



Registered Health Professional

Position Description



PATHWAYS

ABOUT PATHWAYS

Pathways was formed in 1989 by a group of community organisations and individuals concerned about the homelessness for people in the Waikato with mental illness. Pathways is registered as a charitable company.

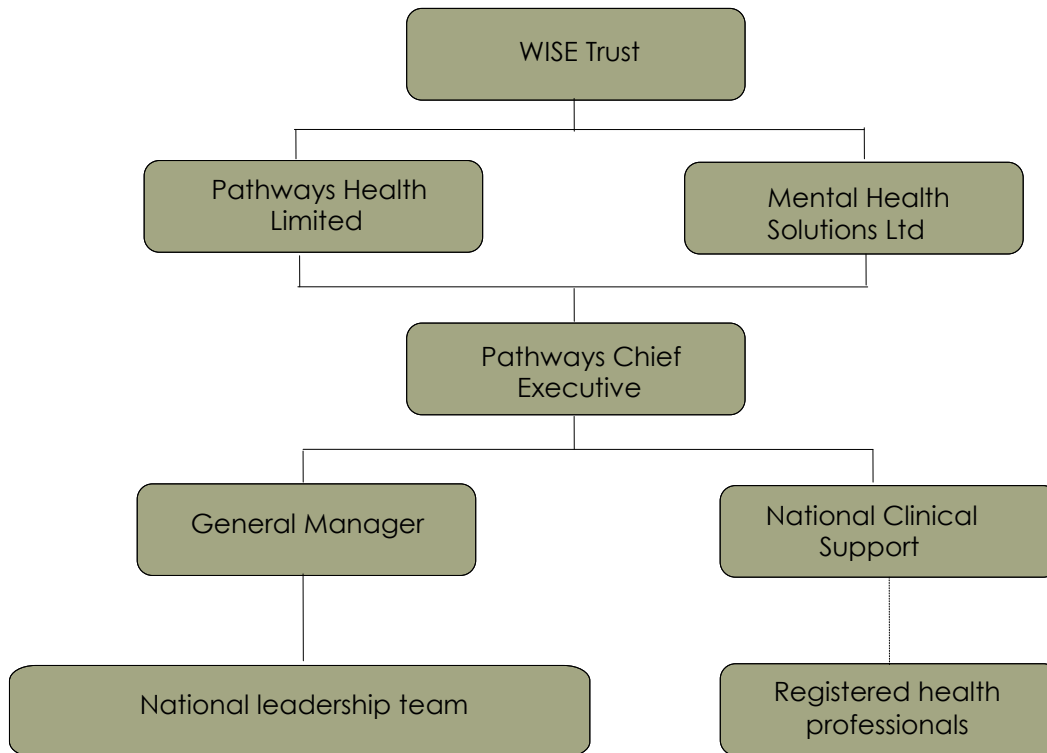
With the recognition that people do recover and their needs change, Pathways has continued to evolve and develop a wide range of innovative support choices, looking for inspiration from people using Pathways' services, employees and families, and to examples of best practice elsewhere in New Zealand and internationally.

Today Pathways provides mental health and wellness choices in five New Zealand regions and is one of the largest mental health service providers in the country. The face of mental health services in New Zealand today is vibrant and exciting, and Pathways' journey is far from over.

REGISTERED HEALTH PROFESSIONAL

Position:	Registered Health Professional
Reports to:	Service Leader
Location:	
Purpose:	Actively assist people using Pathways' services to reach and maintain optimum wellness through a model of empowerment by providing effective support, education and clinical expertise to Pathways employees and people using services, ensuring best practice and internal and external standards are met or exceeded.
Relationships (Internal):	Pathways employees, Wise Management Services
Relationships (External):	People using Pathways' services, family/whanau, government and community agencies, GPs, DHB mental health service staff

ORGANISATIONAL CHART



PEAK PERFORMING ORGANISATION

The infographic is set against a dark blue background with white and light blue text. It features several circular and semi-circular shapes containing text and images. On the right side, there is a vertical column of four circular images: a group of five people sitting on a bench outdoors, two people preparing food at a table, a person riding a bicycle on a path, and a person in an orange safety vest working in a garden. At the bottom right, there are four small colored circles: yellow, grey, white, and purple.

Inspirational dream

Creating mental health and wellness opportunities that enable people to live their dreams and flourish

PATHWAYS

Spirit

Whatever it takes

Character

Courage	Innovation
Imagination	Passion
Fun	Optimism
Integrity	Caring

Beliefs

- Everyone can shape their own future and live well
- People have the right to be part of communities of their choice
- Family, whanau and friends matter
- We grow by connecting, sharing and reflecting
- Storytelling and celebration inspire
- Culture and diversity enrich us
- We champion sustainable systems change
- Respect and hope are at the heart of what we do

Focus

Addressing poverty; enriching lives

Greatest imaginable challenge

Everyone using Pathways' services who wants to work has a job

REQUIREMENTS OF THE POSITION

FOCUS	ACTIVITIES	OUTCOMES (KPIs)
<p><i>Assist individuals to reach and maintain optimum physical, emotional and spiritual wellness through a model of empowerment</i></p>	<ul style="list-style-type: none"> • Ensure individual support/goal plans are developed and constantly reviewed in collaboration with all support stakeholders, incorporating person’s physical, emotional and spiritual aspirations • Respond positively to people’s strengths and celebrate achievement with the team and people using Pathways’ services through constant positive feedback • Communicate effectively with people using Pathways’ services to obtain feedback regarding their overall service satisfaction. Strive for improvement by implementing innovative ideas and solutions following feedback • Role model a focus on inspiring wellness, and working to deliver innovative, responsive, high quality service always • Develop effective and versatile methods of communication to ensure all employees are aware of and give consideration to people’s needs • Ensure activities for people using Pathways’ services are carried out as negotiated and are of a high standard, by actively assisting as required 	<ul style="list-style-type: none"> • Goal plans reflect consideration of physical, emotional and spiritual wellbeing • Goal plans are developed collaboratively • Achievements are celebrated
<p><i>Support the operational management of the service in conjunction with the Team/Service Leader</i></p>	<ul style="list-style-type: none"> • Support the effective day to day running of services, in collaboration and coordination with team/service leader • Develop and maintain collaborative, communicative relationships with external services • Ensure medication is managed in accordance with current Pathways policies and any medication errors are promptly brought to the attention of the Team/Service Leader • Ensure standard operational matters in regards to external agencies are dealt with in a professional and timely manner. Any complex issues are dealt with in conjunction with the Team/Service Leader • Provide effective after hours/ on call support for employees and people using Pathways services, as required 	<p>People using Pathways’ services are well supported by all team members, providing a supportive environment.</p>

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FOCUS	ACTIVITIES	OUTCOMES (KPIs)
<p><i>Provide support and education to support workers/other team members to ensure service delivery is innovative, responsive and of a high quality - provided in accordance with current best practice and relevant internal and external standards</i></p>	<ul style="list-style-type: none"> • Attend and provide clinical expertise to service review meetings, ensuring employees receive appropriate support/education with a clinician in attendance • Provide accurate and clear information to employees on current best practice that focuses on recovery • Emphasise the development of individual responsibility and for self-care and personal wellbeing • Ensure personal knowledge is up-to-date and seek opportunities to share knowledge with service users and other employees, ensuring knowledge inspires and empowers others • Monitor all procedures in relation to clinical work to ensure the activities continue to meet organisational needs. Any improvement which can be made to existing procedures will be documented in an improvement request • Develop and implement innovative quality improvements to ensure the service offered is highly regarded at all times • Provide effective on call assistance as required 	<ul style="list-style-type: none"> • Education is provided to staff in a model that focuses on recovery and wellness, avoiding over-exposure to a nursing or medical model • Attention is paid to own learning, and sharing of information with staff and people using Pathways/ services
<p><i>Develop effective networks to ensure the service user pathway is seamless</i></p>	<ul style="list-style-type: none"> • Ensure referrals are managed to completion and service users are able to identify their key contacts • Develop and maintain effective relationships with GPs, community agencies, inpatient services, Community Mental Health Teams, and families/whanau, ensuring collaborative services are offered and delivered to service users • Actively contribute to the coordination of excellent internal service delivery by attending and actively participating in management meetings, team meetings and other meetings as requested • Ensure the service offered to service users has focus on community engagement and social inclusion 	<ul style="list-style-type: none"> • All procedures regarding referral and assessment are undertaken according to ISO 9001:200 in a timely manner • Seamless service delivery occurs by ensuring all key support people are kept fully informed of all relevant information

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FOCUS	ACTIVITIES	OUTCOMES (KPIs)
<i>Relationship and Network Development</i>	<ul style="list-style-type: none"> • Build direct relationships with Pathways stakeholders • Maintain positive relationships with WISE staff and other Group members to support quality service delivery, and synergy across the group • Work in partnership with others to supplement information which is already available • Consult and engage across all areas in the organisation, mental health sector and other relevant forums to promote a collective understanding 	<ul style="list-style-type: none"> • Strong, effective and continuing relationships
<i>Actively seek ongoing personal development</i>	<ul style="list-style-type: none"> • Through the use of Potential+, Pathways' performance progression tool, develop a learning and personal development plan with your manager and implement this plan as agreed 	<ul style="list-style-type: none"> • Professional development activities are undertaken as agreed and skill development is evidenced
<i>Contribute to the ongoing success of Pathways including reputation for excellence and innovation</i>	<ul style="list-style-type: none"> • Represent Pathways in a professional manner at all times • Ensure employment policies and procedures are followed • Provide positive and effective participation and collaboration with other Pathways employees in delivering achievement of business objectives • Take responsibility for executing assigned tasks and projects in accordance with agreed performance standards 	<ul style="list-style-type: none"> • Actively live Pathways' values & philosophies
<i>Work in a culturally safe and respectful manner incorporating the principles of the Treaty of Waitangi, and being mindful of the cultural diversity of our community</i>	<ul style="list-style-type: none"> • Demonstrate knowledge and application of the Treaty of Waitangi principles • Undertake all interactions in a respectful and culturally appropriate and sensitive manner • Seek guidance regarding tikanga and culturally specific models/ approaches/behaviours etc. from appropriate sources 	<ul style="list-style-type: none"> • Demonstrates behaviour that recognises and is consistent with equity principles and practices. • Contributes to a positive team environment.

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FOCUS	ACTIVITIES	OUTCOMES (KPIs)
<i>Contributes to employee wellbeing and a safe & healthy workplace</i>	<ul style="list-style-type: none"> • Take responsibility for personal wellbeing and health management within the workplace • Communicate workplace hazards in a timely manner • Investigate and seek to resolve any issues within assigned areas of responsibility which have or could result in accidents or ill health • Ensure standard operating procedures (in respect of emergency and evacuation procedures, security, accident and incident reporting and investigation, injury treatment and rehabilitation, health and safety performance monitoring and reporting, environmental and ergonomic arrangements) are understood and utilised as designed 	<ul style="list-style-type: none"> • Work practices demonstrate safety for self and others. • Complies with incident reporting policy • Investigate and seek to resolve any issues within their assigned areas of responsibility which have or could result in accidents or ill health
<i>Provision of other related duties within capability, as assigned by your manager</i>	<ul style="list-style-type: none"> • Performs other related duties within individual's capability as assigned by your manager 	<ul style="list-style-type: none"> • “Can do” attitude – operates as a team player and willing to perform any task required to support the organisation, business partners and other key stakeholders.

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PERSON SPECIFICATION

	ESSENTIAL	PREFERRED
EDUCATION	<ul style="list-style-type: none"> Registered Health Professional with current practising certificate Full, clean drivers licence 	<ul style="list-style-type: none"> Registered Health Professional with work experience in the industry
SKILLS	<ul style="list-style-type: none"> Excellent written and verbal communication skills Attention to detail, particularly with regard to written documents Excellent time management, organisation and file maintenance Actively communicates outcomes or progress 	<ul style="list-style-type: none"> Innovative and problem solving
KNOWLEDGE	<ul style="list-style-type: none"> Working knowledge of Microsoft Office suite, including Word and PowerPoint 	<ul style="list-style-type: none"> Ability to learn new computer programmes and skills Treaty of Waitangi Principles
ATTRIBUTES	<ul style="list-style-type: none"> Commitment to best practice procurement High level of innovation and ability to problem solve Adopts a “client focused” approach to working with people using Pathways’ services, and external customers Effective and participatory team player Ability to rapidly engage with people at all levels Able to consult with and provide a service to others 	
PHYSICAL	<ul style="list-style-type: none"> Able to work at a computer for long periods of time Ability to provide site visits as required or requested 	
AUTHORITY	<ul style="list-style-type: none"> Financial – Nil Operational - Nil 	
DIRECT REPORTS	<ul style="list-style-type: none"> Nil 	

PERSONAL / PROFESSIONAL PLAN

The Service Leader and the Registered Health Professional will developed a plan together over the next three months to ensure ongoing professional development. This could include a focus on work life engagement, interventions to maintain health and fitness and learning and development requirements.

F O C U S	A C T I V I T I E S
<i>Learning & Development</i>	
<i>Work/ life Engagement</i>	