

Position Description | Te whakaturanga ō mahi

Te Whatu Ora | Health New Zealand

Title	Youth Consumer Advisor		
Reports to	Combined Services Manager (Southland)/Service Manager (Otago)		
Location	Dunedin/Invercargill		
Department	Mental Health, Addictions, and Intellectual Disability Service		
Direct Reports	Nil	Total FTE	
Budget Size	Opex		Capex
Delegated Authority	HR		Finance
Date	April 2023		
Job band (indicative)			

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

Te Mauri o Rongo – The New Zealand Health Charter (to be confirmed)

Te Mauri o Rongo is currently being finalised – this section provides an overview of anticipated content. In order to guide the culture, values, and behaviour expected of the health sector, Health New Te Mauri o Rongo provides common values, principles, and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.

The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.

It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.

Wairuatanga	The ability to work with heart	<i>"When we come to work, we are able and supported by others to be our whole selves. When we return home, we are fulfilled".</i>
Rangatiratanga	Ensuring that the health system has leaders at all levels who are here to serve	<i>"As organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all"</i>
Whanaungatanga	We are a team, and together a team of teams	<i>"Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānau, we are the workforce - kaimahi hauora"</i>
Te Korowai Manaaki	Seeks to embrace and protect the workforce	<i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i>

About the role

The primary purpose of the role is:

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.

To provide advisory services for 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.

To co-ordinate and support, with other youth groups and consumer organisations, the development of a strong active youth consumer voice in the district.

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.

Key Result Area	Expected Outcomes / Performance Indicators – Position Specific
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.
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.
Interpret and clarify needs on behalf of youth consumers with health professionals	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.

<p>ensuring services are adequately provided.</p>	<p>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.</p> <p>The person will represent a youth consumer perspective at recruitment interviews with staff and be involved with new staff members orientation programmes.</p> <p>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.</p> <p>The person will, with the support of the managerial roles, identify and address barriers to access to services.</p>
<p>Assist with education regarding the impact of psychiatric problems, the needs of youth consumers, and recovery</p>	<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. • 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.
<p>Involvement in Quality Improvement Activities</p>	<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.
<p>Report regularly to the Services Manager, Mental Health on activities, and current and emerging issues</p>	<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.
<p>Utilise the expertise of Māori Health when Māori input or representation is required</p>	<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 regard to accessing Māori input or representation. • The person will attend organisational bicultural training.
	<ul style="list-style-type: none"> •

Key Result Area	Expected Outcomes / Performance Indicators – All Te Whatu Ora Leaders
Te Tiriti o Waitangi	<ul style="list-style-type: none"> Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership
Equity	<ul style="list-style-type: none"> Commits to helping all people achieve equitable health outcomes. Demonstrates awareness of colonisation and power relationships Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery. Willingness to personally take a stand for equity. Supports Māori-led and Pacific-led responses
Culture and People Leadership	<ul style="list-style-type: none"> Lead, nurture and develop our team to make them feel valued. Prioritise developing individuals and the team so Te Whatu Ora has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others. Provides leadership that shows commitment, urgency and is visibly open, clear, and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally. Implement and maintain People & Culture strategies and processes that support provide an environment where employee experience, development, and performance management drive achievement of the organisation's strategic and business goals. Ensures Business Unit culture develops in line with expectations outlined in Te Mauri o Rongo (the Health Charter, once developed), ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained & strengthened
Innovation & Improvement	<ul style="list-style-type: none"> Be open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table Model an agile approach –tries new approaches, learns quickly, adapts fast. Develops and maintains appropriate external networks to support current knowledge of leading practices
Collaboration and Relationship Management	<ul style="list-style-type: none"> Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same. Work with peers in Te Aka Whai Ora Māori Health Authority and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services

Health & safety	<ul style="list-style-type: none"> Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. Taking all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. Lead, champion, and promote continual improvement in health and wellbeing to create a healthy and safe culture
Compliance and Risk	<ul style="list-style-type: none"> Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware

Matters which must be referred to the [insert title of reporting manager]

- [insert matters which must be referred]

Relationships

External	Internal
<ul style="list-style-type: none"> General Manager, MHAID Medical Director, MHAID Nursing Director, MHAID Combined Services Manager, MHAID Team Managers, MHAID Child, Adolescent and Family Service (CAFS) 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

About you – to succeed in this role.

You will have

Essential:

- Personal lived experience of a mental illness (and the mental health sector/system)
- Can apply own experience to the role.
- Relate, identify, and connect with youth.
- High standard of interpersonal and written skills including correspondence and report writing
- Has good computer literacy.
- Effective time management.
- Ability to prioritise and organise.
- Ability to develop and maintain positive relationships.
- Committed to quality and accuracy.
- 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 driver's 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.

You will be able to

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- Support services to be/become youth friendly which will meet the needs of young people.
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.
- Understand what 'recovery' means to you.
- Able to maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

Acknowledged / Accepted

Employee

Date

Manager

Date