

Consumer Advisor- Mental Health and Addictions

1. PURPOSE OF POSITION

The purpose of this position is for providing Lived Experience insight to Te Whatu Ora within all levels of the Mental Health & Addiction Services. The responsibility of the Consumer Advisor role is to influence and guide development of policy, process, and vision of Mental Health & Addictions Services and to ensure tangata whaiora, and whānau voice is captured and delivered throughout the development of the strategic direction of the services.

2. ORGANISATIONAL VALUES

Our vision: Taranaki Whānui He Rohe Oranga – Taranaki Together, A Healthy Community.
Our mission: Improving, promoting, protecting and caring for the health and wellbeing of the people of Taranaki.

Te Ahu Taranaki, Te Whatu Ora Values, define who we are as an organisation, and the way we work with each other, our patients, whānau, with external partners and at all levels:

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

3. DIMENSIONS

Reports to:	ADON-MHAS
Number of people reporting to you	n/a
Financial limits authority	n/a
Operating Budget	n/a

4. WORKING RELATIONSHIPS

External	Internal
<p>Tangata Whaiora and Family/Whanau</p> <p>Local, regional, and national Consumer Support Networks and advisory groups</p> <p>General Practitioners, PHO's and other community agencies.</p> <p>Police and other Government Agencies (WINZ, Oranga Tamariki, Kainga Ora)</p> <p>NGO Support Services: Pathways, Tui Ora.</p>	<p>MHAS Management</p> <p>MHAS Staff, Clinical and Non-Clinical.</p> <p>Other hospital staff and Departments.</p>

5. ACCOUNTABILITIES

Key area of responsibility	Expected outcomes
<p>1. Provide Leadership to Support the development of people centric, recovery focused services</p> <p>Effectively contributing to service delivery by providing a strong service user focus on recovery, cultural perspectives and an emphasis on increasing health and reducing discrimination.</p>	<p>To work in partnership with the MHAS Leadership team in service planning and delivery.</p> <p>Attendance and involvement in meetings, projects and forums in the service and across the organisation, locally, regionally and nationally as appropriate.</p> <p>Development and delivery of service user led education and training for staff and peer service users of MHAS.</p> <p>Provide in an advisory capacity, informed perspectives from a service user, family and whanau capacity to service initiatives and developments in the service, locally, regionally and nationally.</p> <p>To provide a strong professional role model to service users, family and whanau and MHAS staff that promotes respect and inclusiveness, collaboration and appropriate use of language within a service user vs clinical perspective.</p>

<p>2. Working in Partnership with all staff in the MHAS to ensure that general activities of Community Teams and Acute Services are conducted to achieve best practice and provide Mana Enhanced Care.</p>	<p>To provide regular forums/opportunities for people, family and whanau who use services to be able to feedback regarding service delivery.</p> <p>This will include the preparation, distribution and collation of satisfaction surveys to service users.</p> <p>To institute and maintain communication forums such as electronic communication forums to ensure there is a diverse range of service user, family and whanau perspectives.</p>
<p>3. To work closely with clinical teams and also service users to promote and advocate when required and to support health and systems literacy when necessary.</p>	<p>Attendance (by invitation) to service user meetings including treatment planning or review and discharge meetings to support service users, family and whanau access services they need and to provide information re services to people.</p> <p>Support service users, family and whanau to communicate concerns about any aspects of quality and safety in service delivery to be addressed appropriately.</p> <p>Support service users, family and whanau to interact with health care providers to achieve desired outcomes/ recovery goals.</p> <p>Able to apply the principles of service user centred care as part of their everyday practice.</p>
<p>4.</p>	

<p>Organisational Accountabilities</p>	<p>Expected Outcome for all. Employees</p>
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Health Equity	<p>Te Whatu Ora 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"> • Te Tiriti o Waitangi 1840 • He Korowai Oranga Māori Health Strategy 2014 • He Ara Oranga 2018 • Whakamaua Māori Health Action Plan 2020 - 2025 • Pae Ora (Healthy Futures) Act 2022 <p>You must ensure accurate ethnicity data is collected or held for patients and clients you interact with by following the Te Whatu Ora Ethnicity Data Collection Policy and procedures;</p> <p>You must attend the Cultural Competency training provided by and for staff of Te Whatu Ora including Treaty of Waitangi workshop, General/Clinical Refreshers, Engaging Effectively with Maori and any other training identified as essential for staff.</p>
Health and Safety	<p>Maintains a safe and healthy environment Complies with health & safety policies and procedures Carries out work in a way that does not adversely affect their health and safety or that of other workers Complies with procedures and correctly use personal protective equipment and safety devices provided Contributes to hazard identification and management process Reports accurately near misses/incidents/accidents in a timely manner Participates in health and safety matters</p>
Personal Development	<p>Fully contributes to the individual's team performance and is committed to identify and pursue opportunities for developing new knowledge and skills. Participates in the performance appraisal process where personal performance and development is reviewed.</p>

Organisational Accountabilities	Expected Outcome for all Employees
	Willing to accept new responsibilities, acquire and demonstrate relevant new knowledge.

To ensure success within this role a commitment to the four goals, each expressed in terms of mana as described in Whakamaua: Māori Health Action Plan 2020-2025 (Whakamaua), is essential.

Mana whakahaere (Article I)	Effective and appropriate kaitiakitanga and stewardship over the health and disability system. Mana whakahaere is the exercise of control in accordance with tikanga, kaupapa and kawa Māori. This goes beyond the management of assets and resources and towards enabling Māori aspirations for health and independence.
Mana motuhake (Article II)	Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives and to live on Māori terms and according to Māori philosophies, values and practices, including tikanga Māori.
Mana tangata (Article III)	Achieving equity in health and disability outcomes for Māori, enhancing the mana of people across their life course and contributing to the overall health and wellbeing of Māori.
Mana Māori (Declaration)	Enabling Ritenga Māori (Māori customary rituals), which are framed by te ao Māori (the Māori world), enacted through tikanga Māori (Māori philosophy and customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

To strategically achieve the required shift in the health and disability system and within Taranaki DHB, it is also imperative that the five principles of te Tiriti o Waitangi are applied (as per Whakamaua) within your role:

Tino rangatiratanga	Providing for Māori self-determination and mana motuhake in the design, delivery and monitoring of health and disability services.
Equity	Being committed to achieving equitable health outcomes for Māori.
Active protection	Acting to the fullest extent practicable to achieve equitable health outcomes for Māori. This includes ensuring that the Crown, its agents and its Treaty partner under te Tiriti o Waitangi are well informed on the extent, and nature, of both Māori health outcomes and efforts to achieve Māori health equity.
Options	Providing for and properly resourcing kaupapa Māori health and disability services. Furthermore, the Crown is obliged to ensure that all health and disability services are provided in a culturally appropriate way that recognises and supports the expression of hauora Māori models of care.
Partnership	Working in partnership with Māori in the governance, design, delivery and monitoring of health and disability services – Māori must be co-designers, with the Crown, of the primary health system for Māori.

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 Mental Health and Addictions team roles in the organisation. The required capabilities can change as the organisation develops and the roles change.

Capability
<p>Effective Communication</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>Decision Making/Problem Solving</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>Innovation/initiative</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</p>

a course of action or finds new combinations of old elements to form an innovative solution.

Resilience/Flexibility

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.

Cultural Safety

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.

Teamwork

Works to build team spirit, facilitates resolution of conflict within the team, promotes/protects team reputation, shows commitment to contributing to the team success

7. EDUCATION

Relevant Life experience

Desirable: Tertiary Qualification- eg Certificate in Mental Health Support Work Level 4.
Experience working in Healthcare environment

8. SKILLS

Full New Zealand Drivers Licence

Computer Literate

Ability to work as both a team member and independently

Excellent verbal and written communication skills

Adaptable to change

Ability to respect other cultures

Positive Attitude.

9. EXPERIENCE

Knowledge of service users' issues and framework relevant to Mental Health and Addictions Services Knowledge and understanding of relevant framework/processes for Quality and Safety in Service Delivery.

