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(please also initial each page)

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inspiring change, transforming lives

Type . Number / Version	Title			
2.15/2	Registered Health Professional			
Service Area: Organisation	Date first drafted / approved:	Last approved by:(name and signature) Rob Warriner	Last approval / review date: 20072020	Next Review Date: 20072023

Ma mua ka kite a muri. Ma muri ka ora a mua

Those who lead give sight to those who follow. Those who follow give life to those ahead

Job Description and Person Specification

Purpose

The role of the Registered Health Professional is to effectively engage with individuals and their family / whānau whose lives have been impacted by the experience of trauma, distress and/or life-changing mental health challenges,and / or those whose lives have been significantly disadvantaged in their efforts to meet goals and aspirations through their having unmet support needs.

Our Values:

In order to deliver services that are strengths based and recovery focused, WALSH Trust adopted values that shape organisational culture, service development, delivery and evaluation. These are:

- **Courtesy**
- **Respect**
- **Integrity**
- **Kindness**

The above (and the content of this job description) are a direct outcome of the WALSH Trust (1.45) Organisational Philosophy.

An Outcome Focus:

WALSH Trust expects that each staff member will be accountable for their actions, transparent in their process, and to demonstrate that they are delivering good value for money. To achieve this we will apply a results-based accountability model of evaluation, considering:

1. How much did we do?
2. How well did we do it?
3. What impact did we achieve?

Responsible to:

Service Manager/Leader

Functional relationships with:

- Team members/colleagues and other staff providing a range of support services
- People experiencing trauma, distress and/or life-changing mental health challenges who have chosen to utilise services offered by WALSH Trust
- Staff of Waitemata and Auckland DHB clinical services, community agencies (eg. Oranga Tamariki, Work and Income, budgeting services…), facilities and services

Responsible for:

Effectively engaging with individuals and their family / whānau who are impacted by the experience of trauma, distress and/or life-changing mental health challenges, and / or have been significantly disadvantaged in meeting their goals and aspirations through their having unmet support needs.

Working to ensure that support that is provided to individuals and their family/ whānau, is of their choice, is evidence based and current best practice.

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Teamwork

Service provision and activities at WALSH Trust are grounded in a team-based approach, that prioritises the elements illustrated on the right.

This approach recognises that a collective resource by far exceeds the sum of individual contributions.

Most will be able to recognise their relative strengths, while acknowledging similarly relative learning edges.

Courageous and honest self reflection and insight is essential to enable a successful team player. Regularly seeking feedback from fellow team members is an opportunity to share and tap into rich expertise, experience and unique perspectives. Again this requires courage.

In order to make teamwork work WALSH Trust expects a healthy willingness to subjugate individual needs to a common good.



Registered Health Professionals (RHPs)

Registered Health Professionals (RHP) hold a qualification that sits under the Health Professionals Competence Assurance Act (2013), Social Workers Registration Legislation (2019) or other accepted registration as per WALSH Trust contractual requirements .
WALSH Trust employs RHPs across all services in a generic/hybrid role, for the skills they hold, not to specifically exercise the discipline they have been trained in.
For WALSH Trust the provision of support services in the community in response to poor mental health and/or wellbeing, has to be a way of thinking about positive change and inviting transformative relationships. Practitioners must learn to use relationships to see things from new perspectives:

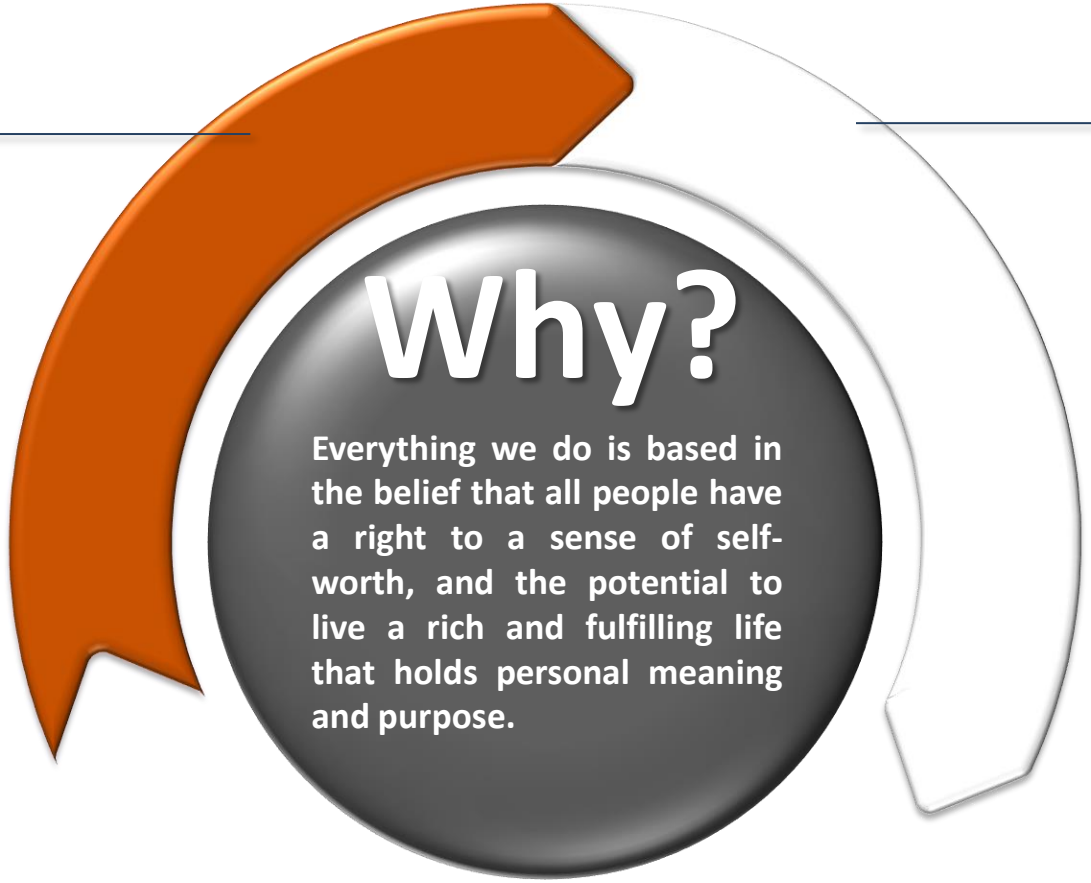
- As partnerships that invite and inspire both parties to learn and grow, rather than as one person just needing to “help” another.
- Services don’t start with the assumption of a problem. Each party pays attention to how we have learned to make sense of our experiences, then uses the relationship to create new ways of seeing, thinking, and doing.
- Promoting a trauma-informed way of relating. Instead of asking “What’s wrong…?” we learn to ask “What [has] happened…?”
- Promoting consideration of our lives in the context of mutually accountable relationships and communities — looking beyond the mere notion of individual responsibility for difficulty and/or change.
- Encouraging us to increasingly live and move towards what we want, instead of focusing on what we need to stop or avoid doing.

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Why We Do Our Job? How We Do Our Job? What Is Our Job?

How

We achieve "our Why?" through understanding, responding to and supporting what it is that people are trying to achieve and the difficulties they may experience. We communicate people's worth and potential so clearly that they are inspired to see it in themselves.



What

We provide a range of quality, community-based, mental health support and well-being services, helping with access to networks, expertise and other resources. These services are provided by a range of skilled and dedicated staff - the skills of many will be enhanced by their own personal experience of over-coming adversity in health and/or life.

Key Achievement Areas and Responsibilities

organisational citizenship

- To support and model the development and effectiveness of "team-based" service delivery and taking a "whatever it takes" approach to ensuring the provision of exceptional support service.
- To contribute to and/or participate in generic organisational activities that enhance:
  - organisational growth, development and effectiveness
  - a culture that exemplifies WALSH Trust values
  - the achievement of WALSH Trust strategic goals and objectives
- To maintain a current practicing certificate, adhering to the governing body's Code of Conduct, confidently demonstrating and modelling reflective practice.
- To apply the principles of Te Tiriti O Waitangi (Treaty of Waitangi) in their practice.
- To be a part of the roster for the provision of on-call / after-hours support services.
- To lead quality improvement audits as requested by the Service Manager/Leader, and report against same.
- To follow reasonable directives and requests to carry out other duties that may arise from time to time as determined by the management of the service.

Key Achievement Areas and Responsibilities

professional focus

- To work collaboratively with their Service Manager/Leader to establish a professional development plan that supports development of both capability and capacity as a clinical practitioner that would enable greater autonomy.
- To ensure on-going skills development by attending monthly clinical supervision with an external supervisor approved by WALSH Trust.
- To exercise skills within their scope of practice and stage of development guided by the Let's Get Real Framework.
- To consistently model / mentor exemplary professional practice that is characterised by professionalism, humilty, service, support of others, and day to day expression of WALSH Trust values: courtesy, respect, integrity, and kindness (and retain a generous sense of humour!).
- To contribute to and support the optimal functioning of WALSH Trust services – even in the face of a dynamic workplace environment, and changing sector demands and priorities.
- Supports and contributes to a team focused ethos and practices that are consistent with Walsh Trust values and our commitment to Te Tiriti O Waitangi (Treaty of Waitangi).

Key Achievement Areas and Responsibilities

supporting recovery

- To actively participate in and contribute to the work of a team of practitioners, facilitating the referral, entry, planning, review and exit processes of people accessing services, as delegated by the manager.
- To effectively engage and liaise with other providers of service in ensuring the most appropriate intentional and seamless array of support services are offered to people.
- To provide clinical oversight and work alongside colleagues, people we support and their whānau/family, in the development of individual plans and completion of assessment measures. This includes providing feedback to colleagues and managers to facilitate a high standard of quality and consistency in the planning process.
- To intentionally co-design / develop and implement plans that meet quality standards and guide consequent actions that respond to people's diverse needs, goals and aspirations.
- A minimum of 70% of staff FTE hours are committed to activities with people using services, and a minimum of 80% of people supported have current documentation that guides the provision of support.
- To effectively engage with people who use services in supporting enhanced quality of life and enjoyment, in respect to:
  - Taha whānau – eg. acquiring and maintaining a safe and healthy home / place of belonging, enabling healthy lives to shape healthy communities.
  - Taha wairua – *eg. acquiring and maintaining connections with family/whānau, intimate others; supporting meaning, love and purpose.*
  - Taha tināna - *eg. acquiring and maintaining good physical / personal health – avoiding behaviours / activities that undermine these.*
  - Taha hinengaro - *eg. acquiring and maintaining good mental / emotional health - including meaningful roles and sense of "place" in the larger community*

Key Achievement Areas and Responsibilities

health and safety

- To consistently adhere to and contribute to WALSH Trust processes and operating procedures that enable WALSH Trust to comply with Health and Safety obligations, and provide a safe work environment to staff, people accessing services, contractors and visitors.
- To consistently adhere with WALSH Trust health and safety (and infection control) policies and procedures – which also include taking responsibility for your own health and safety.
- To immediately escalate critical events / crises / emergencies to your manager and/or other relevant health professionals or agencies.
- To actively contribute to committed and robust representation by staff in forums such as the Health and Safety Committee; Quality Forum, Team Meetings, New Staff Welcome… and the development / implementation of audit / corrective action plans.
- Demonstrates understanding of the principles of Te Tiriti O Waitangi (Treaty of Waitangi) of Protection, Partnership and Participation - and applies them to their practice, offering culturally appropriate services to people accessing support from WALSH Trust.

Key Achievement Areas and Responsibilities

administration

- To ensure that all correspondence and documentation is managed according to the Privacy Act and Health Information Code, within expected timeframes and to a high standard.
- To ensure that delegated responsibilities are promptly attended to as per service guidelines.
- To fulfil all administrative requirements as expected in relevant policies and procedures. This includes (but is not limited to):
  - Maintaining clear and concise progress notes that are completed within the working shift/ day of the contact or activity taking place.
  - Demonstrating a high level of attention to detail in written and oral communications.
  - Consistent use of designated platforms to accurately record calendar appointments, timesheets and vehicle bookings.
  - Confident working knowledge of Microsoft Office Suite, plus capability to learn and adapt to current and new IT technologies (e.g. Microsoft Teams, Zoom for video conferences/meetings).
  - Any work-related purchases are only made with prior approval of the Manager and supported with required documentation and a GST receipt.

Key Achievement Areas and Responsibilities

a team focused leadership role

- To consult, liaise, meet regularly with the Service Manager/Leader, and colleagues (including DHB clinical staff, and other stakeholders) to support exceptional collaborative working partnerships that achieve the best possible outcomes.
- To develop / exercise leadership in actively and intentionally contributing to service effectiveness, and service and person-centred outcomes – that are supported with evidence.
- To seek and understand / negotiate what your manager expects of you, in order that you may carry out this role exceptionally well and to the highest possible standard.
- To request / negotiate what you expect of your manager to enable you to carry out your role exceptionally well and to the highest possible standard.
- To be flexible and responsive to dynamic workplace and changing organisational / sector demands and priorities.
- To promote the aims, objectives and philosophy of WALSH Trust.

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Registered Health Professional

Expected Outcomes

Outcome 1.1: Contributes to WALSH Trust as a good organisational citizen and positive representative and advocate.
Attends / leads / contributes to Learning Sets to review / develop / refine practice .
Participates in the On-Call roster, supporting after hours service delivery across services.

Outcome 1.2: Shares responsibility with team members to actively participate in and contribute to fora and shared responsibilities such as Health and Safety Committee / obligations; Quality Forum, RHP Forum, audit preparation and the development / implementation of audit / corrective action plans where requested.

Outcome 3.1: All people supported are provided services that are guided by a co-designed, outcome focused plan. At any time, a minimum of 80% of people supported have current plans and assessments that are reviewed, and feedback consistently indicates the achievement of recovery goals or enhanced quality of life.

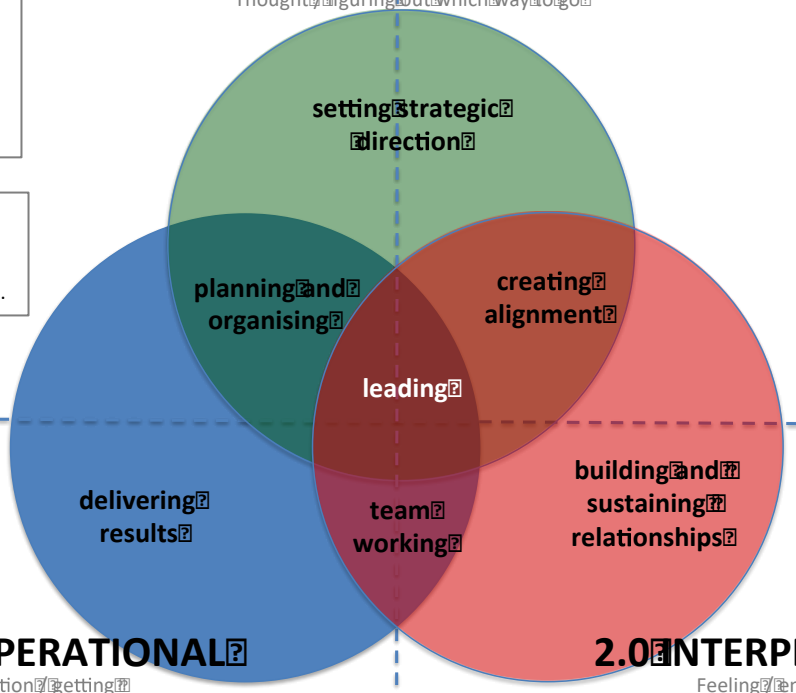
Outcome 1.3: Day to day activities and provision of services is always consistent with by WALSH Trust values, policies and operating procedures.

Outcome 1.4: Maintains a current practicing certificate and participates in monthly clinical supervision.

Outcome 3.2: A minimum of 70% of staff FTE hours are committed to activities with people using services. 90% of people currently using services were referred within the previous 12 months. Outlook calendar is maintained.

Outcome 1.5: Attends and contributes to team meetings and ensures they are informed about local, regional and national initiatives / challenges / opportunities that may impact upon WALSH Trust service provision.

Outcome 1.6: Can consistently provide evidence of strong, positive engagement with all stakeholders.



Outcome 3.3: Documented evidence of support provided to colleagues by reviewing and participating in the person's pathway processes as delegated by manager (i.e. referral, entry, planning, review and exit processes).

Outcome 2.1: Supports , contributes to and models a team focused ethos and practices that are consistent with WALSH Trust values.

Outcome 2.2 : In conjunction with the Service Manager, will have professional development plan and will be engaged with / supported to progress through the Let's Get Real Framework.

Outcome 3.4: Timesheets, calendars and vehicle booking platforms are used effectively. Demonstrates confident use of Microsoft Office and willingness to learn new technologies that support service delivery (e.g. Zoom).

Outcome 3.6 Attends regular coaching; in-service / external training as required / indicated. Uses annual and sick leave appropriately and as per legislative / contractual guidelines.

Outcome 2.3: Consistently demonstrates behaviours that are aligned to WALSH Trust values – models these and shares responsibility to ensure the collective effectiveness of the team and the optimal functioning of WALSH Trust Services.

Outcome 3.5: Job description, and role expectations are fully and consistently met. Legible, correct notes of activities, including key events are kept in iCIM database within the working day.

Outcome 3.7: Meets Health and Safety policies and procedures and demonstrates a commitment to Te Tiriti O Waitangi, connecting people with cultural support as appropriate.

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The incumbent will have or develop competencies that align with the shaded areas in the following competency profile for the role.

Personal Attributes

	may be developed	desirable	essential
Highly motivated			
Ability to be flexible and respond to unexpected priorities			
Commitment to work with diverse communities			
Ability to work and deliver outcomes with minimum supervision			
Experience of health / social service sectors			

Skills

	may be developed	desirable	essential
Ability to build effective sustainable and productive relationships			
Excellent written and verbal communication skills			
Excellent organisational skills – ability to plan and prioritise work to meet agreed deadlines			
Methodical approach to tasks and completion			
Computer literate, including a good working knowledge of Microsoft Office (Word, Excel and Outlook)			

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The incumbent may have or be able to demonstrate competencies that align with the shaded areas in the following competency profile for the role.

Lived Experience Of Life Changing Trauma / Poor Wellbeing*

1	2	3	4	5	6	7	8	9	10
none		personal awareness / understanding		Family / whanau experience				Can demonstrate 12 competencies listed below	

*** these might include: mental illness / distress, physical / sexual abuse, violence, loss / grief, humiliation, crime, migration, homelessness…*

- Lived experience of life changing mental health and/or wellbeing challenges, service use, and periods of healing and embracing recovery , and willingness, ability to share this with others intentionally and appropriately where this may enhance engagement and provision of support to a person.
- Life changing experiences that have profoundly impacted your life / world-view while supporting someone with mental health and/or wellbeing challenges, service use, and/or periods of healing and recovery
- Demonstrated understanding of the key issues impacting on people who experience life changing mental health and/or wellbeing challenges, their carers and family members and knowledge of local services available to them
- A capacity to express empathy - and ability to understand what you are empathising with
- Ability to develop / apply lived "expertise"; that is, not just having lived experience, but what has been learned through that experience and how it might be applied.

- A willingness to use emotional understanding and knowing, as a key informant of the work role
- A willingness to share experiences / parts of a personal story appropriately and effectively in a work role, to the benefit of others
- Ability to convey and/ or inspire hope and possibility – modelling same
- Ability to understand the role and impact of trauma, and to listen and respond with sensitivity, compassion and insight
- An understanding of your life "beyond" the experience of life changing mental health and/or wellbeing challenges (ie. this does not define you)
- Good communication skills and willingness to further develop skills in this area
- Ability to work independently and as an effective team member

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The incumbent will have or develop competencies that align with the shaded areas in the following competency profile for the role.

Educational Qualifications

1	2	3	4	5	6	7	8	9	10
Nil	SC	UE		NZC		Diploma	Bachelors Degree	Post -Grad	

Functional Experience – Service Provision / Quality Initiatives

1	2	3	4	5	6	7	8	9	10
				desirable					essential

Staff Management Experience

1	2	3	4	5	6	7	8	9	10+
Nil				desirable					essential

Relationship Management Experience

1	2	3	4	5	6	7	8	9	10
				desirable					essential

Sector Experience

1	2	3	4	5	6	7	8	9	10
				desirable					essential