



**Eastern Bay
Primary Health Alliance**

Healthy Whānau, Healthy Lives

**Integrated Primary Mental Health & Addictions Service (IPMHA)
HEALTH IMPROVEMENT PROFESSIONAL (HIP)
7 October 2021**

Purpose of Position:

The Health Improvement Professional (HIP) Practitioner operates as part of an integrated Primary Mental Health & Addiction team based alongside General Practice to provide enhanced access and choice for patients. Supporting both the General Practice and patients through delivery of evidence based therapeutic interventions.

This position will provide:

- Support for General Practice, assisting with their patients journey to wellbeing;
- Optimal support for patients using a stepped care approach;
- Deliver evidence based brief interventions following initial assessment;
- Development of mutually agreed goals with client;
- Networking and maintenance of relationships, with key stakeholders;
- Education for General Practice personnel.

Reports To: Integrated Primary Mental Health & Addiction Service Programme Manager / Team Lead	
Accountability	Expectation
Key Accountabilities: Integrated Primary Mental Health and Addictions (IPMHA) Model	
<ul style="list-style-type: none"> • Positive relationships are maintained with all members of the General Practice Team. • Active contribution to evaluation and refinement of the model. • Partnership with the practice’s Health Coach is evidenced. • Attends general practice huddles enhancing consultation and liaison • Seeks and acts upon opportunities to educate general practice team members in behavioural health • A collaborative working relationship is formed with all HIPS and Health Coaches working in EBoP • A collaborative working relationship is formed with DHB secondary mental health and addictions staff and NGOs 	<ul style="list-style-type: none"> • IPMHA service delivery maintains model fidelity and best practice • Evidence of General Practice relationships being strong and positive • General practice supported regarding behavioural health education • Clear documentation of all general practice-related activity

<p>working with the general practice as a part of this model.</p> <ul style="list-style-type: none"> • Develop and maintain effective relationships with external agencies and health services to ensure that patients benefit from coordinated and integrated services 	
Key Accountabilities: Client / Family / Stakeholder Focus	
<ul style="list-style-type: none"> • Establish a rapport with the patients, their family/whānau or significant others in the patients life • Assist and motivate patients to develop and maintain daily living skills and measure effectiveness of plans • Agree and document client goals, actions to be taken and appropriate support • Formulate, implement and follow the client plans including support, relapse prevention and risk management plans • Recognise and provide positive reinforcement to patients when progress towards goals are achieved • Liaise with family/whānau (where appropriate) • Ensure the primary care practice team (and relevant health professionals) are informed of the status and progress of the client) 	<ul style="list-style-type: none"> • Concerns about the patients wellbeing are escalated to relevant parties immediately • Patients are able to live more independent lives • Patients and whānau feedback indicates satisfaction with client care • Patients feel supported to self-advocate • Patients and their whānau are aware of the services being delivered • Feedback from clinical teams and other stakeholders is positive • Work environment is youth friendly • Relevant stakeholder meetings contributed to
Key Accountabilities: Clinical Practice	
<ul style="list-style-type: none"> • 30 minute sessions of evidence-based interventions are provided for people of all ages • Utilise evidence based practice brief intervention to get the best outcome for the client. . • Client strength based care is tailored to the individual and takes into account their physical, emotional, spiritual and cultural requirements • Engage patient with Health coach as appropriate • Refer Coordinate timely and effective multi-disciplinary and multi-agency services as appropriate to meet the client needs • Clinical reviews take place in accordance with the service delivery pathway 	<ul style="list-style-type: none"> • High-quality behavioural interventions delivered • 8-10 patients seen per day • Contacts, assessments, treatment, reviews, outcomes and discharge objectively documented in the health records in a timely manner • Effectiveness of interventions reviewed • Timely and effective management of referrals • Interventions are best practice • Client record audits are complete • Effectiveness of care planning reviewed

<ul style="list-style-type: none"> Innovative use of health technologies e.g. e-therapy that improves service coverage 	
Key Accountabilities: Problem Solving / Decision Quality / Priority Setting	
<ul style="list-style-type: none"> Utilise evidence based assessment tools, best practice knowledge and organisational policies to support decision making Prioritise work effectively to achieve; being able to identify critical tasks and being aware of how long the tasks will take based on available resources Make appropriate referrals to improve overall health outcomes 	<ul style="list-style-type: none"> A range of tools used when coming up with solutions, including but not limited to observations from colleagues, client history, changes in client status. They use changes to a client's status to identify risk or signs of progress They are able to demonstrate that high level service level priorities are completed within allocated timeframes Patients referred to other services as appropriate
Key Accountabilities: Risk Management	
<ul style="list-style-type: none"> Utilise assessment tools and best practice knowledge to make informed decisions and assess risks Maintain composure and take the lead in situations where there is risk involved Monitor the Mental Health status of patients and encourage them to monitor their own mental health Observe patients and negotiate with them how they would prefer to receive feedback to assist with monitoring health Identify risks. and early warning signs and elevate as appropriate 	<ul style="list-style-type: none"> Any risk or potential risk issues are escalated to appropriate parties (e.g. Team Lead, Clinical Teams) They effectively take the lead during high risk/tension situations Incidents or critical events are reported and documented accurately in a timely fashion
Key Accountabilities: Educating Others	
<ul style="list-style-type: none"> Contribute to the coaching, training and development of other team members and staff from other key services involved in client care, as appropriate, in the areas of mental health and recovery Provide support and knowledge to the staff, especially if they are new or work under a different scope of practice Role modelling safe and well-reasoned clinical skills Provide training / education for EBPHA and other stakeholders 	<ul style="list-style-type: none"> Evidence of education to EBPHA staff & stakeholders Positive feedback from stakeholders about training and education They are able to coach both individuals and groups of people and there is evidence of increased knowledge and awareness of increased knowledge of team members they share important learnings and expertise with the rest of the team (as evidenced by meeting notes)
Relationships	
Internal:	<ul style="list-style-type: none"> EBPHA - CEO EBPHA - IPMHA team EBPHA - all staff and management

External:	<ul style="list-style-type: none"> • EBPHA General Practices • Other Mental Health Providers e.g.: Community Mental Health, Voyagers and Kaupapa Maori providers • Other EBoP General Practices, NGO's and Govt Agencies working with and alongside Mental Health and social services.
Communication	
	<ul style="list-style-type: none"> • Requests for information and papers are met in good time and provided in an easily understood format. • Be an active listener to ascertain potential access barriers and need areas. • Provide written communication in the form of progress notes, reports and goal/ achievement plans. • Have an understanding of Whānau Ora frameworks and the ability to communicate in ways acceptable to Māori. • Provide and receive routine information with tact.
Key Accountabilities	Key Activities / Decision Areas / Achievements
Workplace culture and practices	<ul style="list-style-type: none"> • Constructively contribute to a workplace environment that encourages staff to do their best work and enables them to enjoy their work. • Be clear about the organisation's vision for the future, its strategic objectives and plans to achieve them. • Be clear about personal goals for your work. • Understand the requirement to attend Treaty of Waitangi and Cultural Awareness training. • Keep abreast of current political and international trends and issues affecting the health sector.
General Accountabilities and Responsibilities	
1. Relationship Management	<ul style="list-style-type: none"> • Effective working relationships with EBPHA and the contractual key stakeholders are developed and maintained i.e. DHB, MoH, General practices and any other relevant organization / agency. • Cooperative relationships with local Māori and Iwi services are fostered to

	<p>identify and help meet the needs of the community.</p> <ul style="list-style-type: none"> • Support the implementation of plans for Māori health. • Confidentiality is maintained
2. Project Development and Implementation	<ul style="list-style-type: none"> • All projects aligned to DHB proposals meet the specific needs of population health in the Eastern Bay of Plenty region or specified locality and are able to demonstrate population health outcomes. • Projects are implemented as approved by EBPHA management. • Projects have implementation plans that include activities, timelines, data collection specifications, financial targets, reports and review processes in place at the on-set of each project.
3. Financial Management	<ul style="list-style-type: none"> • This position has no financial authority • Expenditure requests must be approved by IPMHA Programme Manager / Team Lead
4. Reporting, Administration and Documentation	<ul style="list-style-type: none"> • Maintain accurate client records as required. • Supply necessary information to service providers as indicated by client needs. • Initiate, learn and use new systems when required for continuous service improvement. • Provide relevant reports and other documentation to management, as may be required from time to time in respect of the area of responsibility. • All communications with Service providers and patients including home visits, phone calls, meetings and reviews are documented accurately in the client management system. • All appointments for patients are rostered accurately and in a timely manner. • Reporting requirements are fully understood, planned and completed. • Provide accurate data and assist with reporting requirements as required by your team lead and Management
5. Team Work	<ul style="list-style-type: none"> • Work collaboratively with the community and other relevant sectors to maintain an active database of local resources that are available to support client self-management.

	<ul style="list-style-type: none"> • Ensure the service is integrated into other services. • Contribute to the audit of the service in relation to user expectations, appropriateness and effectiveness of the service and continuous improvement. • Actively contribute and participate in team meetings providing important client updates or other important information • Build positive, respectful working relationships
6. Performance Management	<ul style="list-style-type: none"> • All aspects of health services contracts performance are monitored for the purposes of ensuring strategic objectives and operational goals will be achieved and corrective actions can be taken early when necessary
7. Health and Safety (H&S)	<ul style="list-style-type: none"> • Ensure all H&S policies and procedures are adhered to at all times • Take responsibility to ensure you work in a safe manner at all times • Raise any H&S issues to EBPHA H&S committee
Qualifications	
<p>Essential:</p> <ul style="list-style-type: none"> • Minimum Level 7 health related qualification and registration with a professional body defined by Health Practitioner Competency Assurance 2003 Act or Social Workers Registration 2003 Act (i.e., Registered Nurse, Social Worker or Occupational Therapist) • Current Full Annual Practicing Certificate <p>National HIP training with Te Pou This essential training must be undertaken as part of this role</p>	<p>Desirable:</p> <ul style="list-style-type: none"> • Specialist Post Graduate Certificate/Diploma • DAPAANZ registered competent practitioner
Experience, Skills and Attributes	
<p>Essential:</p> <ul style="list-style-type: none"> • Able to legally work in NZ • Full clean Drivers Licence & able to drive throughout the greater BoP • Clean result from Police Vetting check • Be a non-smoker 	<p>Desirable:</p> <ul style="list-style-type: none"> • Experience working with Maori, Pasifika and Youth • Experience working with diversity. • Experience working in alcohol or addictions or the disability sector

<ul style="list-style-type: none"> • Demonstrate cultural competency (Takarangi Framework and Real Skills Plus Seitapu) • Minimum of three years' experience within the mental health and / or addiction sector • Commitment to a holistic stepped model of primary health care that focuses on positive outcomes for patients and their family/ whānau • Experience in the use of motivational interviewing and other talking therapies • Excellent interpersonal skills and experience in developing therapeutic relationships • High degree of self-awareness and ability to self-reflect • Excellent English language written and verbal communication skills • Have an understanding of tikanga Māori and the ability to communicate in ways acceptable to Māori • Intermediate PC skills with a range of Microsoft Office applications including word, excel and Outlook • Willingness to learn • Positive attitude • Ability to work autonomously and within a team environment 	<ul style="list-style-type: none"> • Understanding of EBoP community-knowledge of community resources and support • Resilient with ability to manage many demands in a professional manner • Experienced working in an electronic patient management system
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