

Position Description

Employment Agreement:	Individual Employment Agreement/name of Collective Agreement
Position Title:	Youth Consumer Advisor
Service & Directorate:	Mental Health, Addictions and Intellectual Disability Service
Location:	Dunedin/Invercargill
Reports to:	Combined Service Manager (Southland)
Number of direct reports:	Nil
Date:	January 2019

Our Vision

Better Health, Better Lives, Whānau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing
We seek excellence through a culture of learning, enquiry, service and caring

Our Shared Values and Behaviours

Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
<i>Looking after our people:</i> We respect and support each other. Our hospitality and kindness foster better care.	<i>Being sincere:</i> We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	<i>Best action:</i> We are thoughtful, bring a positive attitude and are always looking to do things better.	<i>As family:</i> We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.

Our statutory purpose

To improve, promote and protect the health of our population

- Promote the integration of health services across primary and secondary care services
- Seek the optimum arrangement for the most effective and efficient delivery of health services
- Promote effective care or support for those in need of personal health or disability support services
- Promote the inclusion and participation in society and the independence of people with disabilities
- Reduce health disparities by improving health outcomes for Māori and other population groups
- Foster community participation in health improvement and in planning for the provision of and changes to the provision of services.
- Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility.

PURPOSE OF ROLE
<p>To effectively represent the interest of youth consumers (aged 0 – 24) with the Mental Health Services by providing a youth consumer perspective in the planning process for development of mental health services and their delivery and to provide advice to clinical and management staff on issues affecting client care.</p> <p>To provide advisory services to youth consumer concerns to Mental Health Directorate Leadership Group in the planning, provision and review of Mental Health, Addictions and Intellectual Disability Services in the Southern region.</p> <p>To co-ordinate and support, with other youth groups and consumer organisations, the development of a strong active youth consumer voice in the district.</p> <p>To liaise closely with other organisations providing services to youth or representing youth, in order to build youth oriented networks of providers and stakeholders, and articulate the wider needs of the youth community as they impact on mental health.</p>

Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

Organisational Competencies	
Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
Integrity and Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Drive For Results	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
Role Specific Competencies	
Problem Solving	Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
Priority Setting	Spends his/her time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.
Listening	Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.

KEY RELATIONSHIPS	
Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none"> • General Manager, MHAID • Medical Director, MHAID • Nursing Director, MHAID • Allied Health Director, MHAID • Combined Services Manager, MHAID • Team Managers, MHAID • Child, Adolescent and Family Service (CAFS) • Mental Health Staff • Family Advisor/Adult Consumer Advisor 	<ul style="list-style-type: none"> • Youth Consumers and their families • Mental Health Providers and Intersectoral Groups including Adventure Development, PACT Youth South, Work & Income, CYF's and the Southland Youth Health One Stop Shop

PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role. Position specific competencies:

	ESSENTIAL	DESIRABLE
Experience	<ul style="list-style-type: none"> • Personal lived experience of a mental illness (and the mental health sector/system) • Can apply own experience to the role. 	<ul style="list-style-type: none"> •
Knowledge and Skills	<ul style="list-style-type: none"> • High standard of interpersonal and written skills including correspondence and report writing • Has good computer literacy • Ability to prioritise and organise • Ability to develop and maintain positive relationships • Committed to quality and accuracy 	<ul style="list-style-type: none"> •
Personal Qualities	<ul style="list-style-type: none"> • Professional presentation • Well organised • Sense of humour • Enjoys working as part of a busy team • Works well under pressure • A positive and flexible attitude • Bi-culturally proactive • Will to 'go the extra mile' • Current drivers licence • Empathy, compassion and understanding • Openness – the person must have a natural, open manner and a level of self-confidence which helps generate trust and good working relationships. • Innovative – To succeed, Southern DHB needs people that are prepared to be innovative and prepared to push the boundaries by trying new initiatives. • Fairness – The person must demonstrate a natural inclination to be fair with all parties they deal with. This recognises that a successful sustainable team will be created by ensuring relationships are built and strengthened by dealing with people on a win: win basis. • Commitment – The person must have an absolute commitment to make a difference and to achieve the objectives set for the southern DHB. The drive and commitment to make a difference is an essential attribute in an environment resistant to change. 	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
<ul style="list-style-type: none"> • Develop and co-ordinate effective links and networks with relevant consumers, community groups and organisations 	<ul style="list-style-type: none"> • To develop and maintain links with consumer organisations in the community by acting as a liaison person between SDHB and consumer organisations. • To be available to community groups for networking/liaison.
<ul style="list-style-type: none"> • To support the ongoing development of a Youth Consumer Advisory Group within the Southern DHB area 	<ul style="list-style-type: none"> • The youth consumer advisor will take an active role in representing the Southern DHB and leading the establishment and development of a youth consumer advisory group with documented terms of reference. • The person will be a point of contact for youth consumers of the service within the community.
<ul style="list-style-type: none"> • Interpret and clarify needs on behalf of youth consumers with health professionals ensuring services are adequately provided. 	<ul style="list-style-type: none"> • The person will provide feedback to the mental health provider arm management team and clinicians on behalf of youth consumers and will ensure appropriate input is gained from the youth consumers they are in contact with. • The person will provide information and advice to the Mental Health Divisional Leadership team planning and funding, on youth consumer representation development in the local district. • The person will represent a youth consumer perspective at recruitment interviews with staff and be involved with new staff members orientation programmes. • The person will support development of a culture in which all staff including managerial roles positively acknowledge youth consumer participation and the needs of young people in the services they provide. • The person will, with the support of the managerial roles, identify and address barriers to access to services.
<ul style="list-style-type: none"> • Assist with education regarding the impact of psychiatric problems, the needs of youth consumers, and recovery 	<ul style="list-style-type: none"> • To provide input to Mental Health Promotion and prevention initiatives and Mental Health awareness strategies within the region. • To walk alongside the CAF's Service to ensure they are youth friendly and meeting the needs of consumers they are involved with. • To promote and facilitate staff development regarding youth consumer perspective of service delivery.

	<ul style="list-style-type: none"> To support Southern DHB and the community to become more aware of the concerns facing Mental Health Youth Consumers. To work with other persons in consumer orientated roles.
<ul style="list-style-type: none"> Involvement in Quality Improvement Activities 	<ul style="list-style-type: none"> To submit a month quality report. To assist in quality coordination, and bring a youth consumer perspective to quality development. To coordinate any delegated quality initiatives consistent with the Southern DHB's accreditation status, for example, auditing. To work with quality co-ordinators/team leaders to assist the accreditation process. Participates in policy development.
<ul style="list-style-type: none"> Report regularly to the Combined Services Manager, Mental Health on activities, and current and emerging issues 	<ul style="list-style-type: none"> To prepare a monthly activity report that includes progress against the agreed work plan. To report on any activity which may require attention from the Combined Services Manager or as otherwise required. To identify issues as they arise, and provide an opinion and/or advice about these issues as they arise, in order to support an appropriate level of briefing for the Combined Services Manager. Perform such other duties as may be reasonably required by the Combined Services Manager.
<ul style="list-style-type: none"> Utilise the expertise of Maori Health when Maori input or representation is required 	<ul style="list-style-type: none"> The person will act in culturally safe manner. The person will understand and utilise the organisation's processes in regards to accessing Maori input or representation. The person will attend organisational bicultural training.
Other Duties	
<p>Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</p> <p>Act as a role model for the Southern DHB Organisational Values.</p>	<ul style="list-style-type: none"> You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. You produce work that complies with Southern DHB processes and reflects best practice. Research undertaken is robust and well considered. Live and support the DHB values in everything you do.
Professional Development – self	
<p>Identifying areas for personal and professional development.</p>	<ul style="list-style-type: none"> Training and development goals are identified/agreed with your manager.

	<ul style="list-style-type: none"> • Performance objectives reviewed annually with your manager. • You actively seek feedback and accept constructive criticism.
Health, Safety and Wellbeing	
<p>Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB's Health, Safety and Wellbeing policies, procedures and systems.</p>	<ul style="list-style-type: none"> • You understand and consistently meet your obligations under Southern DHB's Health and Safety policy/procedures. • You actively encourage and challenge your peers to work in a safe manner. • Effort is made to strive for best practice in Health and Safety at all times.
Treaty of Waitangi	
<p>Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day to day basis.</p>	<ul style="list-style-type: none"> • Partnership – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other. • Participation – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education. • Protection – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.
Quality and Performance	
<p>Maintain professional and organisational quality standards.</p> <p>Ensure delivered work is planned, delivered, and implemented consistently against quality standards.</p> <p>Continuously identify improvement opportunities to perform job in most effective manner.</p> <p>Investigate opportunities to achieve goals in a more efficient way.</p>	<ul style="list-style-type: none"> • Performance is in alignment with HR quality audit standards, organisational requirements, and professional standards.

Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This position description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

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Employee

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Date

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Manager

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Date