Registered Nurse Scope of Practice
- Nursing Practice Standards
- Professional Development and Recognition Programme (PDRP)



## Service Objective

To provide accessible and responsive specialist secondary Mental Health and Addiction Services for the BOP community that is culturally appropriate and inclusive. This role requires application of core case management care delivery functions, as well as providing opportunity for application of specialised knowledge and skills in the context of a multi-professional team.

## Principal Accountabilities

### 1. Management of Nursing Care

- Undertakes a comprehensive and accurate nursing assessment of clients using suitable assessment tools underpinned by evidenced based knowledge within acceptable timeframes
- Contributes to care planning involving clients, and demonstrates an understanding of clients' rights to make informed decisions
- Ensures the client is provided with appropriate information to make informed decisions relating to treatment, and care reflects clients preferences
- Recovery principles are utilised and incorporated into all treatment plans/planning in conjunction with the client and or family/whanau
- Provides nursing interventions according to plan and undertakes clinical practice procedures and skills in a competent and safe way
- Provide support that enhances recovery and reduces the risk of relapse
- Able to discuss ethical issues related to area of practice with clients/families and the health care team
- Work with family/whanau where appropriate, offering support and other interventions
- Ensures documentation is current, accurate, timely and maintains confidentiality within a legal and ethical framework
- Demonstrates computer skills necessary to collate data for essential care delivery
- Evaluates client's progress toward expected outcomes, including treatments and health education, in collaboration with the client and the health care team
- Evaluates the effectiveness of nursing care seeking assistance and knowledge as necessary
- Educates client to maintain and promote health according to client needs
- Takes appropriate nursing actions in emergency situations and other situations that compromise client safety
- Demonstrates commitment to the Treaty of Waitangi, the application of the Treaty to practice, and the improvement of Maori health status
- Practises nursing in a manner that the client determines as culturally safe
- Promotes an environment that enables client safety, independence, quality of life, and health

### 2. Professional Responsibility

- Practises safely based on professional, ethical and legal standards in accord with relevant legislation, codes, and policies and upholds client rights derived from that legislation
- Plan and prioritise workload, adapting as necessary
- Takes responsibility for maintaining own professional development, including mandatory organisational requirements, updating knowledge to reflect best practice, and sharing knowledge with others

- Contributes to the support, direction and teaching of colleagues to enhance professional development
- Maintains a professional portfolio
- Demonstrates accountability for directing, monitoring and evaluating care that is delegated to Enrolled Nurses and Health Care Assistants
- Actively engages in and effectively utilises clinical supervision and offers/provides this to clinical staff within the services as appropriate and as per the Mental Health and Addiction Service Clinical Supervision Policy
- Participates in regular Performance Reviews and contributes to peer review
- Maintains infection control principles
- Evaluates environmental safety, completes hazard identification and risk assessments
- Proactive and responsible in maintaining health and safety for clients, staff and public

### **3. Interpersonal Relationships**

- Initiates, maintains and concludes therapeutic interpersonal interactions with clients
- Communicates effectively, positively and courteously with clients and the health care team
- Resolves problems and conflicts effectively using organisational structures and processes
- Practises nursing in partnership with the client acknowledging family/whanau perspectives and supports their participation in services.

### **4. Inter-professional Health Care and Quality Improvement**

- Collaborates and co-ordinates care with other health professionals to ensure a quality service
- Assist in establishing and facilitating community based support groups
- Maintains and documents information necessary for continuity of care and recovery
- Develops a discharge plan and follow up care in consultation with the client, family and other health team members
- Makes appropriate referrals to other health team members
- Recognises and values the roles and skills of all members of the health care team in the delivery of care
- Demonstrates a knowledge of community services and resources
- Participates in continual quality improvement activities to monitor and improve standards of nursing
- Participates in review and audit of practice and policies based on research
- Participates in the development and formulation of practice guidelines, project work and other activities as required to maintain or improve the quality of services delivered, ensuring consumer representation and client/family focus

A function of BOPDHB is to provide a 24-hour service. This may at times necessitate you being required to change duties or transfer to another ward or department to ensure adequate coverage.

This position description is not exhaustive and the incumbent may be requested to perform any reasonable task within the scope of the position as requested by the Line Manager

This position description will be reviewed from time to time in consultation with the incumbent.

## Key Relationships

Internal	External
<ul style="list-style-type: none"> <li>• Nurse Leader MH&amp;AS</li> <li>• Nurse Educator MH&amp;AS</li> <li>• Midwives/Nurses/Allied Health</li> <li>• Clients, Families/Whanau</li> <li>• Consumer advisor</li> <li>• Family/Whanau advisor</li> <li>• Medical Staff</li> <li>• Regional Maori Health Services</li> <li>• Speciality Nurses</li> </ul>	<ul style="list-style-type: none"> <li>• Community based health services</li> <li>• Primary Health Care providers</li> <li>• NGO providers</li> <li>• Community MH&amp;ASs</li> <li>• Pharmacies/Pharmacists</li> </ul>

## Success Profile - Mental Health

CARE Values - Manaakitanga Who am I ?	Experience – What have I done?
<ul style="list-style-type: none"> <li>• Caring, empathetic, open and supportive</li> <li>• Respect each individual, polite and non-judgemental</li> <li>• Able to build a rapport, actively listen to patients, show understanding and make a difference</li> <li>• An effective communicator, work as a team member, professional, calm, willing and patient focused</li> <li>• Share knowledge, develop self and others, will speak up about practice issues and give/receive constructive feedback</li> <li>• Involve the team/ patients/ families in decisions</li> <li>• Self-aware, consistent, confident, flexible, pay attention to detail and plan ahead</li> <li>• Compassion for people &amp; commit to excellence</li> <li>• Respect for privacy</li> <li>• Ability to discuss &amp; communicate</li> </ul>	<ul style="list-style-type: none"> <li>• Significant nursing experience working with mental health and addictions patients</li> <li>• Experience that demonstrates a sound knowledge and understanding of mental illness and risk assessment, in relation to acute mental health care</li> <li>• Experience of working in teams and knowledge of how teams work and exhibits willingness/ability to teach/share expertise within the team</li> <li>• Experience of leadership in a multi-disciplinary team</li> </ul>
Competencies – What am I capable of?	Knowledge – What do I know?
<ul style="list-style-type: none"> <li>• Level of fitness appropriate to the physical demands of the role</li> <li>• Able to demonstrate a commitment to quality</li> <li>• Flexible, adaptable and embrace change</li> <li>• Show a professional demeanour and high level of personal integrity</li> </ul>	<ul style="list-style-type: none"> <li>• Registered Nurse (Scope of Practice includes Mental Health) with current practising certificate</li> <li>• Post-graduate qualification with an mental health focus</li> <li>• Demonstrate a commitment to post-graduate study and professional</li> </ul>

<ul style="list-style-type: none"> <li>• Well-developed problem solving and critical thinking skills</li> <li>• Knowledge and understanding of research findings to support evidence based practice</li> <li>• Can utilise well-developed written and verbal communication skills</li> <li>• Demonstrate a commitment to Treaty of Waitangi</li> <li>• Committed to providing a culturally safe environment for clients and whanau</li> <li>• Have the ability to prioritise and cope with high and varied workload</li> </ul>	<p>development</p> <ul style="list-style-type: none"> <li>• Professional portfolio Competent.</li> <li>• Computer competent</li> <li>• Current valid Driving Licence</li> </ul>
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You agree to demonstrate flexibility and a willingness to perform a variety of tasks to promote and support BOPDHB initiatives.

You are required to meet the Health and Safety at Work Act 2015 requirements as set out in the BOPDHB Health and Safety policies and protocols. This includes completing successfully any health and safety training provided by the BOPDHB.

You are required to maintain a standard of health which will allow for the performance of all duties and functions of the position. All BOPDHB sites are smokefree environments.

**Health Practitioners Competence Assurance Act 2003**

1. You are required to maintain your current competency based practicing certificate.
2. You must notify your Manager of any changes to scope or conditions on practice (determined by Regulatory Authority).
3. You must complete the requirements of any competency programme.
4. You must notify your employer of concerns relating to the risk of harm to the public of another health practitioner practicing below the required standard of competence.
5. Know the provisions of the HPCA Act as the governing legislation.

**Vulnerable Children Act 2014**

Due to this position having contact with children and the BOPDHB's commitment to child protection, you will be subject to 'safety checks' under the Vulnerable Children Act at the time of hire and thereafter as per the relevant legislation.

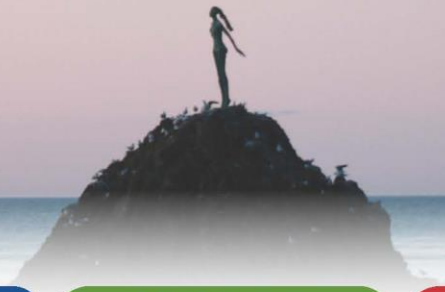
**Position Holders Declaration**

I certify that I have read, understand, and agree to this position description.

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_



**Attitudes and behaviours  
We want to see**

**Outcome  
Everyone we come into  
contact with will feel...**

**Attitudes and behaviours  
We don't want to see**

**C Compassion**

Cares about other people. Has empathy and understanding. Is calm and reassuring. Protects people's dignity.

Treats everyone with respect regardless of their views, role or background. Value differences. Culturally competent.

Notifies, acknowledges and appreciates people's efforts and achievements, gives praise, making people feel valued.

**Cared for and respected**

**Treated with respect  
and cultural sensitivity**

**Valued and engaged**

Is rude, bullies, intimidates or humiliates. Creates anxiety. Doesn't act if someone's dignity is suffering.

Disrespectful, judgmental, makes assumptions about people. Gossips or talks behind people's backs. Rough behaviour.

Criticises people's efforts, takes people for granted, makes people feel undervalued, belittled or inadequate.

**A All-one-team**

Shares knowledge and information openly and honestly, clearly explains and updates people on what's happening.

Takes time to listen to others, is interested in their views. Invites people to ask questions and share concerns or ideas.

Involves patients, whānau and colleagues as equal partners. Builds teams and relationships to achieve the best outcomes.

**Clear about what's happening**

**Listened to**

**Involved in a partnership model**

Withholds knowledge and information, leaves people confused or in the dark.

Doesn't listen, talks over people, dismisses or puts people down, makes decisions without consultation.

Doesn't trust or involve people in things that affect them. Excludes, overrides, micro manages.

**R Responsive**

Friendly, polite, approachable, warm. Introduces themselves. Creates a happy environment. Smiles when appropriate.

Shows kindness. Is attentive to people's needs, supportive, helpful and willing. Often goes the extra mile for people.

Respects people's time. Plans ahead and co-operates so things run smoothly. Looks for efficient ways of doing things.

**Positively welcomed**

**Supported, so they would want  
to be cared for or work here**

**We are flexible and efficient,  
and use resources wisely**

Ignores people, snappy or aggressive tone of voice or behaviours, 'rushing' and saying "I'm too busy".

Passes the buck, says "it's not my job", unsupportive, does not take responsibility and leaves work for others.

Often late. Leaves people waiting unnecessarily or puts people under pressure with unrealistic timeframes.

**E Excellence**

Chooses to take a positive, will-do attitude. Looks for solutions. Uses positive words and actions to good effect.

Aims for the best results, always learning, developing skills, knowledge, and ways of doing things, and helping others to.

Consistently follows agreed, safe, best-practice.

Seeks, welcomes and gives constructive feedback, speaks up when they have a concern, coaches others' behaviour.

**Part of a positive culture  
of high achievement**

**Things are always improving**

**Safe**

**We are role models who  
are open to feedback**

A negative attitude, often moaning, complaining or grumpy. Focuses on problems.

Assumes they know best, resists change, not interested in learning or developing. Happy with 'good enough'.

Inconsistent, cuts corners, closed to new evidence.

Blames. Closed to feedback. By not speaking up about poor behaviour or unsafe practice they condone it.

