

Position Description

Position	Clinical Coordinator, Te Wheke o Muturangi
Sector	Mental Health and Addiction Sector
Directorate	Mental Health, Addiction & Intellectual Disability Service (MHAIDS)
District	Capital, Coast, Hutt Valley & Wairarapa districts
Responsible to	Clinical Manager, Te Pae Pae Ārahi
Children's Act 2014	This position is classified as a Children's Worker, requiring a safety check including police vetting before commencing and every three years
Location	This position is expected to work from Hutt locality however may be asked to work across the district including Wellington/Hutt Valley bases.

Te Whatu Ora

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

Context

Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly. Together we:

- provide secondary and tertiary, medical, surgery and mental health and intellectual disability hospital services alongside community-based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region
- deliver health services directly as well as contracting external providers
- Provide local, sub-regional, regional and national health services and community-based health, rehabilitation, and support services.

Most of the the district's population live in Wellington City and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington City are proportionally similar, with the largest Pacific population in the region in Porirua. Kapiti and Upper Hutt have similar numbers of Māori and Pacific

people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups.

Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community-based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery, and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

Kenepuru Community Hospital and Kapiti Health Centre provide secondary and community services based in Porirua and the Kāpiti Coast.

MHAIDS is the mental health, addiction and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. The service holds national contracts, some of which are delivered in other district localities. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

Te Tiriti o Waitangi and Māori Health Outcomes

Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

- Mana whakahaere** Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.
- Mana motuhake** Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori.
- Mana tāngata** Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.
- Mana Māori** Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support the whole system change.

The Vision, Mission and Values from our District

We bring forward and join our values within our district. These will change as we become a team of teams within Te Whatu Ora.

Hutt Valley

Vision

Whanau Ora ki te Awakairangi: Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.

Ō mātou uara – Values

Mahi Pai 'Can do': Mahi Tahi in Partnership: Mahi Tahi Te Atawhai Tonu Always caring and Mahi Rangatira being our Best

Mission

Working together for health and wellbeing.

Capital and Coast

Vision

Keeping our community healthy and well

Value

Manaakitanga – Respect, caring, kindness
Kotahitanga – Connection, unity, equity
Rangatiratanga – Autonomy, integrity, excellence

Mission

Together, Improve the Health and Independence of the People of the District

Wairarapa

Vision

“Well Wairarapa – Better health for all”

Value

Manaakitanga – Respect, caring, kindness
Auaha – Solutions, responsibility, better
Kotahitanga – Connection, unity, equity
Rangatiratanga – Autonomy, integrity, excellence

Mission

To improve, promote, and protect health status of the people of the Wairarapa, and the independent living of those with disabilities, by supporting and encouraging healthy choices.

District Responsibility

The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated, and supported workforce in line with government and Health New Zealand policy.

Service Perspective

The hospital and health services of the districts provide a range of services, one such group of services includes the Mental Health, Addiction and Intellectual Disability (MHAID) Service. The Service has over 1400 employees and annual revenue of \$135m.

MHAIDS spans two districts - Wairarapa, Capital, Coast and Hutt Valley and includes local, regional, and national services. The local MHAID services are provided from multiple sites within the sub-region – greater Kāpiti/Porirua, Hutt Valley and Wairarapa. Te Korowai Whāriki services include regional forensic and rehabilitation services covering the Central region while the intellectual disability services extend the length and breadth of the country from six bases located in Whangarei, Auckland, Cambridge, Wellington, Christchurch, and Dunedin.

The core business of the Service is the provision of quality specialist services, integrated with primary and secondary providers in the communities we serve.

The Service is committed to the underlying principles of:

- Te Tiriti o Waitangi as the founding document of Aotearoa/New Zealand
- He Ara Oranga
- Mental Wellbeing Long Term Pathway
- Whakamaua – Māori Health Action Plan 2020-2025
- The New Zealand Disability Strategy: Making a World of Difference – Whakanui Oranga
- Intellectual Disability High and Complex Framework

The Service has access to business support services including People and Culture, and Finance. In addition, management and delivery of clinical services across the Service is underpinned by consultation, advice, and support from a range of cultural, consumer, and family advisors, and business, quality and organisational development personnel.

Group Perspective

The model of care for the Local Adult Specialist Mental Health and Addiction Service seeks to eliminate inequities experienced by Māori, Pacific peoples, disabled people, and other groups. It supports our vision for an integrated mental health and addiction service, with a focus on local delivery across the district – ‘one system, one service, locally delivered’.

The model of care aims to improve the inequalities and barriers faced by tāngata whaiora and whānau when accessing services.

Our principles

Principle 1: Grounded in Te Tiriti o Waitangi | Whakapapa ki Te Tiriti o Waitangi

- Tino rangatiratanga
- Equity
- Active protection
- Options
- Partnership

Other key principles underpinning our model of care:

Principle 2: Informed by peers and those with lived experience | Ka whakamōhio e nga hoa me te hunga whai wheako ora

Principle 3: A welcoming, person and whānau-led approach | He huarahi manaaki, tāngata me te whānau

Principle 4: Timely access to services in the community | Te whai waahi ki nga ratonga i roto i te hapori

Principle 5: A strengths-based, trauma-informed and recovery focussed approach, using advanced therapy and evidence based holistic interventions | Mā te mōhio ka whai whakaaro

Team/Service perspective

Over the past two years, key stakeholders in Te Awakairangi/Hutt Valley district have worked hard to develop a new model of care and service following the closure of the hospital-based specialist kaupapa Māori mental health and addiction service in 2009. This service, now gifted with the name Te Wheke o Muturangi ki Te Awakairangi, has been outsourced to Te Pae Pae Ārahi in partnership with MHAIDS. Te Pae Pae Ārahi provide community based, mobile kaupapa Māori services to individuals and whānau living within Te Awakairangi including mental health and addiction services, general physical health support and Access and Choice (primary care).

Te Wheke o Matarangi ki Te Awakairangi will focus on providing holistic, culturally grounded support to tāngata whaiora (people seeking wellness) aged 18 and over, experiencing moderate to severe mental health and/or addiction challenges. It will integrate wairuatanga (spiritual wellbeing) as a key component of care, underpinned by Māori models of health, and will offer benefits for all tāngata whaiora, acknowledging the broader applicability of kaupapa Māori approaches.

The service will be offered in community locations such as homes, marae, and the taiao (natural spaces).

Key service deliverables and outcomes:

- Stronger cultural and whānau connections for tangata whaiora
- Increased access to rongoā Māori
- Strengthened puna waiora for tāngata whaiora and whānau
- Integrated, flexible community care
- Strong collaboration across iwi providers, NGO sector, and Health New Zealand/Te Whatu Ora MHAIDs clinical teams
- Faster access to care and reduction in crisis presentations aligned with National Health Targets
 - 80% seen within 3 weeks
 - 95% of ED presentations resolved within 6 hours

Purpose of the role

This role is an important link between Te Wheke o Muturangi and MHAIDS and will ensure that tāngata whaiora and whānau receive safe, effective and culturally responsive services based on their needs.

The Clinical Coordinator, Te Wheke o Muturangi will work alongside staff and key MHAIDS leadership to ensure a smooth pathway through the service, consistent with the vision of integrated approach to service

delivery. This will also involve working with the adult community mental health and addiction teams in Lower Hutt and Upper Hutt, the Infant, Child and Adolescent Family Service (ICAFS) and Hutt Valley Crisis Resolution Service (CRS). The Coordinator will also link with MHAIDS Māori staff based in Hutt Hospital as well as the acute mental health inpatient unit (Te Whare Ahuru).

Referral management and allocation of work to the team will also be an important function of the role, as the Clinical Coordinator will be responsible for prioritising and screening referrals to Te Wheke o Muturangi. This approach will be holistic, trauma-informed and inclusive of tikanga Māori principles, ensuring whānau are not repeating their stories to different people. Escalation of risk in referral management and treatment risk is also a core part of this role, and broader risk challenges should also be considered i.e. family harm, care and protection risks, to ensure the safety of whānau as well as the service.

The Clinical Coordinator will be expected to liaise with community stakeholders (e.g. primary care, other NGO's, hospital services) and Te Pae Pae Ārahi leadership, and these networks will be vital to assist with appropriate referrals to the service, and to build and maintain whakawhanaungatanga.

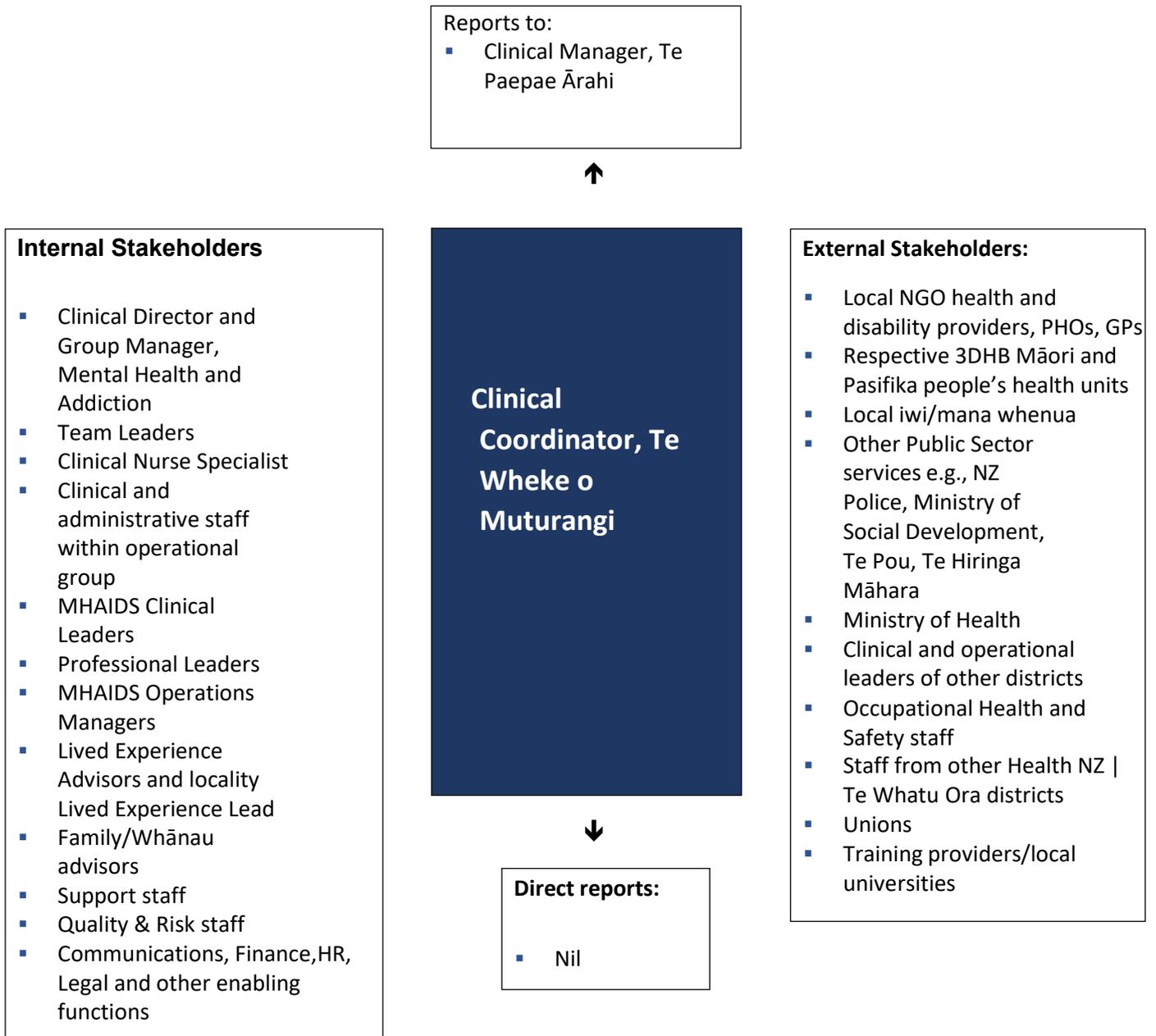
Key Accountabilities & Capabilities

The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes
<p>1. General accountabilities</p>	<ul style="list-style-type: none"> • Works alongside the Clinical Manager, Te Pae Pae Ārahi and key MHAIDS leadership staff to ensure services are delivered safely. • Promotes the importance of building intentional partnerships to strengthen community connection, awareness and understanding of services available and how they could be utilised to support tāngata whaiora and whānau as part of their recovery journey. • Represents the service at local community network forums/meetings. • Understands the roles and functions of the Local Adult Specialist Mental Health and Addiction Service and can support team members to work in partnership with other parts of the mental health and addiction system (internally and externally). • Ensures that staff understands their roles and responsibilities. • Monitors and manages staffing levels within the function(s) and home base, and escalates any risks/staffing shortages to the Clinical Manager for management and resolution. • Clinically prioritises referrals and allocates to appropriate clinicians/staff. • Monitors wait times for service and responds to issues effectively. • Works with peers/lived experience staff, kaumātua and other cultural staff and understands the value their work can bring. • Ensures service KPIs are being met or that plans are in place to address discrepancies. • Has an advanced knowledge of clinical risk, and can confidently escalate issues of risk appropriately. • Supports staff during and after significant events. • Leads by example by showing exemplary practice standards in their own clinical work.
<p>2. Leadership</p>	<ul style="list-style-type: none"> • Ensures the team works to the vision, values and principles of the model of care for Te Wheke o Muturangi. • Identifies and responds to issues that might affect the clinical performance of individual team members and the service in general. • Facilitates supportive team work and fosters a safe environment for staff. • Facilitates and oversees the orientation and development of new staff and visitors. • Develops collaborative relationships with other MHAIDS services, NGOs, and primary care providers.

	<ul style="list-style-type: none"> • Assists other staff to work through difficult situations or questions in relation to their clinical work. • Provides an emotionally containing presence for team members. • Role-models tāngata whaiora-directed care and attitudes to team members.
3. Workforce development	<ul style="list-style-type: none"> • Works with the Te Pae Pae Ārahi management team to complete regular caseload reviews and support performance appraisals. • Identifies staff who may require assistance in their performance and works with the management team to address performance issues. • Assists staff with identifying professional development and training opportunities.
4. Quality and Risk	<ul style="list-style-type: none"> • Ensures that the team works to relevant policies and guidelines and raises any issues in these areas. • Is an active member of the service Clinical Governance Committee, and is available to assist in the development and sustainability of service initiatives. • Is aware of the required audits and facilitates their completion effectively.
5. Te Tiriti ō Waitangi	<ul style="list-style-type: none"> • Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti ō Waitangi obligations are adhered to • Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance. • Demonstrates an awareness of health inequalities and supports workforce and wider service initiatives that contribute towards reducing these inequalities. • Cultural competence is grown across the team, supporting inclusion and partnership.
6. Lived Experience Engagement	<ul style="list-style-type: none"> • Is committed to upholding the Code of Expectations required by the Pae Ora Act 2022. • Is committed to recovery, wellbeing, culturally responsive and person-directed service design and delivery within the home base. • Will creates a culture that is safe and supportive of the lived experience and peer support workforce. Leading by example and supporting staff in training to improve knowledge and decrease experiences of discrimination. • Values and prioritises the voice of lived experience and recognises its contribution and expertise within the home base. This is demonstrated by working in partnership with the Lived Experience Lead to inform service design and delivery. • Seeks feedback on ways to improve care and actions alongside whānau with lived experience. This is demonstrated by positive stakeholder feedback, direct feedback from tāngata whaiora and whānau, and the compliments and complaints processes for the services.

Key Relationships & Authorities



Capability Profile

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
Equity	<ul style="list-style-type: none"> • Is committed to achieving equitable health outcomes for Māori • Demonstrates a proactive stance on equity actions for the other priority populations (i.e., Pacific Peoples, Tāngata Whaikaha and Rainbow communities) • Demonstrates a willingness to personally take a stand for equity • Equity informed decision-making evident in the development of plans, strategies and actions that impact service delivery for Māori • Ensures that actions taken to address inequities are timely, effective, pragmatic and based on robust evidence and change methodologies • Challenges current processes and thinking, leading the development of new thinking that will deliver equitable outcomes • Works in partnership with Māori stakeholders to achieve equity goals for Māori and ensure Te Tiriti o Waitangi obligations are demonstrated • Supports Pacific-led responses • Supports disability-focused/tāngata whaikaha responses
Commitment to Te Āo Māori	<ul style="list-style-type: none"> • Demonstrates critical consciousness and on-going self-reflection in terms of the impact of your own culture on your professional practise • Cultural competency is current, contemporary and supports inclusivity and partnership principles • Good understanding and working knowledge of current Māori Models utilised in our service • Understands and demonstrates understanding of tikanga. • Actively encourages Māori concepts of whakawhanaungatanga in their daily work practises • Demonstrates MHAIDS values of Kotahitanga, Rangatiratanga and Manaakitanga in professional practise
Lived Experience	<ul style="list-style-type: none"> • Has an understanding of recovery that is trauma-informed, strengths based, and wellbeing orientated. • Has a good understanding of lived experience and the peer workforce • Can recognise the value of tāngata whaiora and whānau voices in quality improvement, service design and delivery • Can model partnership with lived experience, creating a culture that is safe and supported of the lived experience voice • Challenges stigma and discrimination • Understands the importance of involving whānau in care and recognises the need to be led by tāngata whaiora in its involvement
Dealing with ambiguity	<ul style="list-style-type: none"> • Can effectively cope with change • Can shift gears comfortably • Can decide and act without having the total picture • Isn't upset when things are up in the air • Doesn't have to finish things before moving on • Can comfortably handle risk and uncertainty

Composure	<ul style="list-style-type: none"> • Is cool under pressure • Does not become defensive or irritated when times are tough • Is considered mature • Can be counted on to hold things together during the tough times • Can handle stress • Is not knocked off balance by the unexpected • Doesn't show frustration when resisted or blocked • Is a settling influence in a crisis
Developing Direct Reports and Others	<ul style="list-style-type: none"> • Provides challenging and stretching tasks and assignments • Holds frequent development discussions • Is aware of each person's career goals • Constructs compelling development plans and executes them • Pushes people to accept developmental moves • Will take on those who need help and further development • Cooperates with the developmental system in the organisation • Is a people builder
Interpersonal Savvy	<ul style="list-style-type: none"> • Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation • Builds appropriate rapport • Builds constructive and effective relationships • Uses diplomacy and tact • Can diffuse even high-tension situations comfortably
Decision Quality	<ul style="list-style-type: none"> • Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgement • Most of their solutions and suggestions turn out to be correct and accurate when judged over time • Sought out by others for advice and solutions
Functional/Technical Skills	<ul style="list-style-type: none"> • Has the functional and technical knowledge and skills to do the job at a high level of accomplishment
Drive for Results	<ul style="list-style-type: none"> • 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
Managing Vision & Purpose	<ul style="list-style-type: none"> • Communicates a compelling and inspired vision or sense of core purpose • Talks beyond today • Talks about possibilities • Is optimistic • Creates mileposts and symbols to rally support behind the vision • Makes the vision sharable by everyone • Can inspire and motivate entire units or organisations

Experience and Capability

Experience and Capability

Essential:

- Significant experience in mental health and addiction.
- Demonstrated leadership capability.
- Experience in supervision or mentoring.
- Experience with whānau-inclusive practice and kaupapa Māori models.
- Skilled in risk assessment, brief interventions, and therapeutic modalities (e.g., CBT, ACT, MI).
- Experience in service development, quality improvement, or accreditation processes.
- Experience with electronic clinical systems and paperless workflows.

Desirable:

- Experience working with Māori communities, whānau, hapū, iwi
- Experience working with youth, whānau, and cross-cultural contexts.
- Understanding of rongoā Māori and wairua-based practice

Essential Professional Qualifications / Accreditations / Registrations:

Essential:

- Registered Nurse with current APC or Allied Health professional with relevant registration.
- Postgraduate study in mental health, addictions, leadership, or Māori health.
- Full NZ driver licence.
- Ability to consent to full NZ Police Vetting check including overseas check.

Desirable:

- Authorised Vaccinator or relevant certifications

Someone well-suited to the role will place a high value on the following:

- Stewardship of resources
- Commitment to wellbeing of self and others
- Cultural humility and safety
- Integrity and transparency
- Relationship-centred practice
- Collaboration and trust
- Reflective and accountable practice

Ma tini, ma mano, ka rapa te whai
By joining together we will succeed

Te Whatu Ora is committed to Te Tiriti ō Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices.

We are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.