

# Community Mental Health Service

## CMHS Case Manager

### JOB DESCRIPTION

**Responsible to:**

CMHS Clinical Manager

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

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

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

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## CMHS Case Manager- Person Specifications

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

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