



Community Mental Health Service

Mental Health Professional / Case Manager

POSITION DESCRIPTION

Responsible to: CMHS Clinical Manager

Broad Objective: To provide safe, effective, recovery-oriented and person-centred mental health assessment, clinical intervention and care coordination within a multidisciplinary community mental health service.

The Mental Health Professional / Case Manager works collaboratively with tāngata whaiora, whānau, the multidisciplinary team and other health and community services to support recovery, wellbeing, self-determination and meaningful participation in the community.

Position Purpose: The Mental Health Professional / Case Manager works as an integral member of the multidisciplinary team within an integrated rural community mental health service. The role provides flexible, community-based mental health care across the lifespan and across a broad spectrum of mental health need, from lower and moderate levels of need through to severe, complex and high-acuity presentations.

The role encompasses assessment, formulation, clinical intervention, recovery support, care coordination, crisis response, risk assessment and management, health promotion, relapse prevention, therapeutic intervention and planned transition or discharge. The clinician may work with tāngata whaiora experiencing acute episodes of mental illness, enduring or complex mental health needs, co-existing addiction or psychosocial needs, trauma-related presentations and other conditions requiring multidisciplinary community mental health support.

The role combines clinical practice with responsibility for coordinating the care of an allocated caseload of tāngata whaiora. The clinician works collaboratively with tāngata whaiora, whānau, primary care, specialist mental health and addiction services, Māori and iwi providers, schools, social services and other community agencies.

The Mental Health Professional / Case Manager provides, and actively develops capability to provide, evidence-informed psychological and psychotherapeutic interventions within their professional scope, training and competence. This includes contributing to therapeutic interventions appropriate to the needs of tāngata whaiora and participating in ongoing professional development, supervision and training to expand and maintain therapeutic capability.

The role recognises that mental health and wellbeing are influenced by psychological, physical, social, cultural, whānau and environmental factors. Practice is therefore holistic, culturally responsive, trauma-informed, strengths-based, evidence-informed and recovery-oriented.

The Mental Health Professional / Case Manager works within their professional scope and competence and contributes to a least-restrictive, rights-based and recovery-focused approach to assessment, treatment and risk management.

The role also contributes to multidisciplinary clinical decision-making, clinical governance, quality improvement and service development, and works towards developing the competencies required to undertake Duly Authorised Officer responsibilities under the Mental Health (Compulsory Assessment and Treatment) Act 1992, where applicable to the role.

Te Whare Mahana Trust	Community Mental Health Service	Title	Mental Health Professional / Case Manager
Date	12/08/2026	Review Date	12 August 2028
Prepared by	Campbell Tonks	Authorised By	Wendy Hunter
Name & Location	M:\HR Generic Info\0. Generic Info + Templates\03. Position Descriptions\Community Mental Health Service\C-JDCM CMHS Mental Health Professional - Case Manager Aug 2026.docx		

Key Accountabilities	Objectives	Task	Outcome
Organisation	To demonstrate commitment to Te Tiriti o Waitangi and culturally responsive practice. To provide culturally safe, equitable and Te Tiriti-informed mental health care that supports tino rangatiratanga and addresses inequities experienced by Māori.	• Uphold Te Whare Mahana's vision, values and commitment to Te Tiriti o Waitangi. • Develop and maintain knowledge of tikanga Māori and culturally responsive mental health practice. • Work respectfully with Māori and iwi providers and seek cultural guidance where appropriate. • Recognise the importance of whakapapa, whānau, whenua and cultural identity within mental health and wellbeing. • Reflect on and develop personal cultural capability and practice. • Support equitable access and outcomes for Māori. • Integrate Te Tiriti o Waitangi principles and appropriate Māori models of health and wellbeing, including Te Whare Tapa Whā and the Meihana Model, into assessment, formulation, care planning and intervention. • Practise engagement through whanaungatanga, developing meaningful and respectful relationships with tāngata whaiora and whānau. • Provide culturally safe care as determined by tāngata whaiora and whānau, adapting communication, language, environment and clinical approaches to their cultural needs and preferences. • Develop recovery plans in partnership with tāngata whaiora and whānau, promoting tino rangatiratanga, autonomy, choice and self-identified recovery goals. • Provide clear kōwhiringa regarding treatment and support, including kaupapa Māori pathways and tikanga-informed approaches alongside appropriate clinical and psychological interventions. • Actively reflect on and address cultural bias, and participate in ongoing cultural safety training, reflection and cultural supervision.	• Tāngata whaiora and whānau experience culturally safe, respectful and mana-enhancing care. • Māori models of health inform clinical practice where appropriate. • Māori are supported to exercise choice, autonomy and tino rangatiratanga in their care and recovery. • Whānau voice and perspectives are meaningfully incorporated into care. • Clinicians demonstrate ongoing development in cultural safety and equity-focused practice. • CMHS contributes to improved equity and culturally responsive mental health care for Māori.

Te Whare Mahana Trust	Community Mental Health Service	Title	Mental Health Professional / Case Manager
Date	12/08/2026	Review Date	12 August 2028
Prepared by	Campbell Tonks	Authorised By	Wendy Hunter
Name & Location	M:\HR Generic Info\0. Generic Info + Templates\03. Position Descriptions\Community Mental Health Service\C-JDCM CMHS Mental Health Professional - Case Manager Aug 2026.docx		

Key Accountabilities	Objectives	Task	Outcome
	To communicate and collaborate effectively with health professionals and community agencies	• Liaise effectively with CMHS staff and other Te Whare Mahana services. • Participate in MDT meetings, clinical reviews and case discussions. • Liaise with GPs, Golden Bay Community Health and hospital services as appropriate. • Work collaboratively with Te Whatu Ora specialist mental health and addiction services. • Liaise with psychologists, counsellors and other mental health professionals. • Develop effective working relationships with Māori and iwi providers, schools, social services and other community organisations. • Liaise with Police and other agencies when clinically or legally appropriate. • Share relevant information in accordance with consent, privacy, confidentiality and safety requirements	• Relevant information is communicated appropriately and in a timely manner. • Collaborative relationships are developed and maintained. • Care is coordinated across services. • Tāngata whaiora experience integrated and responsive service delivery. • Duplication and gaps in care are minimised.
	To adhere to Te Whare Mahana policies, procedures and clinical governance requirements	• Participate in meetings, training, supervision, performance reviews and quality improvement activities. • Use organisational administration and clinical information systems appropriately. • Maintain accurate and current electronic and hard-copy information where applicable. • Maintain confidentiality and comply with privacy and information-sharing requirements. • Complete required clinical and administrative documentation within expected timeframes. • Participate in clinical audit, review and service improvement processes. • Treat organisational property, equipment and resources responsibly.	• Professional standards and boundaries are maintained. • Organisational policies and procedures are followed. • Information is accurate, accessible and appropriately protected. • Clinical and administrative requirements are completed to an appropriate standard. • Staff contribute to a culture of continuous improvement and clinical safety.

Te Whare Mahana Trust	Community Mental Health Service	Title	Mental Health Professional / Case Manager
Date	12/08/2026	Review Date	12 August 2028
Prepared by	Campbell Tonks	Authorised By	Wendy Hunter
Name & Location	M:\HR Generic Info\0. Generic Info + Templates\03. Position Descriptions\Community Mental Health Service\C-JDCM CMHS Mental Health Professional - Case Manager Aug 2026.docx		

Key Accountabilities	Objectives	Task	Outcome
Health & Safety	To maintain a safe environment for tāngata whaiora, whānau, staff and the wider community	- Identify, report and respond appropriately to hazards and risks. - Follow health and safety procedures. - Maintain personal and professional safety when working in community and home settings. - Follow appropriate lone-worker and community-visit procedures. - Report incidents, near misses and hazards. - Participate in risk management and safety initiatives. - Maintain appropriate infection prevention and control practices.	- Hazards and risks are identified and appropriately managed. - Community-based work is undertaken safely. - Incidents and near misses are reported appropriately. - A safe working environment is maintained.
Clinical	To provide safe, effective and recovery-oriented clinical assessment and care	- Complete comprehensive mental health assessments within professional scope. - Contribute to clinical formulation and multidisciplinary decision-making. - Identify strengths, protective factors, vulnerabilities and areas of need. - Develop collaborative recovery and care plans with tāngata whaiora and, where appropriate, whānau. - Provide evidence-informed clinical interventions within professional scope and competence. - Provide psychoeducation regarding mental health, treatment, medication, wellbeing and relapse prevention. - Support self-management, emotional regulation, coping and recovery. - Recognise and respond to changes in mental state and functioning. - Complete and review relevant outcome measures, including HoNOS where required.	- Tāngata whaiora receive timely, person-centred and evidence-informed care. - Assessment and formulation inform appropriate clinical intervention. - Care reflects individual strengths, goals and recovery priorities. - Progress and outcomes are monitored. - Clinical practice is within professional scope and competence.

Te Whare Mahana Trust	Community Mental Health Service	Title	Mental Health Professional / Case Manager
Date	12/08/2026	Review Date	12 August 2028
Prepared by	Campbell Tonks	Authorised By	Wendy Hunter
Name & Location	M:\HR Generic Info\0. Generic Info + Templates\03. Position Descriptions\Community Mental Health Service\C-JDCM CMHS Mental Health Professional - Case Manager Aug 2026.docx		

Key Accountabilities	Objectives	Task	Outcome
	To provide effective care coordination and continuity of care	• Maintain clinical responsibility for an allocated caseload. • Coordinate care across CMHS, primary care, specialist services and community supports. • Maintain current recovery and care plans. • Maintain accurate and clinically meaningful case notes. • Prepare and present clinical reviews. • Participate in structured clinical review processes for tāngata whaiora requiring ongoing CMHS involvement. • Facilitate referrals and transitions between services. • Prepare appropriate discharge and transfer documentation. • Support tāngata whaiora to transition from CMHS with appropriate follow-up and supports. •	• Tāngata whaiora receive coordinated and continuous care. • Clinical needs and progress are regularly reviewed. • Changes in level of need are identified promptly. • Transitions between services are safe, planned and person-centred. • Discharge occurs when clinically appropriate and with appropriate supports in place.
	To assess and manage clinical risk and respond to mental health crises	• Complete comprehensive risk assessments and risk management plans. • Identify and respond to suicide, self-harm, violence, vulnerability and other significant risks. • Develop collaborative safety and crisis plans where appropriate. • Respond to acute changes in mental state and clinical presentation. • Seek timely clinical consultation and escalate concerns appropriately. • Work collaboratively with GPs, Police, Te Whatu Ora crisis and specialist mental health services and other relevant agencies. • Contribute to psychiatric crisis assessment, intervention and resolution. • Support appropriate admission to and discharge from inpatient mental health services. • Provide post-crisis follow-up and review.	• Risk is identified, documented, communicated and appropriately managed. • Tāngata whaiora receive timely responses to deterioration or crisis. • Crisis responses are proportionate, collaborative and least restrictive wherever clinically appropriate. • Transitions between community and acute services are coordinated and safe.

Te Whare Mahana Trust	Community Mental Health Service	Title	Mental Health Professional / Case Manager
Date	12/08/2026	Review Date	12 August 2028
Prepared by	Campbell Tonks	Authorised By	Wendy Hunter
Name & Location	M:\HR Generic Info\0. Generic Info + Templates\03. Position Descriptions\Community Mental Health Service\C-JDCM CMHS Mental Health Professional - Case Manager Aug 2026.docx		

Key Accountabilities	Objectives	Task	Outcome
	To develop competency in Mental Health Act practice and Duly Authorised Officer responsibilities	• Develop knowledge of the Mental Health (Compulsory Assessment and Treatment) Act 1992. • Work towards the competencies required for Duly Authorised Officer responsibilities where applicable to the role. • Participate in relevant training, supervision and competency assessment. • Develop understanding of the rights of people subject to the Mental Health Act. • Apply least-restrictive, rights-based and culturally safe principles in statutory mental health practice. • Undertake statutory functions only when appropriately trained, competent and authorised.	• Knowledge of Mental Health Act processes is developed and maintained. • Progress is made towards DAO competency where required. • Statutory responsibilities are undertaken safely and within appropriate scope and authorisation. • Rights, dignity and cultural needs of tāngata whaiora are upheld.
	To contribute to multidisciplinary clinical practice	• Participate actively in MDT meetings, clinical reviews and case discussions. • Contribute relevant professional knowledge and clinical observations. • Participate in clinical consultation and peer review. • Recognise when additional specialist input is required. • Contribute to shared formulation and decision-making for complex presentations. • Support collaborative responses to changing clinical needs.	• MDT meetings, clinical reviews and case discussions. • Contribute relevant professional knowledge and clinical observations. • Participate in clinical consultation and peer review. • Recognise when additional specialist input is required. • Contribute to shared formulation and decision-making for complex presentations. • Support collaborative responses to changing clinical needs. • Clinical decisions are appropriately informed by multidisciplinary input. • Complex presentations receive coordinated responses. • Clinical concerns are escalated appropriately. • Professional perspectives are communicated clearly and respectfully.

Te Whare Mahana Trust	Community Mental Health Service	Title	Mental Health Professional / Case Manager
Date	12/08/2026	Review Date	12 August 2028
Prepared by	Campbell Tonks	Authorised By	Wendy Hunter
Name & Location	M:\HR Generic Info\0. Generic Info + Templates\03. Position Descriptions\Community Mental Health Service\C-JDCM CMHS Mental Health Professional - Case Manager Aug 2026.docx		

Key Accountabilities	Objectives	Task	Outcome
	To contribute to integrated responses to co-existing mental health and addiction needs	- Identify alcohol and other drug use as part of holistic assessment. - Recognise the relationship between substance use and mental health. - Provide appropriate harm-reduction information and interventions within scope. - Collaborate with specialist addiction services. - Support referrals and transitions to addiction treatment and recovery services. - Continue to develop relevant addiction competencies.	- Co-existing mental health and substance-use needs are identified and addressed. - Care is coordinated with specialist addiction services. - Harm-reduction and recovery principles inform clinical practice.
	To participate in the CMHS on-call roster and provide safe, responsive clinical support to tāngata whaiora experiencing mental health deterioration or crisis outside of normal service hours, in accordance with organisational policies, procedures and professional scope.	- Undertake DAO functions when appropriately trained, competent and authorised, in accordance with the Mental Health Act. - Work effectively and collaboratively with tāngata whaiora, whānau, primary care, Police, Te Whatu Ora mental health services and other relevant agencies to coordinate safe and responsive crisis care	- Tāngata whaiora experiencing mental health deterioration or crisis have access to an appropriate and timely clinical response outside normal service hours. - On-call responsibilities are undertaken safely, consistently and within professional scope.
Professional	To maintain professional registration, competence and accountability	- Maintain current professional registration and practising certification as required. - Undertake regular professional and clinical supervision. - Complete continuing professional development required by the relevant professional body and Te Whare Mahana. - Work within relevant professional codes of ethics, standards and scope of practice. - Maintain appropriate professional boundaries. - Seek consultation when clinical needs exceed individual competence or scope. - Participate in performance review and professional development planning.	- Professional registration and competence are maintained. - Ongoing professional development occurs. - Practice reflects relevant professional standards and ethical requirements. - Clinical practice is safe, accountable and within scope.

Te Whare Mahana Trust	Community Mental Health Service	Title	Mental Health Professional / Case Manager
Date	12/08/2026	Review Date	12 August 2028
Prepared by	Campbell Tonks	Authorised By	Wendy Hunter
Name & Location	M:\HR Generic Info\0. Generic Info + Templates\03. Position Descriptions\Community Mental Health Service\C-JDCM CMHS Mental Health Professional - Case Manager Aug 2026.docx		

Te Whare Mahana Trust	Community Mental Health Service	Title	Mental Health Professional / Case Manager
Date	12/08/2026	Review Date	12 August 2028
Prepared by	Campbell Tonks	Authorised By	Wendy Hunter
Name & Location	M:\HR Generic Info\0. Generic Info + Templates\03. Position Descriptions\Community Mental Health Service\C-JDCM CMHS Mental Health Professional - Case Manager Aug 2026.docx		

Key Accountabilities	Objectives	Task	Outcome
Tāngata Whaiora / Clients	To ensure tāngata whaiora experience respectful, responsive and individualised care	• Uphold the rights, dignity and autonomy of tāngata whaiora. • Promote hope, choice, self-determination and recovery. • Advocate for tāngata whaiora where required. • Work collaboratively to identify individual goals, strengths and priorities. • Provide information and education about mental health, treatment, medication and wellbeing. • Support access to appropriate health, social, cultural and community resources. • Accompany or support tāngata whaiora at appointments where clinically appropriate. • Attend Mental Health Court hearings as required and provide support at other relevant criminal or civil court hearings where appropriate. • Challenge stigma and discrimination associated with mental health.	• Tāngata whaiora feel respected, heard and supported. • People are actively involved in decisions about their care. • Rights and dignity are upheld. • Care reflects individual goals and strengths. • Tāngata whaiora experience improved wellbeing, recovery and participation.
Whānau / Family	To work inclusively and respectfully with whānau and significant others	• Develop supportive and professional relationships with whānau where appropriate. • Work in partnership with whānau, subject to the preferences, consent and rights of tāngata whaiora and applicable privacy and safety requirements. • Understand and respond appropriately to whānau concerns and needs. • Recognise the distinction between the needs and rights of tāngata whaiora and those of whānau. • Identify opportunities for appropriate whānau involvement. • Provide psychoeducation and information where appropriate. • Support whānau to understand and contribute to recovery and wellbeing.	• Whānau are appropriately involved in care and decision-making. • Tāngata whaiora maintain autonomy and choice regarding whānau involvement. • Whānau have improved understanding of mental health and recovery. • Whānau are supported to contribute to positive outcomes

Te Whare Mahana Trust	Community Mental Health Service	Title	Mental Health Professional / Case Manager
Date	12/08/2026	Review Date	12 August 2028
Prepared by	Campbell Tonks	Authorised By	Wendy Hunter
Name & Location	M:\HR Generic Info\0. Generic Info + Templates\03. Position Descriptions\Community Mental Health Service\C-JDCM CMHS Mental Health Professional - Case Manager Aug 2026.docx		

Key Accountabilities	Objectives	Task	Outcome
Clinical Governance / Quality	To contribute to continuous improvement, clinical governance and service development	• Participate in clinical reviews, audits and quality improvement activities. • Contribute to monitoring of clinical outcomes and service activity. • Complete required activity and outcome data accurately. • Participate in incident reporting, review and learning processes. • Identify opportunities to improve safety, access, quality and outcomes. • Participate in implementation of evidence-informed service improvements. • Contribute to a culture of reflective practice and learning.	• Clinical practice is continually reviewed and improved. • Service activity and outcomes are accurately monitored. • Learning from incidents, audits and feedback is incorporated into practice. • Service quality and clinical safety are strengthened.

CMHS Mental Health Professional / Case Manager - Person Specifications

Knowledge and Experience Relevant Training and/or experience	- Registered health professional with a current practising certificate and professional scope relevant to the role. - Relevant mental health qualification and/or experience in mental health practice. - Experience or demonstrated competence in community-based mental health practice is desirable. - Understanding of recovery-oriented, strengths-based and person-centred mental health practice. - Understanding of trauma-informed practice. - Commitment to culturally safe practice and the principles of Te Tiriti o Waitangi. - Understanding of mental health assessment, formulation, care planning and risk management. - Understanding of multidisciplinary and interagency practice. - Commitment to ongoing development of Mental Health Act and Duly Authorised Officer competencies where applicable to the role.
--	--

Te Whare Mahana Trust	Community Mental Health Service	Title	Mental Health Professional / Case Manager
Date	12/08/2026	Review Date	12 August 2028
Prepared by	Campbell Tonks	Authorised By	Wendy Hunter
Name & Location	M:\HR Generic Info\0. Generic Info + Templates\03. Position Descriptions\Community Mental Health Service\C-JDCM CMHS Mental Health Professional - Case Manager Aug 2026.docx		

Skills and Abilities Administration / Information Management	- Good level of IT literacy. - Able to complete clinical documentation and administrative tasks accurately and within required timeframes. - Able to maintain accurate and current clinical records. - Understands privacy, confidentiality and appropriate information-sharing requirements. - Able to accurately record relevant service activity and outcome measures.
Aptitudes Professional values Strengths/Solution Focus Flexibility Resilience / Self-Awareness Motivated / Passionate	- Works respectfully and professionally with tāngata whaiora, whānau, colleagues, health professionals and community members. - Demonstrates empathy, compassion, authenticity and integrity. - Demonstrates commitment to equity, cultural safety and human rights. - Maintains appropriate professional boundaries. - Demonstrates accountability for professional practice. - Able to identify strengths, resources and protective factors. - Uses collaborative, strengths-based and solution-focused approaches to support recovery. - Able to problem-solve creatively within a rural community environment. - Promotes hope, resilience and self-efficacy. - Able to work independently while recognising when consultation or escalation is required. - Demonstrates flexibility in response to changing clinical needs, priorities and service demands. - Able to work effectively across community, clinic and other appropriate settings. - Able to adapt to changing service and community requirements. - Able to work effectively with distress, complexity and uncertainty. - Demonstrates self-awareness and reflective capacity. - Uses supervision appropriately. - Maintains professional effectiveness during periods of increased demand or clinical complexity. - Self-motivated and committed to high-quality mental health practice. - Demonstrates enthusiasm for recovery-oriented community mental health. - Committed to ongoing professional learning and development. - Demonstrates willingness to develop additional competencies relevant to the service, including Duly Authorised Officer competencies where required.

Te Whare Mahana Trust	Community Mental Health Service	Title	Mental Health Professional / Case Manager
Date	12/08/2026	Review Date	12 August 2028
Prepared by	Campbell Tonks	Authorised By	Wendy Hunter
Name & Location	M:\HR Generic Info\0. Generic Info + Templates\03. Position Descriptions\Community Mental Health Service\C-JDCM CMHS Mental Health Professional - Case Manager Aug 2026.docx		