



POSITION DESCRIPTION

Organisational Vision:

South Canterbury District Health Board (SCDHB) is committed *“to enhance the health and independence of the people of South Canterbury”*

Organisational Values: I CARE

- ☒ Integrity
- ☒ Collaboration
- ☒ Accountability
- ☒ Respect
- ☒ Excellence

Position	Case manager Community Mental Health
Hours	As per job contract
Department	Community Mental Health Team
Reports to	Charge Nurse Manager – Community Mental Health Team/TACT
Purpose Statement	
<p>The Community Mental Health Team (CMHT) provides services through a multi-disciplinary team approach, specialist psychiatric assessment and treatment for adults, who have a moderate to severe psychiatric disorder.</p>	

Nature and Scope

The primary generic function of the “case manager” is to work alongside people to assist them in achieving their goals based on their individual wants and desires in the areas of interdependent daily living, finance, vocation/education, social supports/activities, health and leisure/recreation supports. The goals of support are to increase the community tenure, interpersonal, social, recreational, vocational, and independent living status and activities of people served. This is all achieved through the implementation of the Strengths Recovery Model of Case Management

PERSON SPECIFICATIONS

- ☒ **Registered Health Professional** i.e. Registered Nurse, Registered Psychiatric Nurse, Occupational Therapist or Social Worker.
- ☒ Experience in delivering evidence based practice e.g. Cognitive Behavioural Therapy, Motivational Interviewing, Grief Therapy, Family Work, Solution Focus Therapy
- ☒ A current practicing certificate with relevance scope of practice
- ☒ A current Drivers Licence
- ☒ A strong commitment to working within the strengths model recovery approach to case management and demonstrates knowledge and understanding regarding how to incorporate this practice in to the delivery of care.
- ☒ Clinical skills that demonstrate a clear focused, motivated and adaptable approach to professional practice
- ☒ Strong communication skills, an understanding of team dynamics and collaboration required to facilitate delivery of a safe and effective service
- ☒ Effective planning and prioritisation with the ability to perform effectively under pressure
- ☒ A working knowledge of the relevant legislation and guidelines that govern professional practice both general and speciality focused
- ☒ A personal commitment to professional development and continuous quality improvement

Case manager - CMHT

<p>Strengths Model of Case Management</p> <p>The Case manager will display well-developed person-centred skills as evidenced through the application and participation in the use of the 3 tools of case management</p> <ul style="list-style-type: none"> ☒ Case manager will have a good working knowledge of the strengths model principles and how they apply to the role of case management. 	<ul style="list-style-type: none"> ☒ Able to discuss the principles and provide evidence of how these are undertaken in their practice during administrative supervision/performance review
<p>Strengths Assessment</p> <ul style="list-style-type: none"> ☒ Develop a working relationship in partnership with the person by clarifying the role of the Health Professional and person within the Strengths Model process . ☒ Expand options and choices, focused on the empowerment of people, by use of resource acquisition and advocacy strategies. 	<ul style="list-style-type: none"> ☒ Evidence of the strengths based assessment throughout progress notes. ☒ Person centred strengths reflected in treatment planning

<p>Goal Setting</p> <ul style="list-style-type: none"> ▣ Assist people in identifying their goals and setting small, measurable, realistic steps (objectives) to achieve their goals. ▣ Address, review and/or evaluate goals and objectives each time they meet with the person. ▣ Facilitate identify and devise strategies in conjunction with the individual/family/whanau to overcome obstacles, recognize and reward success and accomplishments. ▣ Engage with the person's family members and significant others, when possible, to involve them in goal planning/support when the person desires. 	<ul style="list-style-type: none"> ▣ 1-2 goals set and/or reviewed at each face to face/phone contact with a summary of outcomes documented. ▣ Audit of goals plans reflect an 85% level of compliance as per mental health documentation standards. ▣ Summary of outcomes related to goal progress are documented on the review/discharge form ▣ Case manager provides examples of celebrations which are documented and shared at Administrative Supervision. ▣ Key service delivery documents and progress notes reflect the involvement of the family/whanau/ significant others in process.
<p>Maintaining Wellness</p> <ul style="list-style-type: none"> ▣ Undertake choice appointments/comprehensive assessment to support the team to determine diagnosis and appropriate recovery options in conjunction with the person/family/whanau/support people ▣ Undertake detailed risk assessment/transition to wellness planning in conjunction with the person/family/whanau/support people. ▣ Assist people identifying beneficial naturally occurring community resources. ▣ Assist people in learning about their illness and symptom management, including treatment determined in conjunction with the multi-disciplinary team. ▣ Discuss and offer a variety of recovery based intervention options appropriate to the setting and presenting problems. ▣ Advocate for/with the person in the community and mental health system for the purpose of helping them to access and use desired resources and to ensure their rights. 	<ul style="list-style-type: none"> ▣ Individuals on caseload will have a comprehensive assessment completed within 2 face to face contacts following the choice appointment. ▣ All clients on caseload have a risk assessment and historical risk completed on admission to service. ▣ Attend risk training yearly and achieve 80% competency level in Risk audit tool. ▣ Achieve 95% compliance in regards to all people on caseload having a transition to wellness plan. ▣ Transition to wellness Plan to be updated every 3 months from admission ▣ Documented risk statement to be evidenced in progress notes at all face to face contacts. ▣ CNM to contact 5 clients at random to determine level of satisfaction with service received.

<p>Outcomes/information management</p> <p>The Case manager will:</p> <ul style="list-style-type: none"> ▣ Complete outcome measurement tools as per MOH requirements ▣ Client Service Diary to accurately reflect daily tasks undertaken. 	<ul style="list-style-type: none"> ▣ HONOS completed within 10 working days either side of due date. ▣ Overdue reviews less than 10%. ▣ All face to face and significant phone contacts to be documented in progress notes and on CSD. ▣ Minimum of an average of 30 hours of client related activity per week.
<p>Involving Families</p> <p>The Case manager will:</p> <ul style="list-style-type: none"> ▣ Ensure that the education and support needs of the family/whanau are considered and goals set as required to maximize recovery opportunities for all. 	<ul style="list-style-type: none"> ▣ Referral to Supporting families completed at initial assessment ▣ Family/whanau to be included as possible in treatment planning and intervention
<p>Interpersonal Relationships</p> <p>The Case manager will:</p> <ul style="list-style-type: none"> ▣ demonstrate hope inducing behaviours to ensure effective collaborative relationships are developed between the person and the family/whanau to maximize outcomes for the individual. ▣ develop effective and supportive interpersonal relationships with peers and other health workers. 	<ul style="list-style-type: none"> ▣ DNA rates less than 10% ▣ Goals/progress notes will reflect regular contact / involvement in process. ▣ Evaluation by CNM of participation within the team environment.
<p>Quality Improvement</p> <p>The Case manager will:</p> <ul style="list-style-type: none"> ▣ demonstrate a positive personal commitment and actively contribute to the implementation, culture and ongoing maintenance of continuous quality improvement processes in their area of practice according to a planned annual programme 	<ul style="list-style-type: none"> ▣ Quality improvement principles are used in day to day activities. ▣ Client file meets 85% compliance in SF Audits ▣ Contributes to the ongoing review of SF and associated documents. ▣ Participates in the auditing of files utilising the SPF Audit Tool.

<p>Health & Safety</p> <p>The Case manager will:</p> <ul style="list-style-type: none"> ▣ understand and apply the principles of Health & Safety and Risk Management to recognise and respond pro-actively to potential risk within the unit ▣ work towards creating an atmosphere where staff support each other and workplace violence and bullying is not tolerated 	<ul style="list-style-type: none"> ▣ Risks are identified and responded to within the department
<p>Performance</p> <p>The Case manager will:</p> <ul style="list-style-type: none"> ▣ demonstrate active preparation and participation in own performance appraisal ▣ participate in performance appraisals and peer reviews of personnel as requested within a specified timeframe ▣ act on recommendations arising from performance management, enlisting support of appropriate personnel where appropriate ▣ Regularly attend Administrative Supervision 	<ul style="list-style-type: none"> ▣ Performance Management issues addressed within agreed timeframes ▣ CSD reflects monthly attendance at Administrative supervision. Target compliance 100%
<p>Personal and Professional Development</p> <p>The Case manager will:</p> <ul style="list-style-type: none"> ▣ Maintain and enhance their ongoing knowledge regarding strengths and recovery approaches. ▣ identify and maintain contemporary practice by assuming responsibility for their own professional development ▣ maintain a high level of personal motivation for work despite problems, changes, or daily work demands 	<ul style="list-style-type: none"> ▣ To attend strengths workshops – evenly spaced throughout year. ▣ Annual Practising Certificate is to remain current if applicable ▣ Working towards completion of PDRP (Nursing) or equivalent process dependent on profession. ▣ Professional development to be recorded on CSD
<p>Legislation and Organizational Knowledge</p> <p>The Case manager will:</p> <ul style="list-style-type: none"> ▣ ensure compliance with New Zealand statutory laws 	<ul style="list-style-type: none"> ▣ Organisational and legislative compliance is audited ▣ Appropriate basic training undertaken.

<ul style="list-style-type: none"> ☐ comply with organizational and service specific rules, code of conduct, policies, protocols and procedures including documentation 	<ul style="list-style-type: none"> ☐ Team Client Satisfaction Survey reflects a 85% level of satisfaction with the overall service.
<ul style="list-style-type: none"> ☐ Evidence of working knowledge of SCDHB MH Documentation Standards 	<ul style="list-style-type: none"> ☐ Ongoing compulsory training maintained.
<ul style="list-style-type: none"> ☐ understand and apply the following legislation (and subsequent amendments): <ul style="list-style-type: none"> ☐ Privacy Act ☐ Health and Disability Commissioners Act ☐ Health & Safety in Employment Act ☐ Health Practitioners Competency Assurance Act ☐ MOH Regulations 	<ul style="list-style-type: none"> ☐ Identify cultural issues/requirements and implement recommendations or actions.
<ul style="list-style-type: none"> ☐ Understand and apply the <ul style="list-style-type: none"> • Treaty of Waitangi Principles • Hospital Regulations / House Rules • Philosophy of Timaru Hospital & Community Services 	<ul style="list-style-type: none"> ☐ Case managers will have an understanding of the Treaty of Waitangi and give evidence of applying these principles to the recovery process.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by staff in this job classification. A Staff Member may be requested to perform job related tasks other than those specified.

Agreed by:

----- (Job holder's signature)

----- (Employer's signature) ----- Date

Date Reviewed: April 2017

Reviewed by: CNM

Next Review: April 2018