

**CONSULTANT PSYCHIATRIST – MENTAL HEALTH SERVICES OLDER PEOPLE**

**1. PURPOSE OF POSITION**

The Medical practitioner is required to undertake their clinical responsibilities and to conduct themselves in all matters relating to their employment, in accordance with best practice and relevant ethical and professional standards and guidelines, as determined from time to time by:

- The New Zealand Medical Association’s code of ethics.
- The practitioner’s relevant medical college(s) and / or professional association(s).
- The New Zealand Medical (or Dental) Council.
- The Health & Disability Commissioner.
- Te Whatu Ora’s policies and procedures except to the extent that they may be inconsistent with any other provision of the Senior Medical and Dental Officers Collective Agreement.

**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**

<b>Reports to:</b>	Clinical Director MHAS – for all Clinical & Administration Matters
<b>Number of People Reporting to You:</b>	Nil
<b>Financial Limits Authority:</b>	Nil
<b>Operating Budget:</b>	Nil

**4. WORKING RELATIONSHIPS**

External	Internal
<ul style="list-style-type: none"> <li>• Referring Clinicians</li> <li>• Public and Patients</li> <li>• Independent Practitioners</li> </ul>	<ul style="list-style-type: none"> <li>• Clinical Director</li> <li>• Operations Managers</li> <li>• Team Leader MHSOP</li> <li>• Chief Medical Advisor</li> <li>• Nursing/Administrative Staff</li> <li>• Staff of Te Whatu Ora – Taranaki</li> </ul>

**5. ACCOUNTABILITIES**

Key Area of Responsibility	Expected Outcomes
<p><b>1. Clinical Duties</b></p>	<p><b>General Duties</b></p> <ul style="list-style-type: none"> <li>• The Consultant will work with the other Team members to mutually agree waiting list management.</li> <li>• The Consultant will see and advise on inpatients referred by hospital specialist colleagues for assessment within a time appropriate to the clinical circumstances.</li> <li>• Efficient and effective assessment and management of the department’s patients.</li> <li>• Assessment and management of patients to follow accepted professional guidelines.</li> <li>• Where possible, investigative and treatment procedures are carried out within the Organisation.</li> <li>• The Consultant will be responsible for the referral of any patients, under their care, to other centres for specialist treatment when appropriate.</li> <li>• Regular ward rounds and ward work will be conducted at a time that facilitates efficient patient flows and meets treatment objectives.</li> <li>• Potential discharges will be formally considered by the team, including the Consultant or nominee on a daily basis.</li> <li>• Comprehensive and accurate records will be maintained for all patients seen by specialist.</li> <li>• Referring Doctor receives a written comprehensive report on discharge of each patient.</li> <li>• Verbal advice provided to GP’s who telephone for assistance.</li> <li>• Discharge summaries are completed by the team, ideally at time of discharge but otherwise within</li> </ul>

	<p>24hrs of discharge.</p> <p><b>On Call</b></p> <ul style="list-style-type: none"> <li>• The consultant while rostered on call is available to consult with the Registrar/House Surgeon by telephone or be called back to assist the Registrar/House Surgeon or other members of Team.</li> </ul> <p><b>Emergency Department</b></p> <ul style="list-style-type: none"> <li>• To assess referrals from the Emergency Department where appropriate.</li> </ul> <p><b>Outpatient Department</b></p> <ul style="list-style-type: none"> <li>• Outpatient clinics will be conducted as mutually agreed in consultation with the Head of Department / Service Director.</li> <li>• The Consultant will adhere to the agreed waiting time criteria for booking of cases.</li> <li>• The standards for patient’s waiting time in clinics will be adhered to.</li> <li>• Prioritisation will be carried out according to departmental/service policies.</li> </ul> <p><b>Clinics</b></p> <ul style="list-style-type: none"> <li>• The guidelines for the management of patients in clinics will be adhered to.</li> </ul> <p><b>Measurement Methods</b></p> <ul style="list-style-type: none"> <li>• Clinical Audit</li> <li>• Peer review</li> <li>• Agreed clinical throughput targets</li> <li>• Compliments and complaints</li> </ul>
<p><b>2. Patient Care</b></p>	<ul style="list-style-type: none"> <li>• Informed consent is obtained for all patients in accordance with the Organisation’s policy for undertaking any test or procedures.</li> <li>• Patients will be given a full explanation of all procedures and treatments.</li> <li>• Consultant understands the role of consumer affairs/complaints officer, cultural concerns, patient rights and relevant current legislation.</li> <li>• Family or significant others will be kept informed, where possible, with the patient’s consent.</li> <li>• Effective interpersonal relationships will be maintained with staff and patients and families.</li> <li>• Problems and complaints will be handled sensitively and expediently. Input into complaint investigation will be provided as requested by HOD / Service Managers or delegate.</li> </ul>

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	<ul style="list-style-type: none"> <li>The consultant will, as far as time permits, be available to assist community groups and specialist societies in health promotion and will be available at the request of CD and or Service Director to make comments through the media on matters concerning public health.</li> </ul> <p><b>Measurement Methods</b></p> <ul style="list-style-type: none"> <li>Customer satisfaction surveys</li> <li>Compliments &amp; Complaints</li> </ul>
<p><b>3. Environment and Facilities</b></p>	<ul style="list-style-type: none"> <li>As requested, the consultant will contribute to the development of relevant departmental / organisational plans, capital budgets, etc and participate in relevant projects.</li> <li>The Consultant will work with the CD and Service Director on effective resource utilisation.</li> <li>Any plan for new technology or provision of service must be endorsed by HOD and Service Director before progression. This applies to both internal and external service development.</li> <li>Demonstrate an awareness of expenditure on supplies and pharmaceuticals and the budgetary implication associated with this.</li> <li>Education and monitoring of junior medical staff will occur to ensure appropriate ordering of investigations and treatments.</li> </ul> <p><b>Measurement Methods</b></p> <ul style="list-style-type: none"> <li>Budgetary targets are met</li> <li>Consultation processes are maintained</li> </ul>
<p><b>4. Quality Assurance</b></p>	<ul style="list-style-type: none"> <li>Clinical practice is consistent with Specialist College and National guidelines for a secondary provider.</li> <li>Contribution provided to the departmental clinical quality assurance system including regular clinical audit, review of patient care (length of patient stay, mortality and morbidity reviews, audit, and regular clinical meetings).</li> <li>The Consultant will contribute to the ongoing evaluation of the department’s service as a whole.</li> <li>The Consultant will contribute to the formal review of medical staff within the relevant Department.</li> <li>Attend clinical meetings as scheduled</li> </ul> <p><b>Measurement Methods</b></p> <ul style="list-style-type: none"> <li>Clinical audit</li> <li>Organisational Audit</li> <li>National Audit</li> </ul>

**5. Non-Clinical Duties**

**Teamwork**

- Registrars will be assessed to ensure that they are capable to undertake safe and effective clinical care.
- Guidance and support is provided to Junior Medical Staff in order to develop and maintain their clinical practice
- Regular discussion where appropriate, will be held with other health professionals to ensure a multidisciplinary approach to patient care.
- Junior medical staff are given clear guidance and are aware of the expectations and relevant organisational policies pertaining to the Department.
- Formal teaching of junior medical staff occurs as scheduled
- Contribution to in-service programmes occurs as scheduled
- Consultants will be available to cover their colleagues when they are sick or on leave (within the constraints of their existing workloads).
- The consultant will contribute to the formal review of junior medical staff.

**Measurement Methods**

- Junior staff review
- Feedback from general staff
  - Peer review

**Personal Development and Research**

- The consultant will maintain competence and keep abreast of any new updates in clinical practice through literature review, attendance at relevant conferences, internal professional development, etc.
- The consultant will be enrolled in appropriate professional re-certification programme.
- The consultant will be familiar with all modern investigative techniques and use such techniques where appropriate and affordable.
- The consultant will be encouraged to undertake research. Any research undertaken or involvement in therapeutic trials receives formal approval of the Research Ethical Committee and is in accordance with its protocol. Progress reports will be provided to the CMA as appropriate

**Measurement Methods**

- Credentialing Committee review
- Ethics Committee report
- Peer review

Organisational Accountabilities	Expected Outcome for all Employees
<p><b>Health Equity</b></p>	<p>Te Whatu Ora Taranaki 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 Tino Rangatiratanga, Equity, Active Protection, Options and Partnership under the Te Tiriti o 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 Te Whatu Ora Taranaki Pae Ora Framework;</li> <li>• Ensuring Health Equity assessment is embedded into your practise where services, policies or programmes are expected to improve outcomes for Māori;</li> <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> </ul> </li> <li>• You must ensure accurate ethnicity data is collected or held for patients and clients you interact with by following the Te Whatu Ora Taranaki Ethnicity Data Collection Policy and procedures;</li> <li>• You must attend the Cultural Competency training provided by and for staff of the Te Whatu Ora Taranaki 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>	<p>Te Whatu Ora Taranaki is committed to ensuring that a safe and healthy work environment is achieved and maintained. All Team Leaders and Managers will support</p>

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<b>Organisational Accountabilities</b>	<b>Expected Outcome for all Employees</b>
	<p>the Te Whatu Ora’s health and safety culture by:</p> <ul style="list-style-type: none"> <li>• Planning, organising and managing health and safety activities directed at preventing harm and promoting health and wellbeing in the workplace.</li> <li>• Following, implementing and ensuring compliance of all Health and Safety policies, procedures and processes.</li> <li>• Working closely with and supporting the Health and Safety Representative(s) role.</li> <li>• Ensuring a safe working environment and work practices through risk and hazard identification and management.</li> <li>• Ensuring health and safety is a standard agenda item in all meetings.</li> <li>• Ensuring health and safety reported events are followed up and closed off within required timeframes.</li> <li>• Ensuring health and safety audit activity occur; results reviewed, and improvement actions implemented.</li> <li>• Ensuring health and safety management accountability for all direct reports is monitored and reviewed as part of the performance review process.</li> <li>• Actively supports staff rehabilitation and provides return to work options.</li> <li>• Ensuring health and safety related Key Performance Indicators are measured, reported and performance monitored.</li> </ul>
<b>Personal Development</b>	<ul style="list-style-type: none"> <li>• Fully contributes to the individuals 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>

**6. 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

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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.

### 7. 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 all roles in the organisation. The required capabilities can change as the organisation develops and the roles change.

<b>Capability</b>
<b>Be a Values Leader</b> Understand own leadership style; develop self; display trust and integrity; be resilient and adaptable.
<b>Engage Others</b> Develop others; motivate and empower; demonstrate care and respect; communicate effectively; foster a positive culture.
<b>Develop Coalitions</b> Build constructive relationships; create opportunities for thinking and working across boundaries; promote and demonstrate diversity of thinking, ideas and approaches; display team work and lead collaboratively.
<b>Leading Care</b> Demonstrate an understanding of the purpose of care and the needs of those providing and receiving care; connect the purpose and values to unit's work; model responsibility and accountability; identify & implement strategy and tactics for achieving the purpose; demonstrate a commitment to the principles of Te Tiriti o Waitangi; maximise the contribution of all staff to identify and remove barriers to addressing inequalities; achieve results related to the provision of great care.
<b>Mobilise System Improvement</b> Establish evidence-based decisions; enable a culture of continuous improvements; establish the change imperative; demonstrate organisational and political agility; identify innovations and support their adoption; nurture organisational learning.
<b>Effective Communication</b> 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.
<b>Decision Making/Problem Solving</b> 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.



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Capability
<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, promotes/protects team reputation, shows commitment to contributing to the teams success.</p>

### 8. EDUCATION

- Applicants must be qualified medical practitioners registered or eligible for registration with the Medical Council of New Zealand and in addition, must hold a specialist qualification appropriate to the speciality. They must either hold vocational registration or be able to demonstrate a pathway towards vocational registration.
- The higher qualifications recognised are scheduled in the Medical Practitioners (Registration of Specialists) Regulations.
- The appointee must produce his/her Certificate of Registration to the Recruitment Manager prior to commencement.

### 9. SKILLS

- Shows a caring but professional manner in all aspects of work. Is aware of and sensitive to all cultural issues
- Able to cope with a high and varied workload including emergency situations
- Time management skills and ability to prioritise
- Dedicated team player with a willingness to learn new skills
- Computer literate
- Has a commitment to quality and accuracy and is keen to learn and develop new skills
- Knowledge of Quality Assurance, clinical audit and accreditation principles, and a

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commitment of continuous quality improvement

- Ability to maintain confidentiality at all times
- Demonstrates initiative and flexibility