

# WELLSTOP

## JOB DESCRIPTION

### JOB TITLE

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Clinician

### PURPOSE

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The purpose of this role is to provide clinical services and to conduct or contribute to assessments of clients and families as delegated by the appropriate Team Leader. To support and assist Team Leader to meet the WellStop strategic objectives and develop WellStop.

Reports to

- Team Leader

This role is classified as a core worker under the Children's Act 2014, and you are expected to comply with the Act within all aspects for your role.

### SPECIFIC DUTIES & RESPONSIBILITIES

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#### KETE WHANAUNGATANGA

##### Community Development

- Lead and deliver local, national, and international presentations, in specialist area.
- Attend or arrange meetings in the community with other agencies that are relevant to WellStop Services.
- Ensure appropriate community collaboration and networking links are made to support clients.
- Prepare and distribute resources for promotion of WellStop services as approved by the respective Manager to all staff and all regions.
- Represent WellStop in a professional manner at all times.
- Actively participate in any regional networking, information sharing, and knowledge-building activities, and report back from hui.
- Undertake promotion of WellStop services and develop and maintain close working relationships and goodwill between all other organisations related to WellStop's business.
- Promote WellStop Services to the community through a variety of means, including delivering presentations as well as creating and distributing approved resources or, where applicable, delegating this to appropriate experienced staff.
- Develop, network, and maintain working relationships with relevant government, iwi and nongovernment organisations related to WellStop's business.

##### Effective Communication

- Demonstrate a high level of interpersonal and communication skills, including oral and written communication.
- Strong written and oral communication skills, including the ability to present ideas, information, and advice effectively and tailor communication to suit the audience.
- Share information with colleagues.
- Develop and implement Te Reo Māori and embed into all communication.

##### Emotional Intelligence

- Demonstrate empathy towards others through the ability to understand others thoughts and feelings.
- Demonstrate strong self-awareness. Recognise personal emotions and their effects on others.
- Apply self-regulation when under pressure or when the situation might be challenging.

##### Collaborative Relationships

- Support Team Leader in promotion of WellStop and actively engage in local community activities and

- events as appropriate.
- Support others, building partnerships and working collaboratively with others to meet shared objectives.
- Form strong working relationships with colleagues and Team Leader and contribute to a positive workplace culture.
- Set and model a culture that leverages differences and supports diversity, work with a wide range of people, respecting different values and encouraging diverse points of views and opinions.
- Lead by example by having courageous conversations when expectations are not met.

#### Client and Stakeholder Focus

- Build strong stakeholder relationships and deliver stakeholder centred solutions.
- Gain insights into stakeholder needs to support service development.
- Build solutions that meet stakeholder expectations.
- Attend relevant stakeholder meetings as required by Team Leader.

#### Organisational Culture

- Foster WellStop's values of whanaungatanga (relationships), pono (trust), ngākaunui (compassion), manawanui (courage), and hiringa (excellence) across service delivery.
- Contribute through own behaviours to a positive, supportive, high-performing organisational culture.
- Ensure Whiria Te Tangata strategic plan is known and promoted.
- Support the implementation of the Whiria Te Tangata Workplan.

#### KETE KOTAHITANGA

##### Cognitive Power

- Apply well-developed analytical thinking.
- Strong attention to detail and accuracy, complete all tasks to a professional standard and maintain WellStop's standards of confidentiality and Code of Practice.
- Identify key issues or required actions and develop workable solutions to complex problems.
- Critically evaluate options and make innovative and effective decisions despite constraints such as time pressure or incomplete information.
- Is trusted by others as a provider of accurate judgement and advice.
- Conduct own research into high quality and well-regarded sources for information to deliver the best possible outcome.
- Conduct research to assist their own Professional Development in alignment with the expectations of their Regulatory Body and Profession.

##### Professional Development

- Identify relevant Professional Development and create goals with input from Team Leader and track the progress of individual performance goals.
- Utilise Line Supervision/Case Management with Team Leader to maintain, develop and update skills, knowledge, and experience to assist Professional Development.
- Attend all required supervision, as per the WellStop Supervision Policy.
- Actively participate and continually maintain skills, knowledge, and experience by attending appropriate courses in consultation with Team Leader.
- Maintain a training plan and records that meet your registration or professional association requirements and training requirements in individual performance plan.
- Provide training to others in WellStop and in the community in areas of competence or specialty, in consultation with Team Leader.
- Maintain registration with the appropriate registration board and membership to the appropriate professional association.
- Adhere to the Ethical Guidelines of your registration board and professional organisation in alignment with WellStop policy, procedures, and practices.
- Use supervision in line with the Supervision Policy to improve practice and knowledge.

##### Tikanga Māori

- Demonstrate knowledge of the Te Tiriti o Waitangi its implications for WellStop, staff, clients and New Zealand society.
- Demonstrate understanding of Te Ao Māori including, but not only, concepts such as Kete Whanaungatanga, Kete Kotahitanga, Kete Manaakitanga, Kete Mātauranga and Kete Kaitiakitanga.
- Understand Te Ao Māori to be able to respond appropriately to whānau, hapu and iwi.
- Incorporates Māori culture, language, and tikanga into everyday work.
- Engage and complete all cultural professional development tasks and courses in consultation with Team Leader.

## Te Tiriti o Waitangi

- Support the agency to uphold its commitments to Te Tiriti o Waitangi.
- Maintain a Te Ao Māori focus at all times.
- Support and encourage staff to develop skills in Te Reo Māori and Tikanga Māori.
- Promote and support the development of culturally responsive services for Māori clients/whānau.

## Cultural Capability

- Work with service providers from iwi/whānau/hapu, Pacific, and culturally and linguistically diverse communities to ensure WellStop's services are known and accessible.
- Respect the cultural differences and needs of staff, clients and stakeholders, and strive to develop a diverse, equitable, and inclusive workplace.
- Consistently demonstrate cultural responsiveness and commitment to ongoing development of cultural capability.
- Attend Noho Marae.

## KETE MANAAKITANGA

### Referral Processes

- Respond to enquiries and referrals, as directed by Team Leader, effectively in 24 hours or earlier.
- Respond to enquiries and referrals according to WellStop processes and protocols.
- Seek additional information from Team Leader as required.
- Ensure enquiries and referrals are discussed and/or approved by Team Leader before key decisions are made.
- Consider recommendations to other agencies where relevant as directed by Team Leader.

### Treatment Planning & Delivery

- Plan and deliver therapeutic and educational sessions which follow best practice and meet WellStop's contract requirements and D365 business rules.
- Create a treatment plan or care plan at the beginning of intervention, in consultation with Team Leader.
- Prepare for sessions by considering resources and whether other professional input is required to meet your treatment plan.
- Discuss treatment approaches and session content with Internal Clinical Supervisor and Team Leader.
- Deliver outstanding clinical services and practices that meet the needs of clients and meet the agency and client's expectations.
- Make a positive contribution to the efficacy of the WellStop's treatment outcome.
- Collaborate with team members or other professionals to continue to develop WellStop's expertise and field.
- Meet the Caseload Management policy and exceed when required by Team Leader.
- Create plans to ensure client and whānau safety, where appropriate, and in consultation with Internal Clinical Supervisor and Team Leader.

### Assessment Process

- Plan and undertake high quality assessments that enable an effective treatment plan to be developed and within the required timeframes.
- Conduct assessments that are guided by well-sourced and credible evidence.
- Ensure client/whānau/stakeholder are aware of WellStop's privacy and confidentiality policies and understand situations where confidentiality may be breached.
- Ensure safety is prioritised and put in place as soon as practicable to ensure the potential for harmful sexual behaviour is reduced.
- Ensure Reports of Concern are made to Oranga Tamariki when required, and only in full compliance with WellStop's policies and procedures and the Oranga Tamariki Act 1989.
- Inform client and families of our assessment process and fully explain confidentiality protocols, complaints process and information-sharing agreements.
- Ensure all relevant consent forms are signed and uploaded into D365 in 24 hours or earlier.
- Assessment interview and case notes and other information completed in D365 in 24 hours or earlier.
- Undertake assessment process thoroughly to ensure information is gathered from all necessary sources.
- Ensure correct use and careful analysis of psychometric tests, and to discuss this in Internal Clinical Supervision.
- Ensure all psychometric results are checked by a qualified assessor.
- Ensure appropriate level psychometric instruments are used and seek support when required.
- Ensure all relevant and required psychometric instruments are used in assessment and entered into

D365. Unless otherwise approved by Team Leader.

#### Primary Prevention

- Identify and initiate opportunities for Primary Prevention in local communities and discuss this with Team Leader.
- Follow up support to Community Organisations as required by Team Leader.

#### Report Writing & Database Management

- Complete the report writing within designated timeframes, and database management, as per agency requirements.
- Have reports reviewed by an agency appropriate approved Reviewer.
- Comprehensive assessment reports which have clear recommendations to reflect the required contractual standards within required timeframes.
- All assessments, progress and end of treatment reports, and any letters, written to a high standard and within required timeframes; and uploaded into D365 in 24 hours or earlier.
- Ensure all relevant consent forms are signed and that referral, interview and case notes and other information is well-documented in the client's file; and uploaded into D365 in 24 hours or earlier.
- Notes are loaded in the database along with relevant communications with stakeholders. D365 data entry is accurate, timely and meets the requirements for the specific client contract.
- Clinical demographic updated at all stages of intervention and completed upon closure/end of treatment.

#### Treatment

- Provide individual and group therapy for clients and those in their family system, as required by Team Leader, appropriate to recognised experience, knowledge, and skill level.
- Make a positive contribution to the efficacy of WellStop's outcomes.
- Seek supervision and explore other professionals' point of view to confirm relevant therapy modalities and to provide a consistent high standard of care.
- Use a trauma-informed practice framework, to clients who have been sexually, emotionally, and physically harmed.
- Work effectively with partners/families in a way that is appropriate and involves the wider community and other professionals to address concerns, mental health issues and or to reduce the risk of further harmful sexual behaviour.
- Manage issues of risk and promote strengths within the clients, systems, and communities.
- Communicate effectively with referrers and third parties.

#### Treatment Review

- Evaluate efficacy of treatment from client's perspective.
- Review treatment plan from the assessment recommendations in collaboration with other clinical staff and other professionals who are involved.
- Follow appropriate Case Management Policy and procedures, to monitor individual client progress.
- Meet with the client every three months, to review the care plan which reviews progress and sets short-term treatment goals.
- Attend regular Line Supervision/Case Management Supervision for caseload allocation and support.
- Regularly discuss cases in supervision to explore insights and note learnings for personal development.

#### Planning and Organising Skills

- Consistently meets timeframes and deadlines according to Whiria Te Tangata workplans.
- Anticipate and plan for future work including reporting requirements, and actively coordinate and communicate completed work with stakeholders.
- Excellent self-management and team coordination skills and work autonomously.
- Ability to establish priorities and meet deadlines including attention to detail and accuracy.
- Take responsibility for effective and timely completion of work.
- Well-developed planning and organising skills, including the ability to maintain performance when under pressure and appropriate prioritising of work.
- Provide high quality clinical case notes that are timely and accurate.
- Consistently meets timeframes and deadlines according to Whiria Te Tangata workplans.
- Anticipate potential problems when planning work and have alternative strategies available.

#### Values the work of the role

- Work within the criteria of our purpose, values and mandate.
- Recognise the need for collaboration across the agency to meet our goals.

- Value working within an NGO.
- Value working in the relevant team.
- Show a willingness to learn and take on new ideas, identify and pursue learning and development opportunities.

#### KETE MATAURANGA

- Demonstrate expertise in cultural, written (reports) and verbal (supervision/presentations/PD sessions)
- Support Data Collection and Research, to enable equity and targeted approaches for Māori, Pacific, and Culturally and Linguistically Diverse clients.
- Ensure all data entered into D365 is accurate and completed in 24 hours or earlier.
- Support the development of evidence-based practice by regular self-reflection, supervision and professional development.
- Ensure data collected informs service development and individual treatment pathways.
- Research will inform the development of expertise capability and clinical practice.
- Effective and consistent use of systems is enabled by training and processes.

#### KETE KAITIAKITANGA

##### Human Resources

- Support the development and maintaining of a strong capable and diverse workforce.
- Support the induction orientation processes to ensure new employees are made to feel welcomed and cared for.
- Role model professional behaviour at all times in accordance with WellStop values.
- Take a pro-active stance at addressing any and all inappropriate behaviour, including and not limited to bullying and harassment.
- Attend relevant HSB/SHCSS/ACC Core WellStop training.

##### Budget Management

- Manage budgeted resources prudently and effectively.

##### Health, Safety and Wellness

- Maintain a safe working environment while working at WellStop.
- Take responsibility to keep yourself safe.
- Report any hazards, and accidents or near misses that occur.
- Adhere to health, safety and wellness policies, practices, and processes.
- Participate in health, safety and wellness strategies as required.
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- Participate in health, safety and wellness strategies as required.
- Contribute to a safe and supportive environment, free from bullying.

##### Extra Duties

- Perform other duties as may be reasonably required from time to time by Team Leader.
- Assist Team Leader to implement WellStop's aims, philosophy, standards and methods.
- Assist Team Leader when required to take on specific additional responsibilities as agreed; for example, at times you may be expected to support other team members or provide support to other branches.
- Be able to actively participate in the development of Policy, Procedures and in specialist area/s.
- Be registered with the appropriate professional body and have a current Practising Certificate at all times.

## **GENERAL DUTIES & RESPONSIBILITIES**

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- Be punctual and work the hours and times specified.
- Prioritize workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard.
- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.
- Responsibly manage all business resources within accountability levels.
- Undertake all duties and responsibilities outlined in this job description and all other duties as required by the business.
- Comply with all employment obligations.

- Promptly undertake to complete all reasonable and lawful instructions and directions given.
- Serve the business in good faith, promoting and protecting the business's best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfillment of the duties, responsibilities, obligations, and instructions related to employment.
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.

## **SKILLS, EXPERIENCE & EDUCATION**

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### Education:

- Relevant professional qualification and registration recognised in NZ. Training / professional development:
- Assessment tools e.g. psychometrics with relevant treatment models e.g. CBT, Trauma informed care. Comprehensive assessments and report writing, e.g. risk assessments.
- Training and experience in working with complex needs and family systems. Knowledge of the dynamics of sexual abuse.

### Relevant organisational experience:

- At least 2 years' post-qualification experience, but also dependent upon prior work experience. Working in a multidisciplinary team.
- Experience in individual and group work.
- Excellent case management and experience of working collaboratively with other relevant agencies. Competence in IT and using client case management database systems.