MENTAL HEALTH & ADDICTION SERVICES

Position Description

Position: AOD Case Manager
Allied Health Practitioner or Registered Nurse

Report To: Team Leader / Regional Clinical Coordinator
Child and Adolescent Mental Health Services

Responsible For: Nil Staff

Location: Mental Health & Addiction Services

Hours Of Work: 80 hours per fortnight

Liaise With:
CAMHS Multidisciplinary team
MH&AS Community Teams
Te Whare Maiangangi MDT
Consultation-Liaison psychiatry
Starship- Child &Family Unit
Paediatric Services
General hospital departments and services
Lead Consumer Advisor and Youth Consumer Advisor
Associate Director of Nursing
Professional Advisors
Nurse Educators – Mental Health
Clients, family and caregivers;
Maori Health Services
Community and statutory agencies eg: Youth Justice, CYFS,
Education services
Non-Government Organisations
Primary Health Organisations

Date: December 2013
ORGANISATIONAL ENVIRONMENT

This District Health Board’s fundamental purpose is to work within the resources allocated to it to improve, promote and protect the health of the whole population within its district, and to promote the independence of people with disabilities.

Vision: Health, thriving communities
Mission: Enabling communities to achieve good health and independence and ensure access to high quality services
Values: C Compassion  
A Attitude  
R Responsiveness  
E Excellence

MENTAL HEALTH AND ADDICTION SERVICES

The vision, values and goals of the MH&AS forms the foundation of the services offered to our service users and underpins the BOPDHB vision.

VISION: Partnerships in Recovery
VALUES: Respect, Integrity, Collaboration, Accountability, Flexibility, Innovation
GOAL: To provide accessible and responsive specialist secondary mental health and addiction services for the BOP community that is culturally appropriate and inclusive.

Place in organisation
PRIMARY FOCUS

The Child and Adolescent Mental Health & Addiction Service (CAMHS) is a secondary specialist service and is contracted to care for young people and their family/whanau who experience serious mental health or alcohol and drug problems. The MH&AS model supports a multi-skilled workforce to work together and do whatever it takes to meet the shared objectives for the benefit of young people and their families. Each role requires application of core and common care delivery functions, as well as valuing and utilising specialist knowledge and skills.

The AOD case manager is part of the SORTED team which in turn, is part of the CAMHS team. Acceptance of a position within the SORTED/CAMHS multidisciplinary team signals a commitment to partnership, collaboration, and a willingness to provide assistance and collegial support as required.

The AOD case manager will provide safe, effective care using professional knowledge and skills in accordance with BOPDHB:

- Policies and protocols
- Scope of Practice
- Professional Practice Standards
- Professional Development and Recognition Programme

The AOD case manager will work with young people, their families/whanau and the community to provide an effective community-based service. The AOD clinician will employ his/her knowledge and skills to facilitate comprehensive assessment, and implement planned treatment to the target populations, within existing legal frameworks. The AOD Case Manager will be expected to monitor and review acute and ongoing treatment plans and care delivery within the multidisciplinary team environment according to service policy.

The AOD Case Manager understands that staff will maintain and apply skill-diversity by adhering to training requirements and taking opportunities to work in varied roles within the service.

The AOD Case Manager will be guided by national strategic service directives such as the New Zealand Health Strategy. National Mental Health Sector Standards, Recovery and Strengths models, as well as local strategic directions outlined within policy, and protocol. The mental health care environment is evolving to meet expectations, priorities and needs of the community and the AOD case manager is expected to creatively contribute to, and adapt to service changes.

AOD Case Manager:

A particular focus of this position will be working with young people who have been referred by the Youth Justice Service for assessment and treatment of issues relating to AOD use and possible coexisting problems. The incumbent will be expected to take a lead role in developing and maintaining interagency networks to ensure comprehensive care for this client group.
KEY TASKS AND RESPONSIBILITIES:

Key Task 1: Management of Clinical Practice
Utilises professional clinical process to assess, plan, implement and evaluate care. Maintains professional practice standards in assessing, planning, implementing and evaluating ongoing care for all young people. Actively engages with and provides support, education and assistance to families/whanau and care-givers.

Key Performance Measures:
» Demonstrates the ability to manage the environment by assessing risk factors, identifying and implementing strategies to maintain own safety and the safety of young people and others
» Demonstrates a flexible approach and ability to cope with changing situations.
» Undertakes a timely comprehensive and accurate assessment using suitable assessment tools to inform a provisional diagnostic formulation
» Engages in robust ongoing assessment and management of risk
» Develops individual treatment plans in collaboration with young people and their families/whanau that reflects the issues identified at assessment
» Incorporates discharge planning as part of the overall care strategy, including relapse planning and/or resilience plans, advance directives, and/or appropriate referrals to internal/external agencies
» Makes clinical judgements based on current evidence-based knowledge, research and reflective practice
» Ensures that young people receive appropriate information and education about their prescribed medications.
» Demonstrates competence in implementing therapeutic strategies: e.g. cognitive therapy
» Plans and prioritises workload.
» Presents health information and education to young people and families/whanau in a sensitive manner that is readily understood
» Actively engages in and effectively utilises clinical supervision and offers/provides this to clinical staff within the Mental Health & Addiction Service as appropriate and as per the Mental Health Service Clinical Supervision Policy.
» Maintains an up-to-date knowledge of care/treatment/research in the area of child & adolescent mental health including AOD and ensures that practice is evidence-based.
» Completes and maintains MH&AS Core competencies via the in-service programme.
» Maintains BOPDHB and Mental Health Service mandatory certifications and additional clinical skills relevant to area.

Key Task 2: Professional responsibility
Accepts responsibility for ensuring that clinical practice and conduct meet the standards of professional, ethical, and relevant legislative requirements.

Key Performance Measures:
» Adheres to professional standards of practice and acknowledges that competent practice is influenced and reinforced through membership of appropriate professional bodies
» Is aware of legislation that impacts on mental health care delivery and the rights of children and youth, and practices within legal boundaries. This includes but is not limited to the Mental Health (Compulsory Assessment and Treatment) Act 1992; Children, Young Persons and their Families Act, 1989; the Privacy Act 1993 (Health Information Privacy Code 1994); the Health and Disability (Safety) Act, 2001; Health and Safety in Employment Act, 1992; Health Practitioner Competency Assurance Act, 2003.
» Considers ethical issues in treatment planning and contributes an ethical perspective to decision-making
» Demonstrates knowledge of, and accesses policies and procedural guidelines that have implications for clinical care

**Key Task 3: Interpersonal relationships**
The principles and practice of partnership are incorporated in all facets of assessment, intervention, treatment and care. Establishes, maintains and concludes therapeutic interpersonal relationships with young people and their families, and demonstrates effective communication with colleagues.

**Key Performance Measures:**
» Incorporates authentic therapeutic use of self and interpersonal and micro-counselling skills.
» Supports the personal autonomy and resourcefulness of young people and their families and encourages their participation as partners in care.
» Works and communicates effectively as a member of the multi-disciplinary team, demonstrating individual responsibility and accountability.
» Demonstrates an ability to manage conflict constructively.

**Key Task 4: Inter-professional health care and quality improvement**
Collaborates with the multi-disciplinary team, and the wider community, to facilitate care delivery and demonstrates a commitment to the principle of continuous improvement at a service and personal level

**Key Performance Measures:**
» Demonstrates ability to present referrals and crisis/acute cases for discussion at MDT meetings concisely, with attention to all relevant information, and participates in decision-making.
» Establishes and maintains networking relationships with GPs, relevant government and community agencies, and provides consultation as necessary.
» Contributes to service development and involves target group(s) in the planning, provision and monitoring of services
» Demonstrates continuous commitment to quality improvement initiatives.
» Provides guidance and support to all nurse and allied health students / new graduates, and other professionals orientating to the clinical area.

**Key Task 5: Cultural Safety**
Care is individually focused and planned in regard to ethnic, cultural, religious and other needs

**Key Performance Measures:**
» Demonstrates a commitment to and active understanding of the Treaty of Waitangi and its application within Mental Health to improve Maori health status
» Demonstrates awareness of the impact of own cultural background, attitudes and values
» Demonstrates that cultural and spiritual needs of young people are met with sensitivity, including those of family/Whanau and significant others.
» Demonstrates that consultation occurs with Maori Health Service in relation to care for young people as appropriate.
» Attends relevant Treaty of Waitangi/Bicultural training as arranged via BOPDHB
CASE MANAGEMENT
The designated case manager for a service user is the primary person for contact and treatment planning and coordination of care. This includes the service reporting requirements such as: HONOSCA, risk assessments and relapse prevention plans.

The case manager will work within an integrated and eclectic model of care predicated on crisis resolution, Strengths and Recovery philosophies that aim to:
- promote the young person’s strengths in managing mental disorder and psycho-social sequelae and
- decrease the destructive potential of mental disorder and
- Utilise person-specific risk management and relapse prevention planning in a timely and congruent manner.

The scope of the case management role includes acute assessment and response and timely management of referrals, ongoing care, review and discharge planning. The primary focus is young people who have high and complex mental health needs (including those related to AOD use); the case manager will facilitate:
- Coordination and access to care and ensuring smooth transitions along the care pathway for young people and their families
- resolution of distress and effective management of mental health / AOD issues
- re-integration with family and primary care networks

HEALTH PRACTITIONERS COMPETENCE ASSURANCE ACT 2003
- You are required to maintain your current competency based practicing certificate.
- You must notify Manager of any changes to scope or conditions on practice (determined by Regulatory Authority).
- You must complete the requirements of any competency programme.
- You must notify employer of concerns relating to the risk of harm to the public of another health practitioner practicing below the required standard of competence.
- Know the provisions of the HPCAA as the governing legislation.

HEALTH AND SAFETY
You are expected to meet the health and safety requirements set out in BOPDHB policies and protocols and any other requirements set out in the Health and Safety in Employment Act 1992.

TREATY OF WAITANGI/CULTURAL COMPETENCIES
BOPDHB is committed to the principles of the Treaty of Waitangi

The Bay of Plenty District Health Board is a smokefree environment.
PERSON SPECIFICATION

Essential

- AOD / Mental Health Professional eg. Registered Nurse – scope of practice Mental Health, Social Worker, Occupational Therapist, or similar; all registered with appropriate authority
- Current Annual Practising Certificate relevant to professional discipline
- Minimum three years post graduate clinical experience in Youth Health / Mental Health / AOD
- Tertiary qualification
- Knowledge of mental disorder and diagnostic formulations
- Competence in comprehensive assessment including Youth AOD assessment, risk assessment, the use of the mental status examination and problem formulation
- Clinical skills in engagement, de-escalation, conflict resolution, and problem solving
- Ability to discuss and negotiate management plans with clinicians
- Ability to be flexible, prioritise and delegate
- Excellent interpersonal and micro-counselling skills
- Good written and oral presentation skills
- Strong client focus
- Sensitivity to the context and experience of others
- Cultural awareness and safe practice
- Respect for privacy and confidentiality
- A professionally based attitude to mental health care
- Knowledge of relevant legislation
- Computer literacy
- Current clean motor vehicle drivers licence.

Desirable Criteria

- Experience working with young people who are involved with Youth Justice Services.
- Post-graduate qualification with a mental health / AOD focus
- Affiliation to an appropriate professional organisation eg. DAPAANZ
- Previous experience within child and adolescent mental health/AOD settings
- Experience of working within a multi-disciplinary team and knowledge of how teams work

Personal

- A commitment to working with young people and their whanau supporting development of healthy outcomes.