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## Position Description

<b>Position Title:</b>	Qualified Mental Health Professional (QMHP) Support Hours team
<b>Incumbent:</b>	
<b>Responsible to:</b>	Team Leader Support Hours
<b>Accountable to:</b>	General Manager, Equip CEO, Equip Equip Trust Board

**Stakeholder Relationships:**

Internal	Service Users Equip Staff
External	Service User family/whānau Relevant District Health Boards services and staff Other specialist and general services and agencies Windsor Park Baptist Church

**Section One: Position Summary**

The purpose of this role has two primary objectives:

1. To work with service users on identified strengths and issues, while guided by the principles and practice of the Strength Model. In this, you will integrate your profession-specific knowledge and skills.
2. To coach, mentor and supervise other Equip staff in clearly delegated areas of responsibility.

You will be acting in accordance with Equip values and philosophy.

This is achieved through the co-ordination of family/support networks and clinical teams, management of resources, internal and external alliances, and using knowledge of Te Tiriti o Waitangi for the benefit of those receiving the service.

**Section Two: Key Standards**

2.1	To work within a team in a multi-disciplinary framework, and provide support for service users guided by the principles and practice of the Strength Model and in line with Equip ethos, in working with Service Users with major mental health issues.
2.2	To meet Health and Disability standards and other guidelines outlined by the Ministry of Health.

Primary Objectives

- To work directly with service users on identified strengths, goals and issues and whenever possible to utilise profession-specific assessments, interventions, theoretical models and frameworks.
- To act as a coach, mentor and supervisor to staff in clearly delegated areas of work. This includes being a role model in all areas of practice.
- When requested, partake in quality initiatives. This can be within the Support Hours team or the wider organisation.

**Section Three: Major Activities.**

Key Tasks	Means	Performance Indicators
<p>Work directly with service users on identified strengths, goals and issues.</p>	<p>Assess, plan, action &amp; evaluate identified strengths and issues, guided &amp; supported by the principles &amp; tools of the Strength Model.</p> <p>When appropriate, complete profession-specific assessments and interventions. This needs to compliment the Strength's model and philosophy.</p> <p>Work with the values and philosophy of Recovery</p>	<ul style="list-style-type: none"> <li>• Service users are working towards and achieving identified strengths, goals &amp; issues.</li> <li>• Service users are satisfied with the support provided.</li> <li>• Service users are satisfied with the lives they are living.</li> <li>• Practice is recognised as best practice and safe.</li> <li>• Changes in mental state and presentation of Service Users are detected early, well-documented, and followed up on.</li> </ul>
<p>To coach, mentor and supervise staff within the delegated areas of responsibilities.</p>	<p>To be involved with providing support to new staff in their induction through providing 'shadowing' opportunities.</p> <p>To be a role model in all aspects of your work.</p> <p>To coach and mentor staff within delegated tasks and areas of responsibilities.</p>	<ul style="list-style-type: none"> <li>• Demonstrates a good work ethic and shows appropriate initiative.</li> <li>• Demonstrates good self care</li> <li>• To be recognised as a positive role model within Equip and a safe and sound practitioner.</li> <li>• To maintain all SUEr-related documentation of a high standard and up to date.</li> <li>• To coach and mentor staff in providing coaching opportunities, for example during a new staff member's induction, and the initial assessment of a new SUEr.</li> <li>• To support staff within the delegated areas of responsibilities to become SUEr-centred, ethical, affective and efficient practitioners.</li> <li>• To coach staff the link between evidenced-based theory and strength-based and safe practice.</li> <li>• Communicates well and in a timely manner with the Support Hours Team Leader(s).</li> </ul>

<p>When requested by Team Leader, to be involved in the referral, entry and exit service procedures of service users</p>	<p>Ensure Equip client pathway is followed.</p> <p>Establish, maintain and develop links with referral services.</p> <p>Participate in initial assessment of new referrals to service, entry, and exit processes.</p>	<ul style="list-style-type: none"> <li>• Participate in initial assessment of new referrals to service.</li> <li>• Establish, maintain current service information material, brochures and documents. Provide same to community.</li> </ul>
<p>When requested by Team Leader, to be involved in quality initiatives</p>	<p>Participate in quality initiatives, like assessments, the CAFÉ, Shared Vision, and training.</p>	<ul style="list-style-type: none"> <li>• Adds value to the organisation by the contributions made.</li> <li>• Shows initiative and communicates well with activities involved in.</li> <li>• Activities involved in are well supported and remain relevant.</li> </ul>
<p>See three rows above</p>		<ul style="list-style-type: none"> <li>•</li> </ul>
<p>Ensure service provided is culturally safe and acceptable to service users.</p>	<p>Actively seeks training to increase cultural knowledge.</p> <p>Role models culturally safe practice.</p> <p>Seek and use culturally appropriate resources in the service, family and community.</p>	<ul style="list-style-type: none"> <li>• Has completed Te Tiriti o Waitangi training within the last two years.</li> <li>• Regularly attends the Equip cultural group.</li> <li>• Services are provided in a culturally safe manner. Cultural experts, resources in the family/whānau, organisation and community are identified and used in service planning and delivery.</li> <li>• Is able to demonstrate use of the principles of Te Tiriti o Waitangi within staff support and own practice.</li> <li>• Consults with the appropriate cultural experts and supports service user and staff in doing this.</li> <li>• Is seen as a role model of culturally safe practice and seeking cultural knowledge.</li> </ul>

<p>Create and maintain a safe and therapeutic environment for service user, family members, staff and others.</p>	<p>Follow Equip Health and Safety (H&amp;S) policy and Procedure.</p> <p>To support and work with staff to ensure the buildings, property and local environment meet the resident's needs for personal health, safety and security.</p>	<ul style="list-style-type: none"> <li>• Report any hazards that are identified.</li> <li>• Take appropriate actions to deal with reported hazards.</li> <li>• To know all emergency procedures and to promote these to service users and staff.</li> <li>• Apply first aid training where required.</li> <li>• Manage challenging incidents and crisis events.</li> <li>• Carry out any required cleaning, maintenance, safety and security activities as part of the team.</li> <li>• Carry out any personal health requirements where required by support plans.</li> </ul>
<p>Maintain and develop own professional registration, training and skills.</p>	<p>Maintain professional registration and annual practicing certificate.</p> <p>With line manager, identify learning needs, set goals and undertake training and education.</p> <p>Participate in in-service, quality and other learning opportunity activities.</p> <p>With line manager, undertake ongoing and regular performance reviews.</p>	<ul style="list-style-type: none"> <li>• An up to date registration and APC are in personnel file.</li> <li>• Learning and training needs are identified, planned and implemented.</li> <li>• With team leader undertake monthly performance review.</li> <li>• Attends and participates at in-service training, quality and other learning activities.</li> </ul>
<p>Establish and develop effective working relationships with DHB Clinical Services, other agencies, persons, and resources in the wider community.</p>	<p>Identify, initiate and maintain contact with other relevant and important services, including NGO's, landlords, and community groups.</p> <p>Encourage and support staff and service users to develop and effectively use community resources and services.</p> <p>Actively problem-solve difficulties in communication or interaction between services, staff, service users or people.</p>	<ul style="list-style-type: none"> <li>• Positive relationships are established and maintained with services and groups. Service users access and utilise other services in the community.</li> <li>• Regular liaison, consultation occurs with other services and person in the community and is documented.</li> <li>• Problems are identified and resolved. Services, groups or service user feedback.</li> <li>• Collaborative relationships established with internal and external services.</li> </ul>

<p>Demonstrates high commitment to the work, values and philosophy of Equip</p>	<p>Acts and communicate congruent with the core values</p> <p>Service is delivered in line with the mission, values, philosophy goals and objectives of the organisation.</p> <p>Demonstrate effective communication and interpersonal skills.</p> <p>Share skills and knowledge with others.</p> <p>Accept accountability and be responsible for decisions made.</p> <p>Participate in both project and routine meetings and activities of the service. Demonstrate initiative and leadership.</p>	<ul style="list-style-type: none"> <li>• Feedback from service users, staff and key others.</li> <li>• Rationale for decisions and actions is made explicit to decision making.</li> <li>• Is seen by service users, staff and other parties as accountable for decisions made. Is seen as a role model for this.</li> <li>• Attend and actively participate in activities, tasks of the service.</li> </ul>
<p>Undertake other duties compatible with the philosophy, goals and objectives.</p>	<p>Through direct negotiation and consultation with Team Leader.</p>	<ul style="list-style-type: none"> <li>• Tasks and duties are completed to the standards and conditions specified and agreed. Demonstrates flexibility, willingness and ability to undertake other duties.</li> </ul>

#### Section Four: Qualities, Skills and Person Specification

- Is a registered health professional with a current APC.
- Is highly flexible in working patterns to fit in with the needs of service users.
- Able to provide leadership, support and coaching.
- Able to display honesty in all interactions and transactions.
- To be an active participant within the philosophy of Equip.
- Work compatibly within an organisation that maintains a Christian philosophical framework.
- Committed to working in the field of mental health.
- Committed to ongoing professional training and development in disciplines related to mental health work.

- A commitment to the well-being safety and personal development of all service users.
- Able to set appropriate professional and personal boundaries in relation to work.
- Able to maintain confidentiality.
- A team player that is able to work effectively and professionally without direct supervision.
- Commitment to the principles of the Treaty of Waitangi and applies them to practice.
- Possesses a well-developed sense of humour.

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Signed by Employee

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_