

## Job Description

### Clinical Head of Department

### Kia Tu Ngawari

<b>Position Title:</b>	Clinical Head of Department, Kia Tu Ngawari
<b>Organisation Unit:</b>	Mental Health and Addiction Services
<b>Location:</b>	Whangarei, Te Whatu Ora – Health New Zealand Te Tai Tokerau (Te Whatu Ora)
<b>Responsible to:</b>	General Manager and Clinical Director Mental Health and Addiction Services, Te Whatu Ora
<b>Primary Functions of the Position:</b>	<ul style="list-style-type: none"> <li>• The role of Clinical Head of Department is a leadership position (0.2FTE) attached to the substantive role of an experienced senior clinician in the department.</li> <li>• The Clinical Head of Department has the principal objective of providing professional and administrative leadership with the aim of providing a high-quality cost-effective service to meet the following team’s objectives and to contribute to the objectives of the broader service as a whole: <ul style="list-style-type: none"> <li>– Manaaki Kakano (Maternal Infant Mental Health)</li> <li>– He Tupua Waiora (Pregnancy and Parental Service)</li> <li>– Te Roopu Kimiora (Child and Youth)</li> <li>– Early Intervention in Psychosis</li> </ul> </li> <li>• The Clinical Head of Department will work in partnership with the Service Manager, Clinical Team Managers and other senior staff in a clinical governance framework.</li> <li>• The Clinical Head of Department will work in consultation with the Clinical Team Managers and senior staff to: <ul style="list-style-type: none"> <li>– Provide clinical and professional leadership and direction to the mental health and addictions teas that comprises the service.</li> <li>– Ensure the provision of efficient, safe and effective care through development and co-ordination of clinical systems.</li> <li>– Develop and maintain standards of practice within the teams.</li> <li>– Promote quality assurance and continuous quality improvement of clinical services.</li> <li>– Ensure compliance with contractual and statutory obligations.</li> <li>– Provide advice as required on issues relating to ethics and professional standards.</li> <li>– Ensure the provision of appropriate clinical experience, training, supervision and support for clinical staff in the teams.</li> </ul> </li> </ul>

## Functional Relationships

The Clinical Head of Department, Kia Tu Ngawari will develop and maintain excellent relationships with:

Internal	External
General Manager MHAS Clinical Director MHAS Director of Area Mental Health Services Service Manager Adult and POPs Services, Whangarei and Kaipara Clinical Team Managers Chief Medical Officer Director of Nursing and Midwifery Service Development Manager Clinical staff in the Department Tumanako Clinical Nurse Manager Other Clinical Heads of Service SMOs and RMOs working in the Adult Community service Professional Leaders Consumer and Family Leads Cultural Leaders and Advisors	Professional bodies Leaders of similar services at regional and national level District Inspectors Director of Registrar Training NGO providers Education Providers Oranga Tamariki

## Key Responsibilities and Expected Outcomes

Te Whatu Ora has established a set of values by which the organisation will respond, in part, to achieving its goals and objectives through their workforce. The following Values and supporting statements are expected behaviours of each individual employed with Te Whatu Ora:

Values	Supporting Statement
<b>Tāngata i te tuatahi</b> People First	He whakapapa, he mokopuna, he tamariki, he mātua, he tūpuna. He aha te mea nui. He tāngata, he tāngata, he tāngata Our people are central to all we do
<b>Whakaute (tuku mana)</b> Respect	He whakaaro nui ki ētahi atu We treat others as they would like to be treated
<b>Manaaki</b> Caring	Ko te manaaki – he whāngai, he kākahu, he ropiropi. Akona e te whānau whānui We nurture those around us, and treat all with dignity and compassion
<b>Whakawhitiwhiti Kōrero</b> Communication	Whakawhitiwhiti kōrero i runga te tika, te pono me te We communicate openly, safely and with respect to promote clear understanding and aroha
<b>Te Hiranga</b> Excellence	Kia kaha, kia māia, kia manawa nui Our attitude of excellence inspires confidence and innovation

The position of Clinical Head of Department, Adult Community Services encompasses the following major functions or key result areas:

- Te Tiriti o Waitangi
- Clinical leadership
- Development and coordination of clinical systems
- Promotion of best practice
- Quality assurance and improvement
- Training and supervision of junior staff
- Statutory requirements
- Consultancy
- Health and Safety
- Privacy & Confidentiality

The outcome requirements of the above key responsibility areas are outlined below:

Key Responsibility Area	Expected Outcomes
Te Tiriti o Waitangi	<ul style="list-style-type: none"> <li>• Contribute to the promotion of the articles and principles of Te Tiriti o Waitangi and the involvement of Māori within the decision-making process for their health and independence, within Te Whatu Ora management processes and procedures</li> <li>• Include the articles and principles of Te Tiriti o Waitangi within all aspects of the role and its outcomes</li> <li>• Ensure that consultation and engagement processes include appropriate mechanisms to meet the need of Māori in a culturally appropriate and safe manner</li> <li>• Attend the Te Whatu Ora Te Tiriti o Waitangi Training.</li> </ul>
Clinical leadership	<ul style="list-style-type: none"> <li>• Provide clear focus and expectations for staff in the community teams through development of policies, objectives, and goals that reflect best practice and enable the teams to provide safe care and meet relevant standards and legislative requirements.</li> <li>• Participate in the development and implementation of the Mental Health and Addiction Service Plan in partnership with the management team.</li> <li>• Oversee the recruitment and orientation of clinical staff within the service, in support of operational managers.</li> <li>• Develop clinical audit process and procedures in partnership with the Clinical Director.</li> <li>• Guide performance improvement interventions where individual medical staff are not meeting expectations</li> <li>• Co-jointly with Clinical Director, General Manager and service manager, plan future human resource needs.</li> </ul>

Key Responsibility Area	Expected Outcomes
Development and coordination of clinical systems	<ul style="list-style-type: none"> <li>• Work in partnership with the service manager and senior staff to ensure that a multidisciplinary team approach to practice is promoted and implemented.</li> <li>• Improve the linkages across the service, with other mental health and addiction services, primary care and other providers and agencies to ensure that the consumer receives an integrated and co-ordinated service.</li> <li>• Ensure communication processes are in place so that staff report that they are consulted and informed about service decisions.</li> <li>• A process is in place for the management of medical staff leave. In particular: <ul style="list-style-type: none"> <li>– Leave is managed to minimise disruption of clinical services.</li> <li>– Leave for SMOs who work in the department is approved and signed off by the General Manager.</li> </ul> </li> <li>• Ministry of Health and Te Whatu Ora, Te Tai Tokerau policies are integrated into the Service clinical policies, plans and clinical practices.</li> <li>• Bed management systems are in place to ensure the most cost-effective use of inpatient services and to manage peaks in demand</li> </ul>
Promotion of best practice and cultural safety	<ul style="list-style-type: none"> <li>• In conjunction with the wider management team, participate in the development and implementation of service policies and guidelines.</li> <li>• Lead the development of community clinical pathways/ procedures</li> <li>• Plan and lead the development and implementation of clinical indicators that reflect priorities for Mental Health and Addiction services.</li> <li>• Clinical standards are maintained and reviewed regularly.</li> <li>• Cultural safety is embedded in service delivery across the teams</li> <li>• Evidence-based practice improvements are implemented.</li> <li>• Keep abreast of recent research in relation to effective clinical practice and provide recommendations in relation to service changes that will improve clinical outcomes for tangata whaiora.</li> <li>• Outcomes for tangata whaiora within the community services are overseen and monitored</li> <li>• The Clinical Director and General Manager are assisted in actioning complaints regarding patients and/or services provided and professional disputes are arbitrated.</li> </ul>
Training and supervision	<ul style="list-style-type: none"> <li>• Be an accredited supervisor and support the supervision of registrars and other medical colleagues as required</li> <li>• Oversee the training and supervision of registrars rostered to the community teams</li> <li>• Systems are in place to meet any requirements to train and assess medical students.</li> </ul>

Key Responsibility Area	Expected Outcomes
Statutory requirements	<ul style="list-style-type: none"> <li>The requirements of all Acts relevant to clinical practice are observed.</li> <li>Procedures involving tangata whaiora meet statutory requirements and are fair and clinically appropriate</li> </ul>
Consultancy	<ul style="list-style-type: none"> <li>Courts and other agencies are advised on Service matters where appropriate.</li> <li>Opinions are given in an appropriate manner on changes to statutes and controversial and ethical issues within current guidelines and policies.</li> </ul>
Health & Safety	<ul style="list-style-type: none"> <li>Observe and promote safe work practices, rules and instructions relating to work, and be pro-active in hazard management</li> <li>Willingly co-operate in the achievement of all health and safety goals and initiatives by: <ul style="list-style-type: none"> <li>Practicing and observing safe work methods;</li> <li>The use of safety equipment;</li> <li>Reporting unsafe conditions or equipment; and</li> <li>Reporting and documenting all accidents or incidents</li> </ul> </li> </ul>
Privacy and Confidentiality	<ul style="list-style-type: none"> <li>Undertake all duties and responsibilities in accordance with the Privacy Act 2020, Health Information Privacy Code 2020, and Privacy Policies and Procedures of Te Whatu Ora</li> <li>Complete mandatory induction training on Privacy responsibilities</li> </ul>

### Variation of 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 may be amended from time to time, in consultation with the employee, to meet any changing conditions and service requirements.

### Person Specification

#### Education and Qualifications

Essential	Desirable
<ul style="list-style-type: none"> <li>Registered Clinician</li> <li>Current Annual Practicing Certificate</li> </ul>	<ul style="list-style-type: none"> <li>Specialist training in Mental Health or Addictions</li> <li>Post graduate training</li> <li>Leadership and management training</li> <li>Academic experience – teaching and/or research</li> </ul>

#### Experience

Essential	Desirable
<ul style="list-style-type: none"> <li>5 years' experience as a senior clinician</li> </ul>	<ul style="list-style-type: none"> <li>Leadership and management experience</li> <li>Participation in national or regional projects re Mental Health</li> </ul>

## Awareness and Understanding of

Essential	Desirable
<ul style="list-style-type: none"> <li>Te Tiriti o Waitangi and its application to the health setting</li> <li>Privacy Act (2020) and Health Information Privacy Code (2020)</li> <li>Health and Safety at Work Act 2015</li> </ul>	<ul style="list-style-type: none"> <li>Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations (1996)</li> <li>New Zealand Council of Healthcare Standards</li> </ul>

## Skills & Personal Attributes

Skills
<ul style="list-style-type: none"> <li>Proven ability to initiate and manage change</li> <li>Proven ability to lead a group of people to meet agreed goals</li> <li>Proven conflict resolution skills</li> <li>Proven ability to meet timeframes</li> <li>Computer literacy – Te Whatu Ora – Te Tai Tokerau _ information systems eg JADE, Outlook, Intranet</li> <li>Effective communication skills – verbal and written, including formal presentations</li> </ul>

Personal Attributes
<ul style="list-style-type: none"> <li>Focussed on providing best care for tangata whaiora and families/whanau</li> <li>Culturally safe practice</li> <li>Open minded</li> <li>Optimistic</li> <li>Resilient</li> <li>Supportive</li> <li>Honest</li> <li>Professional</li> <li>Caring</li> </ul>

## Performance Development Review

An initial review of performance will be conducted after three months, with an annual review thereafter.

An individual Development Plan will be developed to reflect the contribution this position is expected to make towards achieving the team's objectives and measures. Key result areas will be developed and agreed at this time.

Authorised by: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Acceptance

Acceptance of the position implies acceptance of this position description.

Position Title: \_\_\_\_\_

Signature of  
employee: \_\_\_\_\_

Date: \_\_\_\_\_