

Position Description

Employment Agreement:	PSA/DHB Allied, Public Health & Technical MECA
Position Title:	Mental Health Community Support Worker
Service & Directorate:	Mental Health, Addictions and Intellectual Disability Services
Location:	Day Activity Centres, Invercargill
Reports to:	Team Manager/Combined Services Manager, Co-ordinator Mental Health Day Activity Centres
Number of direct reports:	Nil
Date:	July 2020

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

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

The Mental Health Day Activity Centres (MHDAC), provide a day activity service for people with mental health disabilities. MHDAC work from integrated models of care including the Recovery Model, Let's Get Real and the Strengths and Empowerment philosophies. In partnership with service users, staff are responsible for encouraging and supporting them to participate in planning the monthly programme and carrying out of day to day activities. Activities are broad ranging and very dependent on the needs of the service users accessing the MHDAC.

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 logic and established processes to solve difficult problems and achieve effective solutions; can see hidden problems; Is excellent at honest analysis; looks beyond the obvious ; 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"> • Multi-disciplinary Colleagues • Operational Manager • Administration Staff • Directorate leadership Team 	Clients, patients, families, whanau and caregivers Services from the community, funding bodies, student or intern clinical liaison staff Primary care - GPs, other medical staff Relevant professional organisations Other service provider

PERSON SPECIFICATION		
The expertise required for a person to be fully competent in the role. Position specific competencies:		
	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> • Possess a Mental Health Support Workers Certificate/Diploma and/or relevant tertiary qualification and/or have had suitable training/experience in Mental Health. • Possess First Aid Certificate. • Group facilitation experience • A high level of interpersonal and communication skills 	<ul style="list-style-type: none"> • Have had experience working with people with a disability. • Possess a current NZ Drivers Licence. • De-escalation Training • Recent experience in a Mental Health Setting • Have experience working with people with mental health disability. • Possess the ability to problem solve and demonstrate initiative • Ability to work in a supportive and honest manner • Ability to motivate
Experience	<ul style="list-style-type: none"> • Group facilitation/activity based experience • Have the ability to motivate others • Have an understanding of people's rights to self-determination and optimum social functioning • Committed towards self-empowerment with service users 	<ul style="list-style-type: none"> • De-escalation Training • Recent experience in a Mental Health Setting • Possess the ability to problem solve and demonstrate initiative • Ability to work in a supportive and honest manner • Ability to motivate • Worked within a creative space
Personal Qualities	<ul style="list-style-type: none"> • The ability to cope under pressure and deal effectively with crisis • A high level of interpersonal and communication skills • Be self-confident • Work autonomously • Be creative • Inspire others to do great things! 	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Consumer's health and wellbeing	<ul style="list-style-type: none"> • Consistently work with service users of the service in a caring and professional manner. • Develop appropriate relationships with service users, through support, conscious use of self, role modelling, motivation and encouragement. • Facilitate with service users the planning and implementation of activities to meet the express needs of:- • Structured programme activities • Programme development • Assisting with the producing of the monthly newsletter and other tasks.

	<ul style="list-style-type: none"> • Domestic and work related tasks. • Inform potential service users of the type of programmes available, and the philosophies of the Day Activity Centres.
Administrative	<ul style="list-style-type: none"> • Attend meetings, clinical/non clinical within the day activity centres, external team meetings, ward meetings and family meetings. • Provide statistics and perform general administrative duties.
Personal and Professional Development	<ul style="list-style-type: none"> • Actively pursue educational opportunities appropriate to the role. • Participate in Staff Development/Performance Review annually and meet objectives set. • Attend regular personal supervision and ensure that cultural supervision is obtained if required.
General and other duties	<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 SDHB processes and reflects best practice. • Live and support the DHB values in everything you do. • Ensure that the work environment is safe, both physically as well as mentally for service users, staff and visitors during the daily functioning of the services. • Perform such other duties as may be reasonably required by the Coordinator/Team Manager, Mental Health Day Activity Centres. • Be subject to the overall direction of Southern District Health Board. • Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience. • Ensure that the work environment is safe, both physically as well as mentally for service users, staff and visitors during the daily functioning of the services. • Be involved with the development of co-workers, students and unpaid workers in all aspects of their work and training. • Be involved in Quality Assurance with an emphasis on consumer feedback. • Recognise that people are entitled to consideration and respectful care without prejudice against sex, ethnic background, lifestyle, education and religion. • Be subject to the overall direction of Southern District Health Board.
Living Southern DHB Values	<ul style="list-style-type: none"> • Demonstrates behaviours that we want to see from each other, at our best. • Contributes positively to a culture of appreciation, a learning culture, where people feel safe to speak up. • Contributes positively to team and other initiatives that seek to improve patient and whanau experiences and/or staffs experience of working. • Act as a role model for the Southern DHB Organisational Values, proactively demonstrating Southern DHB values in all aspects of the role.
Health, Safety and Wellbeing	
Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB's	<ul style="list-style-type: none"> • Observe and practice safe work methods using safety equipment where it is provided. • Appropriately report incidents, unsafe working conditions or equipment to the Day Activity Centre Coordinator /Team Manager. • Southern District Health Board is committed to achieving the highest level of health and safety for its staff. All employees are expected to take initiative and identify, report and resolve issues that may cause harm to themselves or others in the organisation. As an employee of the Southern District Health Board, the health and safety of clients and colleagues, as well as your own, are your responsibility. You are

Health, Safety and Wellbeing policies, procedures and systems.	expected to work safely at all times, and to actively participate in health and safety programs in your area. It is expected that you will report all accidents or potential hazards to your manager.
Treaty of Waitangi	
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.	<ul style="list-style-type: none"> • <i>Partnership</i> – 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. • <i>Participation</i> – 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. • <i>Protection</i> – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.

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.

For job evaluation purposes:

1. Number of direct reports?
2. Southern DHB Delegation of authority (level 1 – 5) : Level (As per the current Southern DHB Delegation of Authority Policy)

Staff Authority

Authority to engage, promote, discipline and dismiss staff

- No authority:
- Authority to engage, promote, discipline/dismiss direct reports with consultation of manager?
- Ultimate authority, engage, promote, discipline and dismiss staff at any level below his/her own?

Contractual Authority

Authority to enter into agreements or contracts on behalf of the Southern DHB

- Limited:
- Long term \$1.5 to \$3 million
- Long term in excess \$3 to \$7.5 million

Work Complexity

Most challenging duties typically undertaken or most complex problems solved:

Example: the end result -policy framework are defined but independent thought is necessary to co-ordinate conflicting demand and to optimise efficiency, or while end result defined means of achieving end result is unspecified

Freedom to Act

Guidelines available to assist job holder to make decisions e.g. policy documents, standard procedures. This factor assesses the extent to which the role is supervised and/or monitored as well as the amount of guidance available

Example: determines own strategies, little guidance – minimal guidance, large degree of independence – close supervision

Financial Responsibilities

- Controls a budget Y/N
- Maximum that may be spent without reference to manager _____
- Jobholder can spend unbudgeted capital Y/N. Amount _____
- Jobholder is responsible for committing the organisation to long-term contracts Y/N
- Jobholder signs correspondence for Company Y/N

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 Date

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Manager Date

