

Registered Nurse – Assessment & Brief Care Team (Mental Health & Addiction Services)

1. PURPOSE OF POSITION

The Registered Nurse will provide optimum care utilising nursing knowledge and skills to Service Users/Tangata Whaiora accessing Mental Health & Addiction Services.

The Assessment & Brief Care Team (ABC Team) provides a 24 hour, 7 day per week mobile service undertaking assessments, triage and brief interventions for the people of Taranaki. Referrals into the ABC Team will be triaged, prioritised and an appropriate response based on the presenting need actioned. Brief interventions for people referred may be a single phone consult, assessment, intensive short term at home support, assisted referral to primary services or short term follow up not longer than 2-3 months.

The Registered Nurse will provide triage, assessment and brief care functions within ABC Team operating on a roster covering mornings, afternoons and nights. The Registered Nurse will also hold Duly Authorised Officer status and as such will perform the functions and duties outlined in the Mental Health (Compulsory Assessment & Treatment) Act 1992 (These are further clarified in the Ministry of Health publication “Guidelines for the Role and Function of Duly Authorised Officers” 2012).

The Registered Nurse will also provide appropriate supervision and direction to Support Workers and Psychiatric Assistants performing delegated Service User/Tangata Whaiora care tasks, working within the same team. The degree of direction and supervision required is determined by the professional judgment of the Registered Nurse providing the supervision.

The Registered Nurse is expected to be available for rostered duties and on call work as directed by the Acute Services Manager or his/her designate. Liaises with the Associate Clinical Nurse Manager in regard to any nursing, risk management, equipment maintenance, quality improvement or Service User/Tangata Whaiora safety issues and ensure efficient and effective use of all consumables.

2. ORGANISATIONAL VALUES

The Taranaki District Health Board (TDHB) is committed to the strategic actions and behaviours of ‘Work Together’:

- Treating people with trust, respect and compassion
- Communicating openly, honestly and acting with integrity
- Enabling professional and organisational standards to be met
- Support achievement and acknowledging successes
- Creating healthy and safe environments
- Welcoming new ideas

3. DIMENSIONS

Reports to	Acute Services Manager (Mental Health)
Number of people reporting to you	-
Financial limits authority	-
Operating Budget	-

4. WORKING RELATIONSHIPS

External	Internal
Tangata Whaiora/Service Users and their Whanau/Family Tui Ora Ltd Pathways Primary Care Providers Other Non Governmental Organisations Other District Health Boards NZ Police and Criminal Justice Services Child Youth and Family Services	Acute Services Manager Associate Director of Nursing Associate Clinical Nurse Manager – ABC Team Associate Clinical Nurse Manager - TPW Service Management Team Psychiatrists Clinical Nurse Specialists – Acute Services Community Mental Health Teams Alcohol and Drug Service Team Nursing Staff Duty Managers Allied Health Staff Medical Staff Case Managers Psychologists Consumer & Family Advisors Director of Area Mental Health Services District Inspector Outcomes and Clinical Information Projects Officer Quality Risk/Health & Safety Delegates Quality Risk Coordinator - MH

5. ACCOUNTABILITIES

Key area of responsibility	Expected outcomes
<p>1. Clinical Nursing Duties</p> <p>Provides planned evidenced based nursing care following an appropriate and comprehensive nursing assessment of the person including where possible contact with family/whanau</p>	<ul style="list-style-type: none"> • Provides planned MH Nursing care appropriate for the identified needs of the Service User/Tangata Whaiora • Uses comprehensive Nursing assessment skills to inform clinical decision making • Undertakes triaging utilising available information gained from the person or family/whanau as well as clinical records as available • Ensures Service Users/Tangata Whaiora are provided with appropriate health education relevant to their condition to be able to participate in managing their health needs and make informed decisions regarding treatment options • Ensures that Nursing practise is recovery centred • Ensures that Nursing practise meets all relevant Organisational and Professional requirements • Participate in MDT as necessary, contributing to care planning, receive and allocate referrals and contribute to/identify treatment goals for Service Users/Tangata Whaiora

	<ul style="list-style-type: none">• Evaluates the effectiveness of care and treatment and updates nursing care plan of the individual• Co-ordinates with other health professionals to ensure individualised care and quality service is provided.• Communicate with Service User/Tangata Whaiora and family in a friendly, clear, effective and helpful manner.• Demonstrates cultural sensitivity.• Maintains confidentiality and the right to privacy.• Respects the home environment of the client and their whanau as appropriate.• Relatives and/or support groups (whanau) are involved in treatment decisions and kept informed of client progress as appropriate and necessary.• Participates in family meetings as arranged.• Liaises and consults with Psychiatrist at key stages during service delivery.• Liaison with family/whanau members regarding outcome/findings of assessment and communication of initial treatment plan.• Work collaboratively with staff from other MH&A Services• Completes all MH-SMART, Risk Assessment, comprehensive Mental Status Examination, Relapse Prevention Planning and other relevant documentation.• Works collaboratively with client on developing recovery goals.• Supports clients and whanau to link into available support groups and community resources.• Initiates referrals to relevant teams to ensure maintained service delivery as required and that a comprehensive handover to the receiving team/clinician occurs.• All information accurately documented with regard to immediate and long term care of the Service User/Tangata Whaiora.• Maintain Risk Management standards at all times.• Ensure effective communication between all disciplines is maintained at all times.• Maximum safety levels are observed at all times.• Optimum Service User/Tangata Whaiora management and care meets the standards of Mental Health nursing practice.• Health promotion activities are undertaken relevant to Service User/Tangata Whaiora, and the health care setting.• Care is customer focused and planned with regard to ethnic, cultural, religious and other individual needs.• Regular assessment of Service User/Tangata Whaiora condition/treatment is undertaken.• The role of Service User/Tangata Whaiora advocate is
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	<p>undertaken and ensures procedures and care is appropriate.</p> <ul style="list-style-type: none"> • Respond appropriately in an emergency situation • Practices in accordance with National Mental Health standards and standards of the Australian and New Zealand College of Mental Health Nurses. • Maintains safe professional and clinical practices within recognized scope of practice. • All relevant documentation will be completed as per service protocols and policies, maintaining one Clinical file • Record statistical data as per service policy.
<p>2. Personal and Environment Safety</p> <p>Maintains safe and effective treatment environment and facility for Service Users/Tangata Whaiora</p>	<ul style="list-style-type: none"> • Maintains an awareness of the physical practice environment to maintain Service User/Tangata Whaiora, family and staff safety at all times • Takes appropriate action to minimise potential risks to person/s and property. • Escalates potential risks to ACNM/Duty Manager/ASM as required • Is confident using de-escalation techniques to defuse difficult situations • Maintains current Safe Practice and Effective Communication skills through attendance at initial training week with annual refreshers. • Participates as part of a restraint team as required/requested and can perform various functions within the restraint team as needed. • Participates in the development and evaluation of clinical practice guidelines to improve service safety practices. • Is familiar with all service area and relevant organisational protocols and policies.

Organisational Accountabilities	Expected Outcome for all employees
<p>Health Equity</p>	<p>The TDHB strives to eliminate health inequalities and achieve health equity for the Taranaki population. In practical terms this means all staff are required to implement relevant health equity policies, procedures, approaches and guidelines issued from time to time including:</p> <ul style="list-style-type: none"> • the Pae Ora Framework which requires: <ul style="list-style-type: none"> ○ Demonstrating the principles of Partnership, Participation and Protection under the Treaty of Waitangi; ○ improving understanding of the determinants of ethnic inequalities in health, in particular the “Drivers of ethnic inequalities in health” and the “Pathways to Inequalities” both of which are referenced in the TDHB Pae Ora Framework, Appendix 1; ○ Ensuring Health Equity assessment is embedded into your practise where services, policies or programmes are expected to improve outcomes for Māori;

Organisational Accountabilities	Expected Outcome for all employees
	<ul style="list-style-type: none"> ○ Effectively implementing health equity approaches outlined for Health Professionals in “Equity of Health Care for Maori: A Framework” published by the Ministry of Health to support He Korowai Oranga Refresh 2014, national Maori Health Strategy; ○ Ensuring appropriate health literacy responses are used for effective engagement with Māori; ● You must ensure accurate ethnicity data is collected or held for patients and clients you interact with by following the TDHB Ethnicity Data Collection Policy and procedures; ● You must attend the Cultural Competency training provided by and for staff of the TDHB including Treaty of Waitangi workshop, General/Clinical Refreshers, Engaging Effectively with Maori and any other training identified as essential for staff.
<p>Health and Safety</p>	<ul style="list-style-type: none"> ● Maintains a safe and healthy environment ● Complies with health & safety policies and procedures ● Carries out work in a way that does not adversely affect their health and safety or that of other workers ● Complies with procedures and correctly use personal protective equipment and safety devices provided ● Contributes to hazard identification and management process ● Reports accurately near misses/incidents/accidents in a timely manner ● Participates in health and safety matters
<p>Personal Development</p>	<ul style="list-style-type: none"> ● Fully contributes to the individual’s team performance and is committed to identify and pursue opportunities for developing new knowledge and skills. ● Participates in the performance appraisal process where personal performance and development is reviewed. ● Committed to the development of own skills and knowledge ● Undertake regular professional supervision ● Negotiate with Acute Services Manager to attend appropriate workshop/conferences ● Ongoing training and development needs are regularly identified ● Willing to accept new responsibilities, acquire and demonstrate relevant new knowledge. ● Undertakes self directed learning as appropriate as a range of forums/meetings to ensure broad sector knowledge is developed and maintained ● Achieves and then maintains clinical practice (at least) at Competent level of the Nursing Professional Development and Recognition Programme (PDRP)

6. VARIATION TO DUTIES

Duties, responsibilities and functional relationships described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities can be amended from time to time either by additional, deletion or straight amendment to meet any changing conditions, however this will only be done in consultation with the employee.

7. CAPABILITY REQUIREMENTS

Capabilities are the behaviours demonstrated by a person performing the job. Capabilities identify what makes a person most effective in a role. Those listed below are expected for the Assessment & Brief Care Team roles in the organisation. The required capabilities can change as the organisation develops and the roles change.

Capability
<p>Respect Service users are the focus of MH&A practice. Respects the diversity and values of service users and colleagues.</p>
<p>Service We are committed to delivering an excellent service for all service users. This includes service user partnerships at all levels and phases of service delivery, including the choice of services available as well as the actual delivery of service.</p>
<p>Recovery We believe and hope that every service user can live a full and meaningful life in the presence or absence of their mental illness and /or addiction. We also understand that recovery is not only related to the mental illness and/or addiction itself, but also to all of the losses associated with it.</p>
<p>Effective Communication Shares well thought out, concise and timely information with others using appropriate mediums. Ensures information gets to the appropriate people within the organisation to facilitate effective decision making. Acts professional and treats others with respect.</p>
<p>Decision Making / Problem Solving Demonstrates effective and timely decision making / problem solving techniques. Aware of the impact of decisions on key stakeholders and consults as appropriate utilizing available resources. Is proactive and effective when problem solving is required. Ensures decision making complies with organisational strategies and changes.</p>
<p>Commitment to Excellence Sets challenging goals for personal achievement and continually strives to reach or exceed them in the pursuit of excellence. Seeks opportunities to improve their performance and seeks feedback to measure and improve how they are doing. Focuses on results rather than on efforts.</p>
<p>Life-long / Ongoing Learning Demonstrates a commitment to and takes responsibility for ongoing professional development. Is constantly striving to acquire and maintain knowledge, skills or experience related to the position.</p>
<p>Innovation / Initiative Continually strives for new and improved work processes that will result in greater effectiveness and efficiencies. Questions traditional ways of doing things when choosing a course of action or finds new combinations of old elements to form an innovative solution.</p>
<p>Resilience / Flexibility Articulates differing perspectives on a problem and will see the merit of alternative points of view. Will change or modify own opinions and will switch to other strategies when necessary. Adjusts behaviour to the demands of the work environment in order to remain productive through periods</p>

Capability
of transition, ambiguity, uncertainty and stress. Manages cultural ambiguity and conflicting priorities well.
Cultural Safety Demonstrates a commitment to cultural safety by meeting and exceeding the cultural needs of Tangata Whaiora/Service Users / whanau / customers / colleagues. Understands concepts of whanaungatanga and manaakitanga and Maori cultural orientation to whanau, hapu and iwi.
Human rights Uphold the human rights of service users and their families. Human rights include, but are not limited to, the right to autonomy and self-determination, the right to be free from coercion, the right to be treated in a non-discriminatory way, the right to informed consent, and the right to receive care and support that responds to the physical, psychological, spiritual, intellectual and cultural needs of the service user
Communities Values communities – the many places in which we all live, move and have our being – as pivotal resources for the effective delivery of services and support for service users and their families/whānau.
Teamwork Works to build team spirit, facilitates resolution of conflict within the team, promotes/protects team reputation, shows commitment to contributing to the teams success.

8. EDUCATION

Bachelor of Nursing or equivalent qualification Registered Nurse with current practicing certificate with the Nursing Council of NZ Relevant post-graduate qualification in Mental Health Nursing Will hold current Duly Authorised Officer credentials or undergo training to obtain same

9. SKILLS

Computer literate Proficient knowledge of Outlook, MS work, Power point, IBA WebPass & MH Smart IT Systems Current NZ Drivers licence Excellent time management skills Highly adaptable and flexible to suit various acute Nursing roles with associate clinical skills

10. EXPERIENCE

Must have 2 years Acute Mental Health Nursing experience Proficient risk and MSE assessment skills demonstrable across various settings Experience utilising a varied knowledge base of talking therapy techniques such as Motivational Interviewing, CBT and DBT techniques and mindfulness knowledge Excellent understanding of Mental Health (Compulsory Assessment & Treatment) Act (1992) and it's application
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Seven Real Skills for Mental Health workers

Working with service users

Every person working in a mental health and addiction treatment service uses strategies to engage meaningfully and work in partnership with service users, and focuses on service users' strengths to support recovery.

Working with Māori

Every person working in a mental health and addiction treatment service contributes to whānau ora for Māori.

Working with families/whānau

Every person working in a mental health and addiction treatment service encourages and supports families/whānau to participate in the recovery of service users and ensures that families/whānau, including the children of service users, have access to information, education and support.

Working within communities

Every person working in a mental health and addiction treatment service recognises that service users and their families/whānau are part of a wider community.

Challenging stigma and discrimination

Every person working in a mental health and addiction treatment service uses strategies to challenge stigma and discrimination, and provides and promotes a valued place for service users.

Law, policy and practice

Every person working in a mental health and addiction treatment service implements legislation, regulations, standards, codes and policies relevant to their role in a way that supports service users and their families/whānau.

Professional and personal development

Every person working in a mental health and addiction treatment service actively reflects on their work and practice and works in ways that enhance the team to support the recovery of service users