



Community Mental Health Service

Registered Health Professional, Case Manager

JOB DESCRIPTION

Responsible to: CMHS Clinical Manager
Days of Work: By Negotiation
Hours of Work: 0.9 FTE - up to 72 hours per fortnight (not including backup and on-call work)
Broad Objective: Case Managers deliver clinical services within a multidisciplinary team to clients experiencing and affected by a mental health condition. This includes the assessment, planning, and provision of clinical interventions with a Recovery focus.

Key Accountabilities	Objectives	Task	Outcome
Organisation	To be committed to Te Tiriti O Waitangi	<ul style="list-style-type: none"> Uphold the organisations Vision and Philosophy towards Te Tiriti o Waitangi. Liaise with Iwi as appropriate 	<ul style="list-style-type: none"> Appropriate service delivery to Tangata Whaiora Improved bi-cultural practice. Participates in on-going development of tikanga Maori competence
	To communicate with other health professionals and community agencies as appropriate.	<ul style="list-style-type: none"> Liaise with other CMHS staff Attend meetings Liaise with GP's and Golden Bay Community Hospital Staff as appropriate. Work with other external health professionals <ul style="list-style-type: none"> - DHB Clinicians - Psychologists and counsellors - Other Mental Health clinicians Work with professionals from local social agencies <ul style="list-style-type: none"> - Mohua Social Services - Takaka Police - Women's Refuge 	<ul style="list-style-type: none"> That relevant information is appropriately shared to promote client wellbeing. Collaborative working relationships with other agencies are developed and maintained within the community. Clients experience service delivery that is integrated and seamless across agencies.
	To adhere to TWM policy and procedures	<ul style="list-style-type: none"> Participate in meetings, training, supervision sessions and performance appraisals. 	<ul style="list-style-type: none"> Professional standards, boundaries and development, are maintained.

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Prepared by	Support Services Administrator	Authorised By	General Manager	
Name & Location	C:\Users\athomas\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Outlook\H332EZM2\C-JDCM Case Manager CMHS reviewed Oct18.docx			Page 1 of 5

		<ul style="list-style-type: none"> • Utilise TWM Administration systems appropriately. • Electronic and hard copy information is kept current and accurate. Confidentiality is observed. • Treat TWM property and resources with responsibility and care 	<ul style="list-style-type: none"> • The employee works within the TWM Policies and Procedures • Information is accessible, and confidentiality is appropriately maintained. • Administrative tasks are completed in a timely fashion and to a professional standard.
Health & Safety	To maintain a healthy and safe work environment.	<ul style="list-style-type: none"> • Report any identified hazards. • Take responsibility (as far as is reasonably possible) for personal and professional safety while at work. 	<ul style="list-style-type: none"> • Hazards are reported and managed • The work environment is safe. • Maintain Personal/professional safety.
Clinical	To provide effective, quality care coordination for clients.	<ul style="list-style-type: none"> • Maintain client confidentiality; within the constraints of safety to self or others. • Complete all intake and discharge documentation. • Conduct assessments; develop risk management and recovery plans. • Maintain detailed current clinical notes for each client. • Prepare and present clinical reviews and discharge summaries. • Consult with GP's, psychiatrists, and other specialists as required. • Provide medication management which meets all regulatory requirements. • Network and liaise with other organisations and Mental Health Professionals to coordinate and assist in a smooth transition of care. • Work collaboratively with local GP's and Police to resolve psychiatric crises and assist with admissions to NMDHB Mental Health Admissions Unit. 	<ul style="list-style-type: none"> • Client confidentiality is appropriately maintained. • All clinical documentation is completed and reviewed in a timely fashion. • Consults with other health professionals are evidenced in clinical notes and correspondence. • Clients exit CMHS and/or transition to other services with the least amount of stress. • Clients receive a timely and effective service from CMHS. • Medications are managed in accordance with regulatory requirements.

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Professional	To maintain Professional Registration	<ul style="list-style-type: none"> • Undertake regular professional supervision with an approved supervisor. • Complete the necessary hours of ongoing professional development, as required by your professional body. • Work within the relevant Code of Ethics and standards of practice for your profession. 	<ul style="list-style-type: none"> • Maintain professional registration. • Ongoing training takes place. • All work undertaken reflects awareness and requirements of the professional Code of Ethics and standards of practice.
Clients	<p>To ensure that clients, family and whanau feel respected and supported.</p> <p>That clients experience quality, individualised care, based on best practice.</p>	<ul style="list-style-type: none"> • Maintain the rights and dignity of clients. • Act as an advocate when required. • Work in partnership with clients, their family/whanau (where permission is given) to help them achieve treatment goals • Accompany clients to appointments as required. • Provide clients with information and education in regards to their mental health, medication, and treatment. • Attend Mental Health Court hearings as required and provide support at other criminal or civil court hearings as required. 	<ul style="list-style-type: none"> • Clients, family and whanau, feel supported and receive a responsive service • Clients are informed about their treatment. • Client rights are upheld, and stigma associated with mental health is challenged. • Clients experience positive outcomes, and the impact of mental illness is minimised.
Family/Whanau	<p>To work inclusively with family/whanau**</p> <p>(** where client permission has been given)</p>	<ul style="list-style-type: none"> • Develop a supportive and professional relationship with the family/whanau of clients. • Be cognisant and understanding of family/whanau concerns and issues. • Discern the difference between the needs of family/whanau and those of clients. • Maintain communication with Family/whanau. Identify opportunities for involving family/whanau. 	<ul style="list-style-type: none"> • Family/whanau is included in decision making and involved in supporting their family member in achieving their goals whenever possible. • Increased Family/whanau involvement

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Case Manager- Person Specifications

<p>Skills and Abilities</p> <p>Communication</p> <p>Supervision</p> <p>Team Work</p> <p>Networking/Relationships</p> <p>Administration</p>	<ul style="list-style-type: none"> - Has excellent communication skills; written and verbal. Can communicate with people in a way that gains their trust and engagement. Can communicate professionally within the team, with colleagues in other areas of TWM, community agencies, and other health professionals. - Committed to receiving supervision as part of their professional development and best practice. - Understand the value, importance, and challenges of (multidisciplinary) teamwork. - Able to develop and maintain professional relationships within the community at a level appropriate to the role. - Have a good level of IT literacy. Can complete required administrative tasks in a timely and professional way.
<p>Aptitudes</p> <p>Professional values</p> <p>Strengths/Solution Focus</p> <p>Flexibility</p> <p>Motivated/Passionate</p>	<ul style="list-style-type: none"> - Works in a respectful and professional manner with all clients, members of staff, other professionals and members of the community. - Values include: empathy, compassion, and authenticity. - Ability to problem solve through the use of strengths-based solutions to promote an excellent level of service. - Able to work on own initiative, flexible approach to changing priorities, environment and work demands. - Self-motivated and enthusiastic with a passion for mental health work.
<p>Knowledge and Experience</p> <p>Relevant Training and/or experience</p>	<ul style="list-style-type: none"> - Registered Health Professional qualification and current practice certificate. - Relevant mental health specialty qualification and/or significant relevant experience. - Working understanding of the principles of Recovery and Strengths based mental health care. - Committed to a bi-cultural model of practice and knowledge of te Tiriti O Waitangi.

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