

## Position Description

<b>Position title</b>	<b>Clinical Lead – Crisis Service</b>
<b>Reporting to</b>	<b>Service Delivery Manager</b>
<b>Staff reporting</b>	<b>N/A</b>

### **Our context**

Wellington City Mission (WCM) is a faith-based community organisation that has been supporting those in need in the Wellington region through the provision of social services since 1904.

### **Our vision**

*People and communities empowered, transformed and experiencing fullness of life.*

### **Our values**

Aroha / Love

Tūmanako / Hope

Whanaungatanga / Kinship

Manaakitanga / Generosity

### **Purpose of the role**

The Clinical Lead is part of the Community Services Team, which is based at Whakamaru. The Community Services Team's purpose is to provide a variety of services to whanau presenting at Whakamaru.

The Clinical Lead's purpose is to work alongside Peer Support Specialists and to provide quality oversight and guidance. The Peer Support Specialist's, along with the Clinical Lead, will provide individualised support to those presenting at Whakamaru in crisis or mental health distress.

## Representative responsibilities and outcomes

Responsibility	Outcome
<b>Functions/Practice Delivery</b>	
<p>Providing clinical assessment and planning for safety and wellness.</p>	<p>Being adept at developing trusting relationships through natural respect and understanding of life choices</p> <p>Ability to carry out assessments that will help to identify the manuhiri's needs, and help them to choose their desire for change and the steps needed to achieve these</p> <p>Ability to triage need and coordinate supports within the team</p> <p>Ensure all service users have safety plan/case notes/plan for an outcome</p> <p>Work to KPI's regarding caseload Plans, Recording and capturing Data</p> <p>Have a confident understanding of crisis interventions, who needs to be included and how to respond</p> <p>Understand and uphold harm reduction initiatives and approaches</p> <p>Demonstrates an understanding of the impact of trauma and loss on people's wellbeing</p> <p>Be person-centred throughout this time that we share this support work with manuhiri</p>
<p>Support and Guide Peer Support Specialists</p>	<p>Strong relationships with peer support workers and recognising their unique skill and contribution</p> <p>Providing debriefs and guidance when necessary to colleagues with lived experience</p> <p>Ensuring clinical guidance and best practice is being provided in individual cases</p>
<p>Advocacy, Case Management and Coordinating services</p>	<p>Understanding of the sector and health service network, and their processes</p> <p>Follow up and timely case management with individuals and agencies</p>

<p>Has a confident understanding and/or curiosity of the different cultures that are represented within the community</p>	<p>Invested in providing equitable services</p> <p>Demonstrates an understanding of Māori models and perspectives of Hauora and integrates these into service delivery as appropriate</p> <p>Understand and practice Te Ao Māori, tikanga or willingness to learn and develop</p> <p>Have an awareness of western social structures and how these have impacted on Māori people and other cultures</p> <p>Have the courage and curiosity to seek further knowledge and understanding to enhance their practices in all cultures being represented through manuhiri and their whānau</p>
<p><b>Relationship Development</b></p>	
<p>Relationships are built both within the team, wider WCM teams and externally to enhance service outcomes.</p>	<p>Pro-actively works to develop an effective working relationship with Manuhiri, colleagues, and other WCM employees</p> <p>Effective links are established with a range of other people and agencies to build collaborative working relationships which achieve improved outcomes. This includes links with appropriate Māori and Pacific Island peoples and community groups</p>
<p><b>Professional Development</b></p>	
<p>Be dedicated to professional development</p>	<p>Identify and take up opportunities to further knowledge, competencies and qualifications</p> <p>WCM policies on health and safety in the workplace are adhered to</p> <p>Work priorities, personal workload and stress levels are managed by utilising natural supports and formal supervision as appropriate</p> <p>Open communication and positive conflict resolution is modelled</p> <p>Willing to work through their own development needs in supervision or professional development to enhance personal growth and service provision</p>
<p><b>Process Improvement</b></p>	

Look for and propose process improvements	Processes are effective and innovative WCM demonstrates best practice. WCM resources are used to good effect
<b>Values, Ethics and Health and Safety</b>	
Demonstrate WCM's Kaupapa and values	All tasks and interactions are carried out in ways that are consistent with WCM's Kaupapa and values.
Duties are carried out in an ethical manner.	Personal conduct reflects the WCM's values, ethics, and mission. Personal conduct is consistent with the WCM Code of Ethics, and the SWRB Code of Conduct.
Comply with WCM's health and safety practices and processes	Hazards are identified and controlled in line with WCM's health and safety management Incidents are reported promptly and according to WCM policy and practice The position holder and those they work with are kept safe

### Person specification

Essential	Desirable
<b>Qualifications</b>	
Relevant Health Qualification and Registration ie Social Work, OT, Counsellor, Psychology, AoD Practitioner	
Full and clean Drivers Licence	
<b>Knowledge and experience</b>	
Understanding of Harm Reduction approaches	Understanding of working with trauma
Understanding, or experience, of providing talking therapies and/or group-work	Flexible approach
Knowledge of neuro diversities, FASD, Mental Health and Addictions	Understanding of the mental health system and wider health sector
De-escalation Skills and Experience in managing challenging behaviours	Experience in working within the context of an NGO
Working Alongside Peer Support Workers	
<b>Attributes</b>	
Resilience, complex problem-solving techniques, and flexibility	Excellent time management and organisational skills
Sensitivity in culture, age, ethnicity and gender	Excellent communication skills
Working within a strength based/solution focussed approaches	
Understand and support WCM's commitment to Te Tiriti partnership and Te Ao Māori informed approaches	Communication and practice are consistent with WCM's bi-cultural commitment. Communication and practice support and fosters better understanding of Te Tiriti principles and bicultural partnership where appropriate. WCM's reputation is enhanced.

### Key relationships

Inside WCM	Outside WCM
Director, Community Services	Key stakeholder organisations (e.g., DCM, KWS, Te Kakano o te Aroha, TACT, Courts, probation)
Community Services Team	Organisations and agencies working with whanau and individuals
Other WCM staff as appropriate	

### Driver's licence

Current and full drivers licence would be desirable.

### Place and hours of work.

This position is to provide professional supports at Whakamaru, 4 Oxford Terrace, Mt Cook.

This is a part time role - 32 hours per week. Working between Thursday – Sunday between 2pm – 11pm.