

**COMPLEX DEMENTIA NURSE – MENTAL HEALTH SERVICES FOR OLDER PEOPLE**

**1. PURPOSE OF POSITION**

The purpose of this position is to provide specialist nursing assessment, formulation, treatment and support to those who have been diagnosed with complex BPSD. This involves working with staff individually and in groups in all aged care facilities in Taranaki and in other community settings in order to foster a person-centered approach utilizing up to date evidence based clinical guidelines.

Responsibilities of the position include:

- Support to develop behavior management plans utilizing informed best practice knowledge to manage complex and challenging behaviours resulting from BPSD.
- Provide specialist advice and education to relevant stakeholders caring and providing services for people with complex BPSD.
- Provide a conduit pathway between BPSD care providers and the specialist knowledge and skills of the Mental Health for Older People Service

**2. ORGANISATIONAL VALUES**

Te Whatu Ora Taranaki our mission (Te Kaupapa) is improving, promoting, protecting, and caring for the health and well-being of the people of Taranaki. Te Whatu Ora Taranaki values define who we are as an organisation, the way we work with each other, our patients, whanau, and external partners. Our Te Ahu Te Whatu Ora Taranaki values are:

<b>Partnerships</b>	WHANAUNGATANGA	We work together to achieve our goals
<b>Courage</b>	MANAWANUI	We have the courage to do what is right
<b>Empowerment</b>	MANA MOTUHAKE	We support each other to make the best decisions
<b>People Matter</b>	MAHAKITANGA	We value each other, our patients and whanau
<b>Safety</b>	MANAAKITANGA	We provide excellent care in a safe and trusted environment

**3. DIMENSIONS**

## Complex Dementia Nurse

<b>Reports to:</b>	Community Manager, Older People
<b>Number of people reporting to you</b>	-
<b>Financial limits authority</b>	-
<b>Operating Budget</b>	-

### 4. WORKING RELATIONSHIPS

External	Internal
General Practitioners (GPs)	Wards and Departments
GP Practice Nurses	Mental Health Teams
Other District Health Boards (DHBs)	Older People's Health (OPH)
Community Services and Providers	Community Support Service (CSS)
Non Government Organisations (NGOs)	Home Support Unit (HSU)
Residential providers	

### 5. ACCOUNTABILITIES

Key area of responsibility	Expected outcomes
<p><b>1. Key working</b></p> <p>Undertakes a clinical support &amp; liaison role for care providers &amp; whanau of whai ora with complex BPSD.</p>	<ul style="list-style-type: none"> <li>• Provides a specialist nursing perspective for service users, whanau and their care providers regarding the management and care for BPSD.</li> <li>• Provides comprehensive assessment, treatment, monitoring and review including risk management as required.</li> <li>• May support the team by undertaking initial assessments either as allocated by the Multi Disciplinary Team (MDT) or urgently, prior to allocation, if necessary.</li> <li>• Applies measurement tools as necessary.</li> <li>• Liaises with and supports family/whanau as necessary.</li> <li>• Liaises effectively with agencies and service and care providers and acts as a conduit to specialist services.</li> <li>• Assesses and monitors response to medication including the management of possible side effects.</li> <li>• Ensures all clinical documentation is up to date and accurate.</li> </ul>

## Complex Dementia Nurse

	<ul style="list-style-type: none"> <li>• Presents assessment/review findings and treatment recommendations to MDT.</li> <li>• Regularly reviews caseload with manager.</li> <li>• Provides advice on complex clinical issues across setting and disciplines.</li> </ul>
<p><b>2 Multi Disciplinary Teamwork (MDT)</b></p> <p>Demonstrates commitment to building relationships which enhance overall team performance.</p>	<ul style="list-style-type: none"> <li>• Actively participates within the MDT.</li> <li>• Communicates and consults with MDT to ensure appropriate treatment is planned, initiated and evaluated.</li> <li>• Co-works with other team members.</li> <li>• Shares specialist knowledge and skills on matters relating to nursing practice and ethics.</li> <li>• Contributes to the operational and strategic development of MHSOP.</li> <li>• Contributes to development sessions within the team</li> </ul>
<p><b>3. Education</b></p> <p>Shares specialist knowledge and skills</p>	<ul style="list-style-type: none"> <li>• Provides advice and information on BPSD and relevant mental health topics and issues to TDHB staff, GPs, Practice Nurses and NGOs, service users, family members and whanau.</li> </ul>
<p><b>4. Reporting</b></p>	<ul style="list-style-type: none"> <li>• Updates and maintains data bases, spreadsheets and recording systems and collates statistical information.</li> </ul>

Organisational Accountabilities	Expected Outcome for all employees
<p><b>Health Equity</b></p>	<p>The TDHB strives to eliminate health inequalities and achieve health equity for the Taranaki population. In practical terms this means all staff are required to implement relevant health equity policies, procedures, approaches and guidelines issued from time to time including:</p> <ul style="list-style-type: none"> <li>• the Pae Ora Framework which requires: <ul style="list-style-type: none"> <li>○ Demonstrating the principles of Partnership, Participation and Protection under the Treaty of Waitangi;</li> <li>○ improving understanding of the determinants of ethnic inequalities in health, in particular the “Drivers of ethnic inequalities in health” and the “Pathways to Inequalities” both of which are referenced in the TDHB Pae Ora Framework, Appendix 1;</li> <li>○ Ensuring Health Equity assessment is embedded</li> </ul> </li> </ul>

## Complex Dementia Nurse

Organisational Accountabilities	Expected Outcome for all employees
	<p>into your practise where services, policies or programmes are expected to improve outcomes for Māori;</p> <ul style="list-style-type: none"> <li>○ Effectively implementing health equity approaches outlined for Health Professionals in “Equity of Health Care for Maori: A Framework” published by the Ministry of Health to support He Korowai Oranga Refresh 2014, national Maori Health Strategy;</li> <li>○ Ensuring appropriate health literacy responses are used for effective engagement with Māori;</li> <li>● You must ensure accurate ethnicity data is collected or held for patients and clients you interact with by following the TDHB Ethnicity Data Collection Policy and procedures;</li> <li>● You must attend the Cultural Competency training provided by and for staff of the TDHB including Treaty of Waitangi workshop, General/Clinical Refreshers, Engaging Effectively with Maori and any other training identified as essential for staff.</li> </ul>
<p><b>Health and Safety</b></p>	<ul style="list-style-type: none"> <li>● Maintains a safe and healthy environment</li> <li>● Complies with health &amp; safety policies and procedures</li> <li>● Carries out work in a way that does not adversely affect their health and safety or that of other workers</li> <li>● Complies with procedures and correctly use personal protective equipment and safety devices provided</li> <li>● Contributes to hazard identification and management process</li> <li>● Reports accurately near misses/incidents/accidents in a timely manner</li> <li>● Participates in health and safety matters</li> </ul>
<p><b>Personal Development</b></p>	<ul style="list-style-type: none"> <li>● Fully contributes to the MHSOP team performance and is committed to identify and pursue opportunities for developing new knowledge and skills.</li> <li>● Participates in the performance appraisal process where personal performance and development is reviewed.</li> <li>● Willing to accept new responsibilities, acquire and demonstrate relevant new knowledge.</li> </ul>

## Complex Dementia Nurse

### 5. VARIATION TO DUTIES

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities can be amended from time to time either by additional, deletion or straight amendment to meet any changing conditions, however this will only be done in consultation with the employee.

### 6. CAPABILITY REQUIREMENTS

Capabilities are the behaviours demonstrated by a person performing the job. Capabilities identify what makes a person most effective in a role. Those listed below are expected for the **MHSOP** team roles in the organisation. The required capabilities can change as the organisation develops and the roles change.

<b>Capability</b>
<p><b>Effective Communication</b></p> <p>Shares well thought out, concise and timely information with others using appropriate mediums. Ensures information gets to the appropriate people within the organisation to facilitate effective decision making</p>
<p><b>Decision Making/Problem Solving</b></p> <p>Demonstrates effective and timely decision making/problem solving techniques. Aware of the impact of decisions on key stakeholders and consults as appropriate utilizing available resources. Is proactive and effective when problem solving is required.</p>
<p><b>Innovation/Initiative</b></p> <p>Continually strives for new and improved work processes that will result in greater effectiveness and efficiencies. Questions traditional ways of doing things when choosing a course of action or finds new combinations of old elements to form an innovative solution.</p>
<p><b>Resilience/Flexibility</b></p> <p>Articulates differing perspectives on a problem and will see the merit of alternative points of view. Will change or modify own opinions and will switch to other strategies when necessary. Adjusts behaviour to the demands of the work environment in order to remain productive through periods of transition, ambiguity, uncertainty and stress.</p>
<p><b>Cultural Safety</b></p> <p>Demonstrates a commitment to cultural safety by meeting and exceeding the cultural needs of clients/customers/colleagues. Manages cultural ambiguity and conflicting priorities well. Understands concepts of whanaungatanga and manaakitanga and Maori cultural orientation to whanau, hapu and iwi.</p>
<p><b>Teamwork</b></p> <p>Works to build team spirit, facilitates resolution of conflict within the team,</p>

## Complex Dementia Nurse

### Capability

promotes/protects team reputation, shows commitment to contributing to the teams success

## 7. EDUCATION/QUALIFICATION

Bachelor of Nursing or equivalent qualification, relevant tertiary qualification is essential.  
Registered Nurse with a current Practising Certificate with the Nursing Council of NZ.

## 8. SKILLS

Ability to self motivate and to organise an effective work schedule.  
Goal orientated and person centred.  
Ability to work independently and as one of a multi-disciplinary team.  
Demonstrates an empathic approach.  
Demonstrates integrity and confidentiality.  
Demonstrates commitment to the support and care of the older person.  
Demonstrates commitment to quality, excellence and the ability to contribute to and implement change.  
Excellent communication – both verbal and written.  
Excellent time management and ability to prioritise.  
Information technology skills including knowledge of Outlook, MS Word and IT systems.  
Current NZ Drivers Licence.

## 9. EXPERIENCE

Clinical experience in the field of Mental Health, particularly dementia, and the health and care of older people.  
Knowledge of medication and medical co-morbidities and their impact on mental health/delirium.  
Strong clinical assessment/risk assessment skills.  
Knowledge and understanding of mental health legislation – Compulsory Assessment & Treatment Act (1992) and the PPPR Act – and their application.  
Experience of working in the community with individuals and families/whanau.