

POSITION DESCRIPTION

This position description is a guide and will vary from time to time, and between services and/or units to meet changing service need

Te Whatu Ora, Te Tai o Poutini West Coast is committed to the principles of Te Tiriti o Waitangi | Treaty of Waitangi and the objectives of all New Zealand Health and Disability strategies. This commitment prioritises meaningful engagement with Tangata Whenua at strategic and operational service levels and recognises that all staff have a responsibility to help eliminate disparities in health outcomes between Māori and non-Māori.

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| Position Title: | Community Mental Health Professional | |
| Reports to: | Northern Region: Clinical Nurse Manager- Buller Community Mental Health Central Region: Clinical Nurse Manager- Grey Community Mental Health Southern Region: Associate Clinical Nurse Manager – Southern IHS With professional reporting line to the relevant professional/clinical leader. | |
| Key Relationships: | <p>Internal:</p> <ul style="list-style-type: none"> • Consumers, family/whānau and carers • Mental Health Leadership Team (Clinical Director, Nurse Consultant-Mental Health, Nurse Educator-Mental Health, Nurse Practitioner-Mental Health & Quality Facilitator), Allied Health Professional Leads • Mental health teams located in all regions, including: AOD, CAMHS, and Māori Mental Health • All Te Whatu Ora, Te Tai o Poutini West Coast staff, interprofessional teams, and service areas • DAMHS office • Learning & Development • Nurse Director (Workforce) and the Workforce Development Team/Cluster • Professional Development Facilitator Allied Health, Scientific & Technical • Quality Team | <p>External:</p> <ul style="list-style-type: none"> • Iwi, hapu, whānau and other community stakeholders • College of Mental Health Nurses • District Inspector • New Zealand Police • Non-Governmental Organisations (NGOs) and other providers of mental health and support services • Oranga Tamariki • Private Care Providers (i.e. aged care, general practice, home care, pharmacies) • West Coast Health • Work and Income New Zealand (WINZ) |

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| <p>Role Purpose:</p> | <p>The Community Mental Health Professional will utilise their knowledge and skills to provide safe and effective quality mental health care to service users and their family/whānau, enabling excellence in rural mental health outcomes in alignment with Te Whatu Ora, Te Tai o Poutini West Coast vision and values. Key functions of this role include:</p> <ol style="list-style-type: none">1. Case management<ul style="list-style-type: none">• Undertakes all components of case management, including comprehensive assessment, risk assessment and management, recovery, and treatment planning. Uses the accepted case management framework.• Provides service user-centered care, that clearly involves significant others.• Treatment that is provided is evidenced-based.• Adheres to Service Provision Framework.2. Providing triage, assessment, crisis, and treatment services appropriate to client need<ul style="list-style-type: none">• Triages referrals, ensuring priority is allocated appropriately.• Undertakes comprehensive mental health assessment, risk assessment and risk management planning in a culturally appropriate manner.• Completes documentation in a timely fashion and ensures this meets minimum standards.• Undertakes brief interventions over a time-limited follow-up period.• Ensures family/whānau involvement is incorporated where possible. |
| | <ol style="list-style-type: none">3. Performing (as required) statutory duties as directed by the Director of Area Mental Health Services as a Duly Authorised Officer under Section 93 of the Mental Health (Compulsory Assessment and Treatment) Act (1992), to Health New Zealand Te Tai o Poutini West Coast catchment Area<ul style="list-style-type: none">• Works under the direction and authority of the DAMHS.• Meets the statutory reporting requirements related to DAO activity.• Acts as a resource for the family/whānau, other health professionals, and the wider community.• Advises, informs and educates regarding Mental Health Act processes and requirements.• Facilitates compulsory assessment processes when required.• Maintains a working relationship between Northern, Central and Southern locality-based Mental Health Services and New Zealand police.4. Meeting professional requirements<ul style="list-style-type: none">• Maintains New Zealand Registered Nurse or Allied Health Professional registration requirements and have a current Annual Practicing Certificate.• Maintains and extends professional skills and knowledge base through professional development activities.• Seeks clinical/professional supervision in accordance with Te Whatu Ora, Te Tai o Poutini West Coast policy and procedure |

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| Complexity: | <p>Most challenging duties typically undertaken, or most complex problems solved:</p> <ul style="list-style-type: none">• Collaborative, evidence-based mental health: assessment, diagnostic inquiry, holistic care planning, and intervention(s)• Communication and negotiation to ensure appropriate and timely care from a range of services is provided in a cohesive way across the care continuum, with a focus on achieving equity in health outcomes for Māori.• Collaborative approach to complex case management that is inclusive and understanding of the service user, their family/whānau, other disciplines, team members, and services.• Providing care and expertise, both in direct care delivery and in support to other staff in the management of mental health service users.• Contributes to service development; contributing to development of pathways, protocols, and guidelines in area of practice. |
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ORGANISATIONAL VISION & VALUES:

Our vision is for an integrated West Coast health system that is clinically sustainable and fiscally viable; a health system that wraps care around a person and helps them to stay well in their community.

All activities of the Te Whatu Ora, Te Tai o Poutini West Coast reflect the values of:

- Manaakitanga – caring for others
- Whakapapa – identity
- Integrity
- Respect
- Accountability
- Valuing people
- Fairness
- Whanaungatanga – family and relationships
- Pono - truth

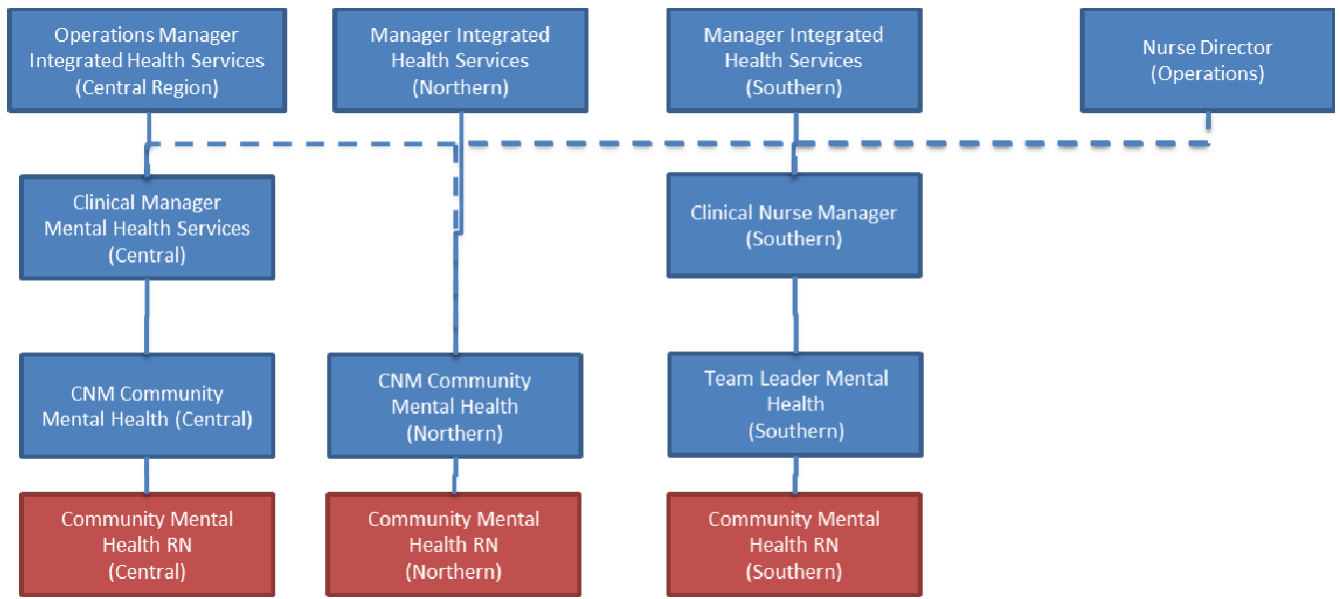
He mihi

*E ngā mana
E ngā reo
E ngā iwi o te motu
Tēnei te mihi ki a koutou katoa*

He whakatauki

Ko tau rourou, ko taku rourou, ka ora ai te iwi
With your contribution and my contribution we will be better able to serve the people.

PLACE IN THE ORGANISATION:



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KEY ACCOUNTABILITIES:

| The CMHP is responsible for: | The CMHP will be successful when: |
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| <p>1. Professional responsibility</p> <p>Demonstrating professional, legal, and ethical responsibilities; and cultural safety.</p> <p>Complying with all Te Whatu Ora, Te Tai o Poutini West Coast policies and procedures.</p> <p>Demonstrating evidence-based knowledge and clinical judgement.</p> <p>Accepting accountability for own actions and decisions.</p> <p>Escalating professional issues appropriately.</p> | <ul style="list-style-type: none"> • Accepts responsibility for ensuring own decisions, practice, and conduct meets the professional, ethical, and legal standards outlined in relevant legislation, codes of conduct, and organisational policy. • Reads and adheres to all Te Whatu Ora, Te Tai o Poutini West Coast policies and procedures, and practices in accordance with relevant ethical frameworks. • Discusses, documents, and manages ethical issues with clients, whānau, and the interprofessional team. • Practices in a way that is deemed by all service users and family/whanau to be culturally safe. • Practices in a way that is deemed by tangata whenua and whānau to be culturally safe and based on the principles within the Treaty of Waitangi in order to achieve equity of health outcomes for Māori. • Contributes to an environment that values and prioritises the access, leadership, and needs of tangata whenua/Māori and all Pacific peoples, including the achievement of equitable health outcomes. • Role models professional communication, decision-making, accountability, and autonomy. • Demonstrates accountability for directing, monitoring, and evaluating care that is provided by non-registered staff; and utilizing more experienced colleagues to assist with problem solving and setting priorities. • Promotes an environment that enables safety, independence, quality of life, and health. • Updating the line manager and team regarding any emerging clinical issues. • Refers all matters and concerns related to professional practice to line manager and relevant Executive Clinical Lead (i.e. Director of Nursing/Director of Allied Health), including: <ul style="list-style-type: none"> • Deficiencies in quality care and professional standards. • Incidents related to service users, which may affect wellbeing. • Matters of non-adherence with Te Whatu Ora, Te Tai o Poutini West Coast policies and procedures. • Matters of unresolved staff conflict. • Security breaches and quality standards failures. |
| <p>2. Management of care</p> <p>Applying evidence-based knowledge to the holistic management of service user care.</p> | <ul style="list-style-type: none"> • Demonstrates: planned, effective, timely, clinical care provision for service users within the Registered Nurse/Registered Allied Health Professional scope of practice to enable: <ul style="list-style-type: none"> • Person/whānau led care. • Excellence in Māori health and disability outcomes. • Excellence in rural health and disability outcomes. • Te Whatu Ora, Te Tai o Poutini West Coast vision and values. |

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| | <ul style="list-style-type: none">• Utilises current research and evidence-based practice to support effective, collaborative decision-making regarding the care of service users. This decision making includes holistic:• Assessment• Diagnostic inquiry• Planning• Interventions/treatment• Evaluation of clinical care |
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Working with service users, family/whānau, and other health professionals to provide timely access to care in order to optimise outcomes.

Using professional communication and negotiation skills to ensure appropriate and timely care from a range of services is coordinated in a cohesive way across the care continuum; embedding integration of services.

Communicating professionally with all who are involved in the care of a service user.

Contributes to creating a sustainable work environment that is fiscally responsible.

Documenting accurately and professionally, and maintaining data security at all times.

Prevents, manages, and escalates matters of clinical risk appropriate.

- Uses evidence-based, approved assessment tools to inform assessment.
- Contributes to the successful transition to new ways of working informed by evidence-based practice, service need, and strategic priorities set by Te Whatu Ora, Te Tai o Poutini West Coast and government.
- Contributes to an organisational environment that values and prioritises the input of all service users and their families/whānau/community; ensuring that they are active and informed partners in the planning and delivery of their care.
- In partnership with the service user and their family/whānau, uses assessment skills to develop: accurate, collaborative, holistic, documented care plans (including safety and transition plans) to support prevention and continuity of care.
- Plans and prioritizes care by collaboratively identifying health promotion and care management goals that are important to the service user and their whānau.
- Effectively and safely prioritizes and coordinates their own caseload.
- Within scope of practice, recommends diagnostic tests and therapies based on the service user's clinical presentation and care goals; explaining the rationale, preparation, nature, and anticipated effects of these tests and therapies. Documents these conversations as well as the service user response to these interventions.
- Within scope of practice, identifies evidence-based therapies and appropriate referrals to other services that meet the needs of the service user and their family/whānau. This is done in accordance with organizational policy and procedure.
- In partnership with the service user and their family/whānau, identifies opportunities for linking to relevant Māori Health services.
- Ensures the service user and their family/whānau are provided with culturally and cognitively appropriate information about: their rights, the range of treatment options available, and the effects and risks associated with these treatment options; seeking and documenting informed consent.
- In partnership with the service user and their family/whānau, identifies educational needs to improve health literacy and empower wellness.
- Provides education to service users and family/whānau effectively by assessing learning readiness, evaluating existing knowledge and determinants of health that may impact on learning and utilisation of new knowledge.
- Advocates on behalf of the service user, family/whānau, and/or colleagues as required.
- Identifies barriers related to accessing services, service user satisfaction and works with the interprofessional team to remove these.
- Actively uses strategies to enhance Recovery Principles and to challenge stigma and discrimination.
- Communicates, collaborates, and coordinates care with other health professionals to ensure best outcomes for service users and their family/whānau.

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- Uses skills to establish and negotiate meaningful, strategic relationships with colleagues from all relevant services (internal and external Te Whatu Ora, Te Tai o Poutini West Coast). Relationships are formed based on mutual, client-centred goals. Works proactively to maintain these.
- Facilitates care planning in collaboration with the interprofessional team, including cross-sectorial team members; communicating and coordinating referrals to appropriate services and seeking advice from others as required.
- In partnership with the service user, their family/whānau, and the interprofessional team, regularly reviews and evaluates the care plan to ensure it is achieving the planned, prioritised care goals.
- Regularly attends multidisciplinary team meetings across the care continuum to promote continuity of care and seamless transition between services.
- Identifies service users within the service who could be cared for in the community with NGO support.
- Demonstrates risk assessment and management skills, and practises within a restraint minimisation and safe practice framework.
- Modifies practice, as appropriate, to take into account the impact of wider determinants of health, including changes to health strategy and models of care.
- Utilises resources in a cost-effective manner.
- Raises any resourcing issues with line manager in time for consideration during the preparation of relevant service plans and budgeting.
- Ensures all documented information is entered and adherent with Te Whatu Ora, Te Tai o Poutini West Coast policy.
- Ensures all collected information is stored and access-protected in accordance with the Health Information Privacy Code (1994).
- Documents in a professional, accurate, confidential, and timely manner (within 24 hours), and ensures service user, and family/whānau involvement in decision making is visible.
- Documents all information in the appropriate place (i.e. paper clinical file/electronically) to ensure effective communication and continuity of care. This includes reporting of contacts/data as required.
- Maintains and updates risk assessment information as per organisational requirements.
- Demonstrates an ability to collaboratively prevent, escalate, and manage adverse events/crises/emergencies, including unexpected service user responses and situations that may compromise the safety of the service user or others.
- Acknowledges own limitations in complex situations and utilises appropriate resource people when necessary.

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| <p>3. Interpersonal relationships</p> | <ul style="list-style-type: none"> Establishes, maintains, and concludes therapeutic interpersonal relationships with service users and family/whānau |
| <p>Demonstrating effective interpersonal relationship skills.</p> | <ul style="list-style-type: none"> Practices in a negotiated partnership with the service user and family/whānau (where and when possible). Role models professional communication in all interactions. Establishes and maintains professional relationships with key stakeholders working within Te Whatu Ora, Te Tai o Poutini West Coast, and South Island; ensuring the service is well connected and informed, while also sharing a rural perspective. Contributes to creating a work environment that is conducive to harmonious work relationships and good morale. Demonstrates professional conflict resolution. Participates in de-fusing and de-briefing activities within the service and outside the service (as appropriate). Contributes to a 'zero-tolerance' approach. Contributes to a culture of appreciation within the care team. |
| <p>4. Interprofessional health care and quality improvement</p> <p>Participating as a member of the interprofessional care team to plan, provide, and evaluate the effectiveness of care delivery.</p> <p>Working in collaboration with the wider care team to provide safe, effective, integrated care that is also sustainable.</p> | <ul style="list-style-type: none"> Collaborates and participates with colleagues and members of the health care team to facilitate and coordinate care. Recognises and values the roles and skills of all members of the health care team in the delivery of care. Initiates referrals to other members of the health care team in a timely manner. Consistently participates in, and where appropriate, coordinates multi-disciplinary team meetings and family/whānau conferences, representing the nursing/allied health perspective of service user needs, and enacting outcomes appropriately. Role models the principles of interprofessional practice and respects and values the contributions of others within the care team. Can articulate how interprofessional practice helps to achieve high quality, person-centered care. |
| <p>5. Commitment to the support and development of others</p> <p>Working alongside others to help develop their practice by sharing own knowledge and experiences, preceptoring, coaching, mentoring, and guiding. This includes supporting students, new graduates, and new members of staff.</p> | <ul style="list-style-type: none"> Prioritises own workload to free up time to support and assist others in the team. Educates colleagues, students, and other staff according to Te Whatu Ora, Te Tai o Poutini West Coast policy and procedure, and in conjunction with other members of the Mental Health Leadership Team. Ensures a quality standard of preceptorship is maintained when working alongside others to enhance their skills and experience. Utilises contemporary teaching principles and learning models, as outlined by Te Whatu Ora, Te Tai o Poutini West Coast and/or relevant educational body. Demonstrates a willingness to support colleagues who are in their first year of practice. |

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| <p>6. Own competence and professional development</p> <p>Maintaining competence according to the Nursing Council of New Zealand's</p> | <ul style="list-style-type: none"> • Maintains organisational requirements around mandatory training and other professional development requirements relevant to role • Undertakes professional development as approved/requested by line manager • Participates in own annual competence/performance review, with feedback utilised proactively as an opportunity for professional growth |
| <p>competencies for Registered Nurses or specific Allied Health Regulatory Authority</p> <p>Demonstrating a personal commitment to maintaining requirements of continuing competence, including professional development hours.</p> | <ul style="list-style-type: none"> • Maintains ongoing education at least to the level required to maintain own Annual Practicing Certificate. • Notifies line manager of any changes to scope/conditions of practice. • Participates in regular peer review. • Participates in regular clinical/professional supervision to facilitate reflection and growth for self and others. • Holds and promotes relevant professional portfolios. |
| <p>7. Honouring diversity and challenging inequity</p> <p>Demonstrating commitment to Treaty of Waitangi principles when working with tangata whaiora and whānau.</p> <p>Consistently demonstrating awareness and sensitivity of cultural differences when working with service users and their family/whanau, and when working with clinical and non-clinical colleagues.</p> | <ul style="list-style-type: none"> • Role models culturally safe practice that reflects principles found in the Treaty of Waitangi, Tikanga Best Practice Guidelines, and Takarangi Cultural Competency Framework. • Recognises Māori as tangata whenua and works in collaboration with with the Te Whatu Ora, Te Tai o Poutini West Coast Māori Health Team and others to develop strategies aimed at achieving equity for Māori within the service. • Consistently demonstrates awareness and sensitivity of cultural differences when working with service users and their families/whānau, and when working with clinical and non-clinical colleagues across Te Whatu Ora, Te Tai o Poutini West Coast. • Consistently respects the spiritual beliefs, sexual orientation, and cultural practices of others, including colleagues. • Demonstrates care and respect for diversity in the workplace, including care and respect for internationally trained colleagues |

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| <p>8. Health and Safety</p> <p>Maintaining a high quality, safe, and secure work environment by following relevant Te Whatu Ora, Te Tai o Poutini West Coast policies, protocols, and standards.</p> <p>Actively managing risk.</p> | <p>All Te Whatu Ora, Te Tai o Poutini West Coast staff are required to meet all Health & Safety requirements as described in the Health and Safety at Work Act (2015), and to observe all relevant Te Whatu Ora, Te Tai o Poutini West Coast policies and procedures.</p> <p>This includes:</p> <ul style="list-style-type: none">• Personal commitment to zero harm.• Reporting for duty in a fit state, free from the influence of alcohol or other drugs.• Ensuring personal health, safety, and wellbeing - and that of others.• Reporting actual or potential hazards via the Safety1st incident reporting system.• Assisting with responding to, and resolving, service user concerns or complaints in a way that is professional and sensitive.• Using all protective equipment provided, as appropriate.• Cooperating with the monitoring of workplace hazards, including attending all relevant safety training and complying with all safety instructions.• Ensuring that all accidents or incidents are promptly reported to line manager(s).• Reporting any pain or discomfort to the line manager(s) as soon as it develops.• Seeking advice from the line manager(s) if unsure of any work practices.• Contributing to initiatives aimed at improving health, safety, and wellbeing. <ul style="list-style-type: none">• Complying with all health and safety policies when providing care in the community.• Complying with all organisational health and safety polices including those related to: handling of instruments, storage of medicines, disposal of sharps, and any other potentially dangerous equipment or substances. |
| <p>9. Quality</p> <p>Ensuring a quality service is provided and taking an active role in quality activities, identifying areas of improvement.</p> <p>Actively managing threats to a quality service.</p> | <p>Every Te Whatu Ora, Te Tai o Poutini West Coast staff member is responsible for ensuring a quality service is provided. This includes:</p> <ul style="list-style-type: none">• Identifying and actioning quality improvement activities in collaboration with line manager(s) and other key stakeholders.• Working collaboratively to achieve 100% adherence with relevant service audit schedule(s), including accreditation and other legislated compliance programs.• Contributing to relevant audits in collaboration with key stakeholders to evaluate clinical standards and service user outcomes in accordance with national and organisational standards. This includes actively contributing to any initiatives aimed at addressing corrective actions.• Contributing to the development of relevant policies and procedures as required.• Supporting colleagues and members of the interprofessional team to develop and implement ideas for practice innovations.• Working alongside the Te Whatu Ora, Te Tai o Poutini West Coast Quality & Patient Safety Team to implement initiatives aimed at improving the service user journey and care standards. |

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| <p>10. Special projects and other duties</p> | <ul style="list-style-type: none"> • Is a member of groups and/or committees as directed by line manager. • When requested, will train and act as a Duly Authorised Officer. • Fulfills the role of resource person with regards to particular interest areas, as approved by line manager. |
| <p>11. Reporting line, base, hours of work, and work resources</p> <p>Maintains appropriate practice hours to maintain clinical competence.</p> | <ul style="list-style-type: none"> • Reports daily to line manager. • Negotiates all hours of work with line manager. • Contributes to on-call crises response management and other duties as required. • Maintains appropriate practice hours to maintain continuing competence requirements and an Annual Practising Certificate. • Notifies line manager of any changes to scope/conditions of practice. • Meets regularly (monthly) with line managers to review progress against key deliverables. • Ensures that all monthly reporting is timely and accurate. • Maintains a Te Whatu Ora, Te Tai o Poutini West Coast mobile phone, maintaining replacement as required, and returns this resource if exits the role. |

PERSON SPECIFICATION:

| Qualifications & Experience : | |
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| <p>Essential</p> <ul style="list-style-type: none"> • New Zealand Registered Nurse or Allied Health Professional with a current Annual Practising Certificate. • Relevant postgraduate qualification. | <p>Desirable</p> <ul style="list-style-type: none"> • Current DAO warrant (if this is not current, training will be provided and maintained in rostered, paid time) • Good working knowledge of West Coast community resources • A minimum of 3-years post qualification experience. |
| <ul style="list-style-type: none"> • Completion of, or personal commitment to undertake, cultural competency training. • Demonstrated ability to work at an advanced practice level. • Full 'clean' NZ driver's license and the ability to drive a manual transmission vehicle. • Computer literacy (i.e., ability to update and use electronic health records and reporting platforms). | <ul style="list-style-type: none"> • Ability to undertake 'talking therapies and brief interventions training. • Evidence of commitment to developing clinical skills. • Co-Existing Problems capable practitioner. • Minimum of three years' Specialist MH experience. • If a Registered Nurse then requires a current portfolio as part of the Professional Development and Recognition Program (PDRP). |

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| <p>Professional skills/attributes:</p> <ul style="list-style-type: none"> • Clinically credible, respected, and person-centered. • Demonstrates high standards in terms of personal competence and professional practice. • Demonstrates cultural competence and evidence of application of the principles of the Treaty of Waitangi to provision of equitable health services. • Proven assessment and communication skills, including the ability to think critically. • Emotional intelligence. • Well-developed interpersonal and interprofessional skills. • Has an ability to consistently form therapeutic relationships with service users and their families/whānau • Demonstrated passion and commitment to professional development of self and others. • Ability to work autonomously, use own initiative and accept responsibility for own actions. • Flexible, adaptable, embraces change. • Self-motivated. • Proven ability to work as part of a team and positively contribute to the achievement of shared goals/outcomes. • Able to work under pressure and prioritise competing demands. | <p>Knowledge of (but not limited to):</p> <ul style="list-style-type: none"> • Health Practitioners Competence Assurance Act (2003) • Treaty of Waitangi and its application to health • He Ara Oranga and the government's response to the NZ Mental Health Inquiry • He Korowai Oranga/Māori Health Strategy (2002) • New Zealand Health Strategy (2016) • Compulsory Assessment and Treatment Act (1992) • Misuse of Drugs Act (1977) and Regulations • Nursing Council New Zealand Code of Conduct (2012) • Health and Disability Act • Health and Disability Commissioner (Code of Health and Disability Services Consumer's Rights) Regulations (1996) • Privacy Act (1993) and Health Information Privacy Code (1994) • Health and Safety in Employment Act (2015) |
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The intent of this position description is to provide a representative summary of the major duties and responsibilities performed in this job classification. Employees may be requested to perform job related tasks other than those specified.

Signed on behalf of Te Whatu Ora, Te Tai o Poutini West Coast

I accept the terms and conditions as outlined in this Position Description

Name _____

Name _____

Position _____

Community Mental Health Professional

Date _____

Date: _____