

Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

Title	Crisis Liaison Worker		
Reports to	Charge Nurse Manager Community Team		
Location	Crisis Team		
Department	Community Mental Health and Addictions Service		
Direct Reports		Total FTE	1.0
Budget Size	Opex	Capex	
Delegated Authority	HR	Finance	
Date	23/6/2026		
Salary band (indicative)*	NZNO Collective Agreement		

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the role is to provide timely recovery orientated and evidence-based crisis assessment, intervention and support to individuals experiencing mental health crisis, their family/whanau and support networks:

Crisis Response

- Triage and respond to all Duly Authorised Officer (DAO) and Crisis calls within agreed timeframe.
- Undertake comprehensive mental health and risk assessments to formulate care.
- Develop immediate safety plans and provide appropriate crisis intervention and follow up
- Work alongside individuals, their family/whanau and support networks to manage immediate risk.
- Develop safety plans, formulate an appropriate care plan and provide liaison and support to the individual and their family/whanau/supports throughout the crisis response
- Consult with the on-call Psychiatrist and Multi-Disciplinary Team (MDT) regarding assessment, risk management, treatment planning and the Mental Health Act
- Work collaboratively with the MDT to support safe and timely assessment, intervention and care planning.
- Liaise effectively with Police, Emergency Department, General practitioners and other relevant agencies

DOA Responsibilities

- Carry out the functions of a DAO in accordance with the mental Health (Compulsory Assessment and Treatment) Act 1992
- Coordinate and facilitate Mental Health Act assessment processes, ensuring legislation requirements and timeframes are met.

- Complete statutory documentation accurately and in accordance with legal requirements
- Liaise with individuals, family/whanau, Police, health professionals regarding Mental Health Act processes
- Maintain accurate DAO documentation and contribute to required reporting and data collection

Collaboration

- Maintain effective working relationships with Police, Emergency Department, General Practitioners, inpatient services and community agencies.
- Work collaboratively with police and partner agencies to support coordinated responses to high-risk situations
- Liaise effectively with individuals, family/whanau and support networks to facilitate safe and person-centered care.
- Contribute to safe management of situations where an individual's behaviour may place themselves or others at risk.
- Participate in multidisciplinary discussions and care planning to support effective assessment, intervention and treatment.

Key Result Area	Expected Outcomes / Performance Indicators
<p>Provide timely recovery-focused mental health crisis assessment, risk assessment intervention and support for individuals experiencing mental health crisis, their family/whanau, and support networks as part of a 24-hour Crisis Service</p>	<p>All crisis contacts are documented in accordance with the service documentation policy</p> <p>Triage and respond to all Duly Authorised Officer (DAO) and Crisis calls within agreed timeframe.</p> <p>Undertake comprehensive mental health and risk assessments to formulate care.</p> <p>Develop immediate safety plans and provide appropriate crisis intervention and follow up</p> <p>Work alongside individuals, their family/whanau and support networks to manage immediate risk.</p> <p>Develop safety plans, formulate an appropriate plan of care and provide liaison and support to the individual and their family/whanau/supports throughout the crisis response</p> <p>Consult with the on-call Psychiatrist and Multi-Disciplinary Team (MDT) regarding assessment, risk management, treatment planning and the Mental Health Act</p> <p>Work collaboratively with the MDT to support safe and timely assessment, intervention and care planning.</p> <p>Liaise effectively with Police, Emergency Department, General practitioners and other relevant</p>
<p>Carry out the functions and responsibilities of a Duly Authorised Officer under the Mental Health (</p>	<p>Carry out the functions of a DAO in accordance with the mental Health (Compulsory Assessment and Treatment) Act 1992</p> <p>Coordinate and facilitate Mental Health Act assessment processes, ensuring legislation requirements and timeframes are met</p>

<p>To work as a Crisis Liaison Clinician</p>	<p>Client Service Diary is completed in accordance with service requirements.</p> <p>Comprehensive mental health assessments, including an assessment of risk is completed on all individuals who are referred to the service.</p> <p>Safety plans and a care plan are developed, implemented and reviewed as required.</p> <p>Individuals, family/whānau and support networks are involved in assessment and care planning where appropriate.</p> <p>Recovery-focused, trauma-informed and culturally responsive care is provided.</p> <p>Consultation occurs with the on-call psychiatrist and multi-disciplinary team as required to support assessment, treatment planning and risk management.</p> <p>Mental Health Act responsibility is undertaken in accordance with organisational and legislative requirements</p>
	<p>Develop and maintain effective working relationships with consumers, whanau, colleagues multi-disciplinary team members and external agencies to support coordinated care</p>
	<p>Participates in quality improvement activities, audits and service review, contributing to the ongoing development of safe and effective clinical practice.</p>
	<p>Health and safety and risk management principles apply to promote the safety of consumers, whanau, staff and the wider community.</p>
	<p>Promote a safe, respectful and inclusive work environment that supports staff wellbeing and maintains a zero-tolerance approach to bullying, harassment and workplace violence.</p>
	<p>Participate in administrative supervision and demonstrate active engagement in the supervision process.</p>
	<p>Participates in performance appraisal and peer review activities within required timeframes.</p>

	Implements agree actions arising from administration supervision and performance review process.
Evidence a working knowledge of SCDHB MH Documentation Standards	<p>understand and apply the following legislation (and subsequent amendments):</p> <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 <p>Understand and apply the Hospital Regulations / House Rules ensure compliance with New Zealand statutory laws Comply with all organisational and service specific rules, code of conduct, policies, protocols and procedures.</p>
Te Tiriti o Waitangi	<p>Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori.</p> <p>Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. Actively supports kamahi Māori by improving attraction, recruitment, retention, development, and leadership.</p>
Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses.
Innovation & Improvement	<ul style="list-style-type: none"> • Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table. • Models an agile approach – tries new approaches, learns quickly, adapts fast.

	<ul style="list-style-type: none"> • Develops and maintains appropriate external networks to support current knowledge of leading practices.
<p>Collaboration and Relationship Management</p>	<ul style="list-style-type: none"> • Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same. • Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services.
<p>Health & safety</p>	<ul style="list-style-type: none"> • Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. • Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. • Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
<p>Compliance and Risk</p>	<ul style="list-style-type: none"> • Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

Matters which must be referred to the Charge Nurse Manager Community Team

- Serious incidents, complaints, adverse events, and Health and Safety Concerns
- High risk clinical situations requiring escalation or additional resources

- Mental Health Act issues outside routine DAO practice
- Staffing concerns, leave requests, and performance issues.
- Media enquiries and external agency matters with potential service impact

Relationships

External	Internal
<ul style="list-style-type: none"> • Police • General Practitioners • Emergency Department • Sr Johns Ambulance • Primary Care Providers • NGO Mental Health and Addictions Services • Community Support agencies • Family/Whanau and support persons 	<ul style="list-style-type: none"> • Charge Nurse Manager • Consultant Psychiatrists • Crisis Team staff • Community Mental Health Team • Older Persons Mental Health Team • ICAMHS • Inpatient Mental Health Unit • Administration Team • Allied Health Staff • Mental Health Community Support Workers and Intentional Peer Support Specialists

About you – to succeed in this role

You will have

- **Essential:**
 - Registered Health Professional
 - Experience in delivering evidence-based practice
 - Recent experience working in acute mental health, crisis intervention and risk assessment
 - A current practice certificate
 - Advanced 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
 - Full drivers licence
 - A working knowledge of the relevant legislation and guidelines that govern professional practice both general and speciality focused
- **Desired:**
 - Experience in implementing Te Tiriti o Waitangi in action.
 - Experience as a Duly Authorised Officer (DAO)
 - Experience working within community mental health services
 - Experience working with Māori, Pacific and culturally diverse populations
 - Have a personal commitment to professional development and continuous quality improvement

You will be able to Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- With the support of Health NZ, proactively take care of your own health and safety, to ensure a safe and supportive work environment.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

Desired:

- Demonstrate commitment to recovery focused, person centred and trauma informed care
- Demonstrate culturally responsiveness and commitment to equitable health outcomes...

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

**The reference to salary band in this position description is for internal benchmarking and role sizing purposes only. The salary band designation does not form a term or condition of employment and may be changed by the employer at any time. In accepting a Health NZ employment agreement you acknowledge and accept this. Changes to the salary band will not affect an employee's current salary or remuneration.*