

Position Description | Te whakaturanga ō mahi

Te Whatu Ora | Health New Zealand

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| Title | Mental Health Assistant | | | |
| Reports to | Clinical Team Manager | | | |
| Location | Inpatient Mental Health Unit | | | |
| Department | | | | |
| Direct Reports | N/a | | Total FTE | N/a |
| Budget Size | Opex | N/a | Capex | N/a |
| Delegated Authority | HR | N/a | Finance | N/a |
| Date | December 2022 | | | |
| Job band (indicative) | | | | |

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

Te Mauri o Rongo – The New Zealand Health Charter (to be confirmed)

Te Mauri o Rongo is currently being finalised – this section provides an overview of anticipated content. In order to guide the culture, values, and behaviour expected of the health sector, Health New Te Mauri o Rongo provides common values, principles and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.

The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.

It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.

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| Wairuatanga | The ability to work with heart | <i>"When we come to work, we are able and supported by others to be our whole selves. When we return home we are fulfilled".</i> |
| Rangatiratanga | Ensuring that the health system has leaders at all levels who are here to serve | <i>"As organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all"</i> |
| Whanaungatanga | We are a team, and together a team of teams | <i>"Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānaunga, we are the workforce - kaimahi hauora"</i> |
| Te Korowai Manaaki | Seeks to embrace and protect the workforce | <i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i> |

About the role

The primary purpose of the role is to:

- The Mental Health Assistant performs as a member of the health care team assisting with non-direct and direct patient care activities under the direction and delegation of a registered nurse..

| Key Result Area | Expected Outcomes / Performance Indicators – Position Specific |
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| <p>Professional Responsibility</p> <p>Demonstrate responsibility, complying with DHB vision, purpose, values, policies and procedures.</p> | <p>A reasonable level of fitness is required to cope with the demanding physical requirements of the job. The following denote the key physical requirements for the position: standing, walking, bending, sitting, stairs, simple grasping, fine manipulation, operating machinery / equipment, lifting, overhead reaching, carrying, pushing / pulling, twisting, climbing / balancing, crouching / squatting, manual handling of people, other reaching, and ability to participate in personal restraint if required.</p> <ul style="list-style-type: none"> • Meets and maintains organisational mandatory requirements for Mental Health Assistants • Attains and maintains area specific mandatory requirements and key accountabilities • Engages in appraisal systems with manager • Adhere to policies and procedures • Respect for others • Partakes in regular team meetings engaging in discussion • Presents self in a tidy and professional manner <ul style="list-style-type: none"> • Adheres to policy – ID badge citing designation worn on person at all times |

Management of Care

Demonstrate responsibility with clinical and non-clinical activities within the ward/unit environment with an understanding of the Code of Health & Disability Services Consumer Rights and HIP Code and HDC.

The Mental Health Assistant works within the primary purpose of their role and is accountable for assisting with routine activities for Consumer/Tangata Whaiora under the direction and delegation of a registered nurse including:

- advising the registered nurse if they have not been trained for the activity and ensuring that they don't accept an activity if it is beyond their capabilities.
- advising the registered nurse if they have concerns about the healthcare status of patients, non-patient related activities or environmental issues.
- Works productively to support the nursing team with clinical and non-clinical activities.
- Attends mandatory training workshops as determined by the organisation
- Assists the team in welcoming Consumer/Tangata Whaiora to the ward
- Communicates effectively with Consumer/Tangata Whaiora and family/whanau and members of the health care team.
- Maintains privacy and confidentiality in accordance with HDC Code, DHB policies and procedures etc.
- Behaves respectfully and with tolerance towards Consumer/Tangata Whaiora, colleagues, and members of the wider healthcare team
- Assists with personal hygiene
- Assists with mobilising and positioning Consumer/Tangata Whaiora
- Assisting with nutritional needs
- Assisting with elimination
- Assisting with rehabilitation
- Answering call beds where applicable
- Participate in intentional rounding where applicable
- Consumer/Tangata Whaiora watches/Visual Observations / completing ward observation lists
- Escorting Consumer/Tangata Whaiora who do not need a clinical handover or as delegated by a registered nurse.
- Contributes to falls prevention and rehabilitation strategies
- Attends Consumer/Tangata Whaiora handovers in clinical areas when appropriate or as directed

The Mental Health Assistant is accountable for assisting with non-direct Consumer/Tangata Whaiora care activities within the ward/ unit including

- Ordering as applicable
- Cleaning
- Restocking
- Assigned administrative tasks
- Bed making
- Supports the team to maintain relevant sluice, stores, kitchens, and linen rooms
- Supports the team to removing rubbish and linen
- Supports the team to set up isolation rooms and arranging terminal cleaning.
- Assists with providing food/fluids to consumers/Tangata Whaiora
- Keep the ward tidy and bed spaces accessible

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| <p>Interpersonal Relationships</p> <p>To demonstrate effective interpersonal relationship skills.</p> | <ul style="list-style-type: none"> • Assists with welcoming consumers / Tangata Whaiora to the ward • Communicates effectively with consumers/Tangata Whaiora/whanau and members of the health care team • Behaves respectfully and with tolerance towards consumers/Tangata Whaiora/whanau, and members of the health care team • • |
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| Key Result Area | Expected Outcomes / Performance Indicators – All Te Whatu Ora Leaders |
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| <p>Te Tiriti o Waitangi</p> | <ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership |
| <p>Equity</p> | <ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes • Demonstrates awareness of colonisation and power relationships • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery • Willingness to personally take a stand for equity • Supports Māori-led and Pacific-led responses |
| <p>Culture and People Leadership</p> | <ul style="list-style-type: none"> • Lead, nurture and develop our team to make them feel valued • Prioritise developing individuals and the team so Te Whatu Ora has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others • Provides leadership that shows commitment, urgency and is visibly open, clear and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally • Implement and maintain People & Culture strategies and processes that support provide an environment where employee experience, development and performance management drive achievement of the organisation’s strategic and business goals • Ensures Business Unit culture develops in line with expectations outlined in Te Mauri o Rongo (the Health Charter, once developed), ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained & strengthened |
| <p>Innovation & Improvement</p> | <ul style="list-style-type: none"> • Be open to new ideas and create a culture where individuals at all levels bring their ideas on how to ‘do it better’ to the table • Model an agile approach –tries new approaches, learns quickly, adapts fast • Develops and maintains appropriate external networks to support current knowledge of leading practices |
| <p>Collaboration and Relationship Management</p> | <ul style="list-style-type: none"> • Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same |

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| | <ul style="list-style-type: none"> • Work with peers in Te Aka Whai Ora Māori Health Authority and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services |
| Health & safety | <ul style="list-style-type: none"> • Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives • Taking all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes • Lead, champion, and promote continual improvement in health and wellbeing to create a healthy and safe culture |
| Compliance and Risk | <ul style="list-style-type: none"> • Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware |

Relationships

| External | Internal |
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| <ul style="list-style-type: none"> • Consumers/Tangata Whaiora, Families and Whānau | <ul style="list-style-type: none"> • Executive Director of Nursing and Midwifery • Directors of Nursing • Associate Directors of Nursing • Directorate Leadership Team • Clinical Nurse Co-ordinators • Nursing Staff • Medical Staff • Allied Health Staff • Administration Staff • Te Whatu Ora Southern staff • Duty Manager(s) • After hours Co-ordinators |
| <ul style="list-style-type: none"> • Community Members | <ul style="list-style-type: none"> • |
| <ul style="list-style-type: none"> • Unions | <ul style="list-style-type: none"> • |

About you – to succeed in this role

You will be able to

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance

- Able to maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose, and goals
- Establish and maintain positive working relationships
- Demonstrate a strong drive to deliver and take personal responsibility
- Demonstrate self-awareness of your impact on people and invest in your ability to continuously grow and improve
- Demonstrate the highest standards of personal, professional, and institutional behaviour through commitment, loyalty and integrity

Activities that a Mental Health Assistant can perform with indirect supervision

- Wash down and make beds
- Assist consumer/Tangata Whaiora to keep bedroom tidy
- Restocking and tidying in ward areas
- Answering the phone and taking messages
- Help pack and unpack consumer/Tangata Whaiora belongings on discharge/ admission if help required.
- Locating, moving, and cleaning equipment
- Maintenance requests
- Reads consumer/Tangata Whaiora notes/treatment plan
- Attends handovers
- Supervise / assist with ward activities

MHA activities whether working with a registered nurse or delegated by a registered nurse once the patient has been assessed by the registered nurse

- Shower/ bed bath a stable consumer/Tangata Whaiora who requires minimal assistance or providing the second person assist due to high acuity or decreased mobility
- Personal cares such as hair grooming, teeth cleaning and facial shaves
- Mobilise a consumer/Tangata Whaiora who can get out of bed with minimal assistance and needs guidance only e.g., walking frame, stick
- Assist consumer/Tangata Whaiora with toileting requirements
- Accompany/escorting consumer/Tangata Whaiora
- Transferring, positioning, or mobilising a Tangata/Whaiora using slide sheets, hoist and other moving equipment
- Basic life support and emergency management
- Document in consumer/Tangata Whaiora notes. Registered nurse to countersign any documentation
- Assist a non-compromised consumer/Tangata Whaiora with eating and drinking
- Apply pressure relieving mattress to the bed
- Assist with baby bath where applicable
- consumer/Tangata Whaiora visual observations or increase level of observations e.g. 1:1
- Intentional rounding where applicable
- Participating in or running ward activities / groups

Specific MHA activities directed and delegated by a registered nurse ensuring the principles of delegation are maintained which include that the MHA has the level of knowledge, skill and experience to perform the delegated activity. Specific training needs to have been provided to the MHA.

- Obtaining an MSU
- Making up relevant area packs

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

Acknowledged / Accepted

Employee

Date

Manager

Date