

## Position Description

### Youth Community Mental Health Worker

<b>Our Vision</b>	<b>Our Mission</b>
To provide an effective Christ-centred mental health service that encourages life, purpose, hope and future	Offering hope and a Stepping Stone in life
<b>Core Values</b>	
<p>Faith - belief that God makes a difference</p> <p>Growth – a journey toward wholeness</p> <p>Respect – belief in the value of all people</p> <p>Relationship – belief that we grow and work together with others</p> <p>Service Effectiveness – giving hope</p>	

### Role, Purpose and Scope of Role

The Youth Community Mental Health Worker position is responsible for providing short-medium term (up to one year) intensive intervention support to young people (and their families as applicable) aged 14-25 years who suffer from a major psychiatric disorder.

The team provides intensive community support to adolescents who live in Christchurch or surrounding communities.

There are two work contexts for this role. One works M-F with a weekly client visit arranged, the other works a mix of week and weekend days with some evening work and with clients seen daily, to meet the varying needs of young people.

### Service Context

Youth CMHW is a community based resilience & recovery philosophy MH treatment and therapies service for adolescents. Staffed by nurses, allied health and non-clinical staff providing MH intervention treatment & support, also ongoing symptom monitoring and reporting

A Job Description is a broad, general, and written statement of a specific job. It generally includes duties, purpose, responsibilities, scope, and working conditions of a job along with the job's title, and the name or designation of the person to whom the employee reports.

## Key Relationships

Accountable to

- Service Manager (Yth. CMHW, CRFSS, Yth Mobile, CEP)  
Regular communication to receive and give advice/feedback around the functional needs of the service

## Delegated authorities

Financial – Budget & Expenditure limits

TBA

Human resources

Participate as required

## Internal Relationships

Interactions **within** SST

The purpose and frequency of these interactions

Senior Management Group

- As required to receive and give advice/feedback around the functional needs of the service

Service Manager

- As required to receive and give advice/feedback around the functional needs of the service

Other Staff

- As required to achieve service targets

Service Users & their Significant Others

- As required to assist resolve issues

## External Relationships

Interactions **outside** of SST

The purpose and frequency of these interactions

Other Health Professionals

- As required DHB/MSD Service/Case Managers, Allied Health Professionals, other community agency staff

Relevant Regulatory Agencies

- As required e.g. Police, MSD, DHB, ACC

Professional Networks

- Participate in networking and collaborative, interagency activities

External Contracts

- As required e.g. QualMed, Trades, Trainers,

## Other Duties

**Notwithstanding any respective definition or classification of employment, the employee may be required to undertake other lawfully permitted duties.**

## Key Result Areas

### 1 Model of Care, Policies and Procedure

	Key Measurement Criteria		Performance Measure
1.1	Commitment to working within the framework of Stepping Stone Trust its vision, mission and values	1.1	Demonstrate alignment with vision, mission and values
1.2	Stepping Stone Trust policies & procedures are implemented and adhered to	1.2	Policy and procedures adhered to

### 2 Cultural Safety

	Key Measurement Criteria		Performance Measure
2.1	Commitment to the principles of the Treaty of Waitangi relevant to Stepping Stone Trust	2.1	Demonstrate within the workplace the practical knowledge and application of the principles of the Treaty of Waitangi
2.2	Clients receive care without discrimination on the basis of race, culture, religion, health, sexual orientation or age	2.2	Client feedback, peer feedback

### 3 Programme Delivery

	Key Measurement Criteria		Performance Measure
3.1	Supports service provision in line with SMHS client mgt. plan to monitor symptoms, prepare plans at set intervals that address interventions to ensure care is current and relevant, consult & network with relevant agencies including SMHS assessment for DSM V symptomatic / diagnosed issues	3.1	Selected review of plans shows they are being functioned and are current to within 3 months
3.2	Service standards reflect policy and audit requirements	3.2	Service documentation reflects staffs daily/weekly task requirements are completed
3.3	In collaboration and discussion with Service Manager participates in monitoring and responding to incidents as they arise; and assists in progressing these to a suitable outcome.	3.3	Evidence of risk mitigated through established crisis management plans / strategies / contact with CM's & whanau
3.4	A functional awareness of service status, needs, culture, pressures etc. is maintained	3.4	Reflected in service meeting, diary, supervision notes

3.5	External enquiries are managed by liaison with appropriate agencies to maximise care, planning and coordination of service access and user needs	3.5	Reflected in unit documentation and CMS & staff supervision notes
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#### 4 Communication

Key Measurement Criteria		Performance Measure	
4.1	Service & CMS recording systems are utilised to ensure time recording, file systems, record keeping standards / systems are current and accurate	4.1	Selected review of systems shows they are being functioned and are current to within 1 month. Evidence all internal audit requirements are complete
4.2	Conflict / resolution processes are facilitated as needed	4.2	Issues are resolved early or if escalated records show efforts made
4.3	Leads by example, working collaboratively with staff providing transparent feedback & supervision, setting a culture of clear communication e.g. re safety, professionalism, team issues	4.3	Staff issues are progressed on the basis of noted feedback within service and supervision records
4.4	Timely and appropriate information is based across shifts and changeover/other times	4.4	Reflected in service meeting, diary, supervision notes

#### 5 Leadership Model

Key Measurement Criteria		Performance Measure	
5.1	Contribute to leading and maintaining SST's ethos and vision	5.1	Identified in meetings documents as having played an active role
5.2	Facilitate and coordinate decision making within service area, in conjunction with Service Manager	5.2	Service records show active engagement in decision making – in house MDT's with SMHS staff
5.3	Supports and facilitates a team culture which is recovery focused and supports best practice	5.3	Team meetings and activities demonstrate culture development e.g. team retreat day, staff orientation
5.4	Lead/model healthy, respectful professional relationships	5.4	Staff and peer feedback reflects positive, affirming relationships

<b>6 Reporting</b>			
	<b>Key Measurement Criteria</b>		<b>Performance Measure</b>
6.1	CMS is updated to ensure currency and accuracy	6.1	Selected client reviews within CMS demonstrate current & accurate recording
6.2	Incident / Accident reports generated promptly	6.2	Selected review of reports shows they are being actioned and are current to within 1 month
6.3	Complaints to be documented in accurate and timely manner	6.3	As per complaints policy
6.4	Maintenance issues are accurately reported and followed up in a timely manner	6.4	Documentation shows an accurate and timely report, follow up and resolution

<b>7 Team Work</b>			
	<b>Key Measurement Criteria</b>		<b>Performance Measure</b>
7.1	Participates fully in the consultative function of the Youth CMHW team	7.1	Contributes regularly and consistently in discussion/meetings – staff meetings, internal/external MDT
7.2	Assists the Youth CMHW team in achieving the objectives of the team.	7.2	Team objectives achieved, peer review. Developing towards annual Community service clinical goals
7.3	Provides professional health service advice and input to the Youth CMHW team.	7.3	Notes in e-mails, minutes, reports indicating staff supervision and liaison with SMHS

<b>8 Professional Development</b>			
	<b>Key Measurement Criteria</b>		<b>Performance Measure</b>
8.1	Identifies professional development needs and training opportunities in consultation with the Service Manager	8.1	Evidenced in participation in training and development, training records.
8.2	Receives regular supervision per SST policy	8.2	Supervision reports.
8.3	Completes PD sufficient to remain professionally accredited if applicable	8.3	Professional registration is maintained if applicable

## 9 Quality Standards

Key Measurement Criteria		Performance Measure	
9.1	Know and practice OSH policy.	9.1	Implements OSH Policy e.g. hazards noted, team represented at OSH meetings
9.2	Facilitate fire drills and civil defence emergency procedures.	9.2	Fire drills occur 3 mthly. Check and note CD resources 6 mthly
9.3	Adhere to accident/incident reporting system.	9.3	Accident/Incidents are reported.
9.4	Uses all equipment correctly, and with proper care and attention, observing education and instruction given	9.4	Staff use equipment correctly
9.5	Know and practice relevant work place quality standards subject to Audit	9.5	Service adherence to functional quality stands is positively reflected in internal and external audits
9.6	Infection control and medications systems are modelled competently	9.6	Competent Infection control and medications process are reflected in service documentation

## 10 Service Specific KPI's

Key Measurement Criteria		Performance Measure	
10.1	Contract Adherence	10.1	Target outcomes and service compliance meet contractual requirements e.g. 80 face to face hrs per fte
10.2	Finance Management	10.2	Regular consults with Service Manager to ensure service is within budget
10.3	People Management	10.3	Participate in staff performance management via meetings, notes, plans, outcomes, reviews etc.
10.4	Service users	10.4	Service users receive a quality service shown through reduced complaints, incidents and improved audit compliance

## Working Environment and Physical Demands

Stepping Stone Trust aims to provide a safe workplace, where nobody is placed in an environment or asked to do anything which will result in physical or mental harm. Here are some environments and potential hazards that might be encountered in this role.

*Those in **bold** represent the likely environments of this position*

<b>Office</b>	Residential facilities	Outdoors
<b>Vehicle</b>	<b>Client's homes</b>	<b>Community</b>
Hospital	<b>Offices of Specialist Services</b>	

*Those in **bold** represent the likely hazards of this position*

PHYSICAL	BIOLOGICAL	TEMPERATURE
Mechanical handling Stacking and storage <b>Transportation (car etc)</b> Confined space / working at heights <b>Ventilation</b> Working at heights in walkways and aisles Equipment guards Energy isolation <b>Noise</b> Vibrating platforms	Insects <b>Bacteria / Virus</b> Animals (e.g. Dogs, Rats)	Extremes of heat or cold <b>Hot substances / products</b> <b>Fire hazard</b>
	CHEMICAL	PHYSIOLOGICAL (Factors that may contribute to stress and / or fatigue)
	<b>Chemicals and other substances</b> Mist <b>Dust</b> Dangerous Goods	<b>Periods of significantly increased intensity or duration of workload</b> <b>Organisational demands of work (e.g. 24 hour availability)</b> <b>Tight deadlines</b> <b>Provision of support to others during peak periods</b> Shift work
LIGHTING	POWER SYSTEMS	EMERGENCY RESPONSE
<b>Lighting levels</b>	<b>Electrical</b> Hydraulic	<b>Responsible for items to be secured e.g. earthquake</b> <b>Evacuation routes</b>
ERGONOMIC	RADIATION	
<b>Manual handling</b> <b>Work station set-up</b>	<b>Microwave</b> Infra -red, ultraviolet	

Those in **bold** represent the essential physical requirements of this position

TYPE	FREQ.	TYPE	FREQ.	TYPE	FREQ.
<b>Sedentary – sitting</b>	<b>F</b>	Stooping	O	Lifting / manual handling	O
Pulling	R	Kneeling	O	Grasping	O
Crouching	O	<b>Typing</b>	<b>F</b>	Crawling	R
<b>Talking</b>	<b>F</b>	Reaching	O	<b>Hearing</b>	<b>F</b>
Standing	O	Repetitive hand motions	R	<b>Fine finger motions</b>	<b>F</b>
<b>Walking</b>	<b>F</b>	Pushing	O	<b>Driving</b>	<b>F</b>
Climbing	R	Other – please record:			

Note: **C** = Constantly: 67-100%; **F** = Frequently: 34 – 66%; **O** = Occasionally: 1 – 33%; **R** = Rarely: 0 – 1%

Those in **bold** represent the visual requirements of this position

<b>Close vision</b>	Distance vision	<b>Colour vision</b>
<b>Ability to focus</b>	VDU	No special vision requirements

### Verification

We agreed that this Position Description accurately reflects the key responsibilities of the position of Youth Community Mental Health Worker at today's date.

Manager's Name:

Manager's Signature:

Date:

Employee's Name: (Insert Employee's full name)

Employee's Signature:

Date:

This Position Description will be reviewed at least once a year during the course of the Performance Review Meetings. Any changes which need to be made will be signed off by the responsible Senior Management Team member, and Human Resources.



## Person Specification

### Youth Community Mental Health Worker

#### Education and Qualifications

For this position you should have a minimum relevant L4 qualification in a human services discipline e.g. health care, social services, educational, recreational.

Most desired would be a L6 or Degree level human services qualification in an HPC Act work area e.g. Social Work.

#### Technical or Professional Knowledge, Skills and Experience

##### Social Services

- Reasonable experience working across a range of youth focused MH services
- Have a useful knowledge of Youth Development & Youth Health concepts / issues
- Experience, knowledge and utility of networking in the youth and community contexts
- Proven skills in client engagement, planning and implementation

##### IT and Internet systems

- Competent knowledge of office software systems e.g. Microsoft Office (Word, Excel, Power Point), E-mail, and exposure/awareness to Case Management systems, with the ability to support staff in these applications.
- Confident using the Internet and web tools.

##### Administration

- Ability to engage with administrative functions to ensure timely reporting
- Demonstrates short, medium and long term service planning capability, with managed follow up processes
- Demonstrates understanding of administrative systems that ensure clinical processes are well supported
- Demonstrates ability to accurately update quality care and reporting systems

## General Competencies (behaviours) and attributes

<p><b>Alignment to Core Values</b></p>	<ul style="list-style-type: none"> <li>• Able to align with the vision, mission and core values of SST reflected through a personal faith journey</li> <li>• Ability to promote a work culture based on Christian values &amp; encourage where appropriate a faith journey for staff &amp; service users</li> </ul>
<p><b>Teamwork</b></p>	<ul style="list-style-type: none"> <li>• Maintains healthy team relationships that positively influence client and organisational culture; especially conflict management; personality differences and the importance of positive relationships to achieve outcomes</li> <li>• Aligns with team's values and composition; aware of own strengths and how they affect others in the team</li> <li>• Works collaboratively</li> <li>• Can accept tasks &amp; maintain responsibility for component result</li> <li>• Demonstrates professional engagement with colleagues</li> </ul>
<p><b>Work Progress</b></p>	<ul style="list-style-type: none"> <li>• Good time management &amp; ability to self-direct, manage &amp; set priorities</li> <li>• Can implement own &amp; others ideas</li> <li>• Committed to Quality Improvement</li> </ul>
<p><b>Communication</b></p>	<ul style="list-style-type: none"> <li>• Develops rapport easily; addresses issues positively; competent in verbal and written communication</li> <li>• Able to discuss strategic &amp; sensitive issues</li> <li>• Shares Knowledge</li> <li>• Communication - strategically uses communication to produce enthusiasm &amp; foster an atmosphere of open exchange &amp; support</li> <li>• Excellent &amp; accurate numeric, written &amp; oral communication</li> </ul>
<p><b>Adaptability</b></p>	<ul style="list-style-type: none"> <li>• Is aware of changes in service delivery needs from funder &amp; adjusts strategies to reach a result</li> <li>• Has a professionally developed intuition around clients, their needs &amp; life context</li> <li>• Problem solver – assesses situations, decides on a course of action &amp; implements this</li> </ul>
<p><b>Personality</b></p>	<ul style="list-style-type: none"> <li>• Attitude – Compassionate &amp; Caring / Honest / Optimistic / Professional / Resilient / Flexible</li> <li>• Tact / Discretion / Confidentiality</li> <li>• Excellent ability to problem solve.</li> <li>• Good health and fitness</li> <li>• Sense of humour</li> <li>• Teachable – desire to learn &amp; apply best practice</li> </ul>