

Clinical Assessor – Community Health Integration Centre

1. PURPOSE OF POSITION

To work within the Community Health Integration Centre to provide a holistic patient clinical assessment and triage service for the Taranaki population. This includes ensuring that patients are assessed, triaged and connected to receive timely health care in the most appropriate setting. A strong emphasis will be placed on developing collaborative relationships with the local communities, health and social agencies to strengthen the support for patients and their family/whanau.

2. ORGANISATIONAL VALUES

The Taranaki District Health Board's (DHB) our mission (Te Kaupapa) is improving, promoting, protecting and caring for the health and well-being of the people of Taranaki. Taranaki DHB's values define who we are as an organisation, the way we work with each other, our patients, whanau and external partners. Our Te Ahu Taranaki DHB values are:

Partnerships	WHANAUNGATANGA	We work together to achieve our goals
Courage	MANAWANUI	We have the courage to do what is right
Empowerment	MANA MOTUHAKE	We support each other to make the best decisions
People Matter	MAHAKITANGA	We value each other, our patients and whanau
Safety	MANAAKITANGA	We provide excellent care in a safe and trusted environment

3. DIMENSIONS

Reports to:	Team Leader Community Health Integration Centre
Number of people reporting to you	0
Financial limits authority	nil
Operating Budget	N/A
Full Time Equivalent	1 FTE (negotiable)

4. WORKING RELATIONSHIPS

External	Internal
<ul style="list-style-type: none"> • People and their families/whanau who interact with the TDHB health service • General public • Integration Community Health stakeholders (for example St John's, Hospice, Sport Taranaki) 	<ul style="list-style-type: none"> • Community Service Manager • Community Services Team Leaders • Community Health Integration Staff • Community Services Team Members (ART/ARTHA, Community Support (NASC), District Nursing, Home Support, CNSs)

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<ul style="list-style-type: none"> • General Practitioners and Practice Nurses • Primary Health Organisations (PHOs) • Staff from other District Health Board's • Non Government Organisations (NGOs) • Southern Cross • ACC • Home Support Agencies • Aged Residential Care • Other government agencies 	<ul style="list-style-type: none"> • Older Peoples Health (OPHRS) • Nurse Managers, Managers and Team Leaders • Professional Advisors / Leads • Māori Health Team • District Nursing • Clinical Nurse Specialists • Administration staff
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5. ACCOUNTABILITIES

Key area of responsibility	Expected outcomes
<p>1. Provision of a skilled and clinically safe assessment and triage service and coordination of service delivery.</p>	<ul style="list-style-type: none"> • Provide expert clinical assessment and triage utilising a holistic patient centred approach. • Used advanced skills, clinical reasoning, best practice evidence and professional judgement to ensure sound decision making. • Referrals are processed in a manner that ensures the patient's needs are met based on complexity and urgency. • A service user's single point of entry is maintained to ensure referrals are received by clinical team members in a timely and safe manner. • Information sources are used appropriately to ensure sufficient information is gathered to inform appropriate and safe clinical triage. • Holistic (physical/tinana, spiritual/wairua, family/whanau and mental health/hinengaro) clinical assessment to establish a Care Plan is completed in conjunction with clinical professionals from the appropriate services and disciplines • Collaborates and communicates effectively with specialist MDTs. • Patients are assigned to the right clinician at the right time with the right skills and resources to meet their needs. • Identifies situations of clinical risk and takes action to ensure a safe environment of care. • Role models culturally and clinically safe practice. • Maintains and extends own clinical expertise and professional development and meets regulatory standards for a professional annual practicing certificate. • Monitors clinical outcomes and manages variance to agreed pathways and policy. Participates in clinical audit processes and evaluates the effectiveness, efficiency and safety of care. • Focuses on customer service and communication whilst maintaining accurate and up to date clinical documentation regarding all aspects of care.

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	<ul style="list-style-type: none"> Professionally supports assessments and workflow undertaken by staff members who are required to operate under the direction of a Registered Health Professional or may need the direction of a Registered Health Professional.
2. Utilises technology and administration skills to ensure the timely and accurate processing of referrals	<ul style="list-style-type: none"> Work with all relevant key stakeholders to ensure internal and external referral platforms are utilized correctly. Continues to identify improvement to the referral pathways and referral information based on real world experience of the service users and services. Supports the development of integration pathways. Supports the developments of policy and process to aid the service users correct utilization of referrals requirements. Provides guidance and education to support the receipt of accurate and comprehensive referrals. Assist and troubleshoot and ensure consistency among service users when using digital referral platforms. Maintains excellent administration records about service issues to aid on-going service improvements.
3. Provides high quality communication and customer service to all service users and stakeholders.	<ul style="list-style-type: none"> Responds to enquiries from patients, family/whanau and stakeholders in a timely manner and works to find a solution. Referrals and enquiries continue on a forward path rather than returned with no outcome or plan offered. Provide clear direction to stakeholders and service users about the standards for customer service with the CHIC. Communicate with staff, service users and their whānau and stakeholders in a friendly, clear, effective and helpful manner Monitors and provides feedback to CHIC Coordinator and Community Services Manager regarding service delivery. Patient information/ documentation is professional, customer friendly and is culturally appropriate. Responds to complaints and enquiries, within scope of practice address issues to make appropriate improvements, and where required escalates complaints to a Coordinator or Manager.

Organisational Accountabilities	Expected Outcome for all Employees
Health Equity	<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 Tino Rangatiratanga, Equity, Active Protection, Options and Partnership under the Te Tiriti o 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;

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Organisational Accountabilities	Expected Outcome for all Employees
	<ul style="list-style-type: none"> ○ Ensuring Health Equity assessment is embedded into your practise where services, policies or programmes are expected to improve outcomes for Māori; ○ 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.
Health and Safety	<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
Personal Development	<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. ● Willing to accept new responsibilities, acquire and demonstrate relevant new knowledge.

6. VARIATION TO DUTIES

Duties and responsibilities 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.

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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 **Community Health Integration Centre** team roles in the organisation. The required capabilities can change as the organisation develops and the roles change.

Capability
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
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.
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.
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 of transition, ambiguity, uncertainty and stress.
Cultural Safety Demonstrates a commitment to cultural safety by meeting and exceeding the cultural needs of clients/customers/colleagues. Manages cultural ambiguity and conflicting priorities well. Understands concepts of whanaungatanga and manaakitanga and Maori cultural orientation to whanau, hapu and iwi.
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

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8. EDUCATION

- Registered Health Professional and current Annual Practicing Certificate.
- Current New Zealand Drivers Licence.
- Evidence of continuing education.

9. SKILLS

- Excellent interpersonal skills
- Has the ability to use clinical experience and knowledge to navigate patients through systems and services
- Demonstrated ability to access and use required clinical information systems.
- Is conversant with applications required for specific role. For example, Best Practice, Concerto and eReferral.
- Knowledge of the TDHB health services and health pathways, and wider external community services.
- Able to work remotely as required.
- Working knowledge of Te Tiriti o Waitangi.

10. EXPERIENCE

- Relevant health experience post registration.
- Advanced assessment and problem solving skills.
- Demonstrated experience with applying assessment and clinical skills to manage complex presentations.
- Knowledge of ethical and legal responsibilities.
- Demonstrated understanding of service delivery, with an understanding of models of care that are appropriate for low decile, rural, Māori and Pacific peoples.
- Demonstrates knowledge of the appropriate resources locally.