

Job Description Mental Health Support Worker Maternal Mental Health Service	2.02a
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<i>Written / Modified by</i> Pam Tate	<i>Approved by</i> Rob Warriner	<i>Date of Approval/Review</i> July 2016	<i>Review Date</i> July 2018
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The position reports to: • Team Leader

Functional Relationships with:

- Other Team members of the service
- Other staff of WALSH Trust
- Individuals being supported, their family/Whanau and significant others (identified by the individual)
- Staff of Auckland and Waitemata DHB Mental Health Services
- Staff of community agencies, facilities and services

Responsible for: The provision of a range of high quality, outcomes focussed support services for people experiencing a mental illness whilst pregnant and/or up to one year postpartum which leads to promoting and facilitating their fuller participation in the community of their choice.

Hours of Work: Full Time as per Employment Agreement

WALSH Trust Mission Statement
To deliver excellent mental health support services that reflect your choice, that support your recovery, and connect you to your community

Key Responsibilities

- Responsible for working in collaboration with the Perinatal Team and Acute Service teams, developing and delivering individualised Strengths based and WRAP treatment plans for women, incorporating child and family.
- Responsible for working collaboratively with individuals and their families/whanau to link and engage with related services and community resources to access information, education, and support to achieve their goals.
- Responsible for participating in shared care and joint planning with other maternal health, Well Child and social services & health agencies in the care of the mother and infant.
- Responsible, in conjunction with colleagues and families, for assisting with comprehensive and developmentally appropriate bio- psychosocial assessment of mothers, infants and families.
- Responsible for attending training as required and utilising ongoing knowledge and skills in day to day practice in a manner that complies with the National Mental Health Standards.
- Responsible for completing all WALSH Trust administration / accountability / monitoring requirements and complying with legislation, regulations, standards, codes and practices relevant to the role and in a way that supports individuals, their families/whanau and the community.

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Skills	Tasks	Expected Outcomes
Supporting Recovery	<ul style="list-style-type: none"> • Consistently works to develop / promote / empower independent living skills • Collaborative plans are reviewed regularly and systematically • Consistently works to develop / promote hope and self esteem • Consistently works to develop / promote social skills, empower independence and build confidence • Facilitates appropriate family and cultural involvement • Provides mothers and families with educational/personal resources and community supports as appropriate • Consistently works to develop / promote physical and mental self-care for clients of the service • Demonstrates and effectively utilises a range of assessment and personal planning skills • Demonstrates and effectively utilises problem solving skills 	<p><i>Collaborative recovery focussed strength assessment, WRAP and personal plans are completed / reviewed for every individual being supported using the processes outlined in the standard operating procedures and to the standards that meet the competencies required by the funding contract and the Skills Based Framework.</i></p> <p><i>All plans are reviewed as determined. Regular assessment measures demonstrate a positive trend towards recovery/independence Evidence of a collaborative approach is in personal plans and strengths assessments</i></p> <p><i>Outcomes and feedback indicate increased hope and self esteem</i></p> <p><i>Outcomes and feedback indicate increased independence</i></p> <p><i>Personal Plans evidence appropriate involvement</i></p> <p><i>Mothers and families have the resources to support their needs</i></p> <p><i>Outcome measures demonstrate a positive trend towards individuals assuming responsibility for their own health and wellbeing.</i></p> <p><i>Assessments and personal plans are completed professionally and following guidelines for use of assessment and planning tools</i></p> <p><i>Situations are well considered, and all options analysed for optimal outcomes</i></p>

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Professional focus	<ul style="list-style-type: none"> • Efficiently and effectively manages time, including the use of Outlook and other diary tools • Establishes and maintains trust with individuals and other stakeholders • Consistently maintains professional boundaries, and other personal professional practices that comply with standards, legislative requirements, policies and guidelines of Walsh Trust • Participate in regular coaching external supervision and organisational training days • Demonstrates practical knowledge of relevant legislation and consistently updates skills and knowledge base to inform decisions relevant to the role • Engages with colleagues to share information, knowledge and constructive feedback • Reflects on own strengths and needs and seeks and takes up any learning opportunities for professional development • Actively contributes to the destigmatisation and anti-discrimination of mental illness • WALSH Trust values are followed in practice: <i>Hope</i> <i>Innovation</i> <i>Service</i> <i>Human relationships</i> <i>Social Justice</i> <i>Integrity</i> <i>Competence</i> 	<p><i>Commitments are conscientiously attended to within required timeframes. Outlook records appointments and demonstrates time management skills</i></p> <p><i>Stakeholder satisfaction surveys indicate positive and appropriate working relationships</i></p> <p><i>Individual records, coaching and feedback provides evidence that interactions with individuals, their families and clinical services are appropriate and professionally focussed</i></p> <p><i>Training, Coaching and supervision sessions are attended regularly and used to reflect on, and build self-awareness and development of professional practice</i></p> <p><i>Practice demonstrates familiarity with up to date research, perinatal and infant mental health practice and other relevant established models of care.</i></p> <p><i>Professional and collaborative relationships exist with colleagues</i></p> <p><i>Professional development is undertaken</i></p> <p><i>Opportunities are optimised to positively educate on issues of de-stigmatisation or anti-discrimination</i></p> <p><i>Individuals receive support that reflects these values, respects the diversity of individuals' values and upholds their human rights</i></p> <p><i>Positive and authentic relationships in all spheres of support activity are evidenced in practice</i></p>

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Health & Safety <i>(including Child and House Safety)</i>	<p style="text-align: center;"><i>Dignity</i></p> <ul style="list-style-type: none"> Consistently adheres to and promotes safe work practices, rules and instructions relating to work. Be pro-active in hazard management and willingly co-operate in the achievement of all health and safety goals and initiatives by: <ul style="list-style-type: none"> Practicing and observing safe work methods; The use of safety equipment; Reporting unsafe conditions or equipment; Reporting and documenting all accidents or incidents Where appropriate, competently and successfully practices de-escalation Values and appropriately supports cultural and spiritual health Consistently monitors and safeguards client well-being Appropriately and competently provides first aid 	<p><i>The policies, processes and systems for health & safety are followed as required.</i></p> <p><i>All hazards, key event, accidents and injuries are reported promptly and safety instructions followed</i></p> <p><i>Demonstrated practice reflects learning gained through the debriefing of incidents</i></p> <p><i>Existing mechanisms are utilised for engaging cultural and spiritual support evidenced through client plans</i></p> <p><i>Appropriate actions are undertaken that adhere to best practice around risk management</i></p> <p><i>A current First Aid Certificate including Infant CPR / First aid</i></p>
	Communication <ul style="list-style-type: none"> Attends and participates in team and organisational meetings, community meetings and ADHB and WDHB forums to facilitate development of the service Communicates regularly with clinical teams on client progress Communicate promptly all concerns, complaints and issues to team leader Write correspondence 	<p><i>Communication in meetings is positive and constructive</i></p> <p><i>Professional and timely lines of communication are in place</i></p> <p><i>Attention is drawn to issues promptly</i></p> <p><i>Evidence demonstrates the appropriate</i></p>

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Skills	Tasks	Expected Outcomes
Administration	using appropriate language, etiquette & grammar.	<i>use of communication mediums.</i>
	<ul style="list-style-type: none"> Utilise internal communication systems 	<i>Communication between people is efficient, genuine, culturally appropriate and respectful.</i>
	<ul style="list-style-type: none"> Utilise diverse methods of communication as tools for working and adapt communication to meet individuals' needs 	<i>Communication with individuals demonstrates an understanding of what is needed to communicate effectively for unique needs or situations.</i>
	<ul style="list-style-type: none"> Establish links and networks to provide a comprehensive and integrated range of services 	<i>Successful networks are in place that met the needs of mothers, babies and families</i>
	<ul style="list-style-type: none"> Able to communicate appropriately without breaching privacy or confidentiality 	<i>Effective communication and professional relationships exist with other WALSH Trust services and key stakeholders.</i>
	<ul style="list-style-type: none"> Empower others through communication 	<i>Evidence of a positive and cooperative attitude that contributes to team cohesion and effectiveness.</i>
	<ul style="list-style-type: none"> Understands & can communicate using Mental Health Jargon 	<i>Demonstrates knowledge of mental health jargon and communicates confidently when people use mental health jargon</i>
	<ul style="list-style-type: none"> Refrains from any communication identified as a 'roadblock' to effective communication 	<i>Evidenced through individual outcomes</i>
	<ul style="list-style-type: none"> Confidently and competently operates computer systems 	<i>Organisational administration systems and documentation are completed as required</i>
	<ul style="list-style-type: none"> Consistently utilises communication systems 	<i>Computer systems and individual documentation processes are followed in accordance with Standard Operating Procedures</i>
	<ul style="list-style-type: none"> Consistently, systematically and accurately collect information following client documentation processes 	<i>Records on the database are up to date and accurate to a standard which provides confidentiality, accountability, compliance with standard operating procedures and maintain a safe pathway for mothers, infants and families throughout their contact with the service.</i>
	<ul style="list-style-type: none"> Accurately maintains individual records and processes 	
	<ul style="list-style-type: none"> Consistently utilises purchasing and leave application processes 	<i>Appropriate policy deadlines are adhered to with regard to leave applications.</i>

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Skills	Tasks	Expected Outcomes
Organisation Citizenship	<ul style="list-style-type: none"> • Medication plans for each individual are followed • Consistently engages in pro-active behaviours that enhance WALSH Trust and the welfare of colleagues • Follows reasonable directives and requests from line managers and senior staff to carry out other duties that may arise from time to time as determined by the management of the service • Avoid engaging in behaviours that are likely to cause harm to WALSH Trust and colleagues • Operates in an efficient and cooperative manner respecting and accommodating different working styles • Work behaviours reflect the values of the Trust 	<p><i>Medication is observed and supervised as per medication manual and each individual's medication plan.</i></p> <p><i>Positive contributions to staff/team meetings are made that add to the development, promotion and maintenance of professional behaviours and standards</i></p> <p><i>Demonstrates a proactive contribution to the development, success and quality of WALSH Trust services</i></p> <p><i>The organisation's culture and values are maintained or enhanced</i></p> <p><i>WALSH Trust policy and procedures and relevant standards are adhered to and the service provided reflects the values of the Trust, the Essential Skills Framework and the strategic direction of the Trust</i></p> <p><i>Positive Organisational citizenship behaviour is observed</i></p>

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. The role will be in the community, as packages of care and working between the community packages of care and the residential respite home where service users can stay (with their baby) for up to one month.

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Person Specification

Values and Characteristics required

- Professional, conscientious and reliable attitude and presentation.
- A recovery focussed, client centred approach
- Good time management (must be able to work after hours on occasion).
- Proactive with the ability to work autonomously and be self-directed
- Appropriate sense of humour.
- Ability to form rapport and good relationships with individuals, colleagues and external stakeholders
- Ability to form strong collaborative networks with community, hospitals and agencies
- Creative and innovative thinking.
- Demonstratives reflective practice and ongoing professional development
- Non-judgemental, tactful, sensitive and responsive approach to a wide range of people.
- Adaptable and flexible

Qualifications, Knowledge/Experience, Skills

- The National Certificate in Mental Health or other higher mental health related qualification
- Computer literacy.
 - Microsoft Word
 - Microsoft Office
 - Database entry
 - Internet research
- Multi-tasking abilities.
- Knowledge/experience of building therapeutic relationships
- Knowledge of local community resources.
- Effective planning and problem solving skills.
- Knowledge / experience of mental health preferably in relation to maternal mental health
- A basic understanding of mental health presentations and the ability to conduct basic mental health assessments
- Good written and verbal communication skills
- Knowledge of Te Tiriti o Waitangi.
- Full, clean driver's license
- First aid Certificate