

Position Description

VID 6788

Position:	Clinical Psychologist Allied Health Professional Healthy Ageing & Rehabilitation
Reports to:	Operational Executive Healthy Ageing & Rehabilitation
Professionally Responsible to:	Professional Leader – Psychology
Directly Supervising:	Psychology students where applicable
FTE:	0.8

Organisation Context

Te Whatu Ora | Health New Zealand leads the day to day running of the health system across New Zealand, with functions delivered at local, district, regional and national levels. It weaves the functions of the 20 former District Health Boards into its regional divisions and district offices, ensuring continuity of services in the health system.

Te Whatu Ora, Health New Zealand Te Pae Hauora o Ruahine o Tararua – MidCentral (MidCentral) (previously MidCentral District Health Board) provides healthcare services to over 180,000 people across the Manawatu, Horowhenua and Tararua regions. With a large hospital campus at Palmerston North, it also provides key health care and support services to neighbouring communities. We are one of the Manawatu’s largest employers with over 2800 staff members.

Description of Service

MidCentral’s Psychology services are a District wide professional service provided across the Midcentral region. Through a multi-disciplinary approach, services are provided on an inpatient and community basis. Psychologists deliver assessment and interventions within Palmerston North and in outlying rural centres covering Levin and Horowhenua, and the Tararua district encompassing both Pahiatua and Dannevirke based on clinical need.

The Healthy Ageing & Rehabilitation Service is situated in the STAR Centre at Palmerston North Hospital includes inpatient, outpatient and specialist community services from a broad multi-disciplinary base.

- ElderHealth provides care for the over 65 age group
- Rehabilitation Service provides care for the under 65’s.
- Outpatient and community services are provided by multidisciplinary team from the following professional groups; social work, physiotherapy, psychology, speech language therapy and occupational therapy.
- HAR Older Adult Mental Health provides inpatient admission (STAR 1) as well as community-based services. Psychology resource provides assessment, treatment and support to people 65 years and older with mental health presentations: with or without medical co-morbidities or frailty, and primary dementia with serious

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behavioural and or psychological symptoms. The service also provides assessment for levels of care by referrals which can include referrals from the inpatient sector of the hospital.

The aim of the service is to assess mental, cognitive, physical health status, stabilise and promote recovery to enable a safe return to the community (home or residential care). Some community work is also provided to enable people to remain connected to the community and living independently in their own homes for as long as possible.

Role Relationships

Key functional relationships that are pivotal to the role include:

Service users and Disability Support Clients, Multi-disciplinary teams, Family, Whanau, carers, Occupational Health & Safety, General Practice Teams, Infection Prevention & Control, Community Healthcare Providers including aged residential care facilities, Quality & Clinical Risk, accident insurers e.g. ACC, Other allied health teams, Other DHBs, Mental Health Needs Assessment & Coordination Service (NASC) Support Links, Enable NZ, MDHB psychology staff, Staff in HAR, Cultural Advisors, Coordinators -Tertiary Providers, Project Managers Mental Health, Accommodation providers Police, Justice, and Social Service Agencies, ACC.

Role Purpose

This role will provide psychology services to people 65 years and over with mental health needs with or without medical co-morbidities or frailty in the inpatient setting and in community including support with transition to community-based care.

The goals are to:

- To provide a high standard of clinical psychology practice and clinical expertise, contributing to the provision of an efficient and effective service for adults with mental health and or rehabilitation needs
- To contribute in an effective and cooperative manner within the multi-disciplinary treatment teams.
- To take a full part in the overall service delivery, planning, education and training objectives which are established by the team and service.
- To provide clinical supervision and instruction for psychology students/ interns working in the Service and other psychologists in the wider MidCentral District as required.

*Compassionate
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*Respectful
Ka whai ngākau*

*Courageous
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*Accountable
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TE TIRITI O WAITANGI OBLIGATIONS

Participate in an innovative continuous quality improvement programme for Māori whanau.
Promote the use of performance, quality and equity data and health outcome information to:

- Measure and monitor best practice and health inequities
- Identify barriers to high quality, equitable care
- Identify continuous quality improvement initiatives that focus on achieving health equity, excellent health outcomes, and excellent whanau care

Ensure the professional integrity of MDHB by carrying out all functions in compliance with Te Tiriti o Waitangi by demonstrating ongoing commitments to keeping Te Tiriti alive.

Show sensitivity to cultural complexity in the workforce and a high level of cultural competency with consumer and whānau populations of diversity.

Apply the articles of Te Tiriti o Waitangi in everyday practice:

- Article 1, Kawanatanga - Partnering for mutual benefit
- Article 2, Tino Rangatiratanga – Māori retain rights to their own treasures, resources and knowledge
- Article 3, Oritetanga – Māori are entitled to the same rights and outcomes as that of other citizens
- Article 4, Wairuatanga – Spiritual diversity is retained

Demonstrate understanding of and apply Te Whāre Tapa Whā (the four cornerstones of health), te taha wairua (spiritual aspects), te taha hinengaro (mental and emotional aspects), te taha whānau (family and community aspects) and te taha tinana (physical aspects) to practice

Practice is consistent with person/whānau centred care and the principles of - Te Tiriti o Waitangi.

Allied Health key accountabilities - four pillars of practice and MDHB Bicultural Model of Care (2018)

- Te Hiringa O Te Mahi Hauora - Clinical Practice
- Te Arataki Me Te Whakahaere - Leadership and management
- Te Whai I Te Matauranga - Teaching and Learning
- Te Whakapai Ake I Te Kounga Rangahau Me Te Huringa - Service improvement and research

He Korowai Oranga, the Māori Health Strategy (2014) articulates three key concepts of Wai Ora, Mauri Ora and Whānau Ora; these three concepts are understood as a means for achieving Pae Ora (Healthy Futures). These concepts are interconnected and align with the Māori health model Te Whare Tapa Whā. Culturally responsive practice integrates the above elements to reinforce and further strengthen the strategic direction for Māori health and the advancement of healthcare for all New Zealanders. Wai Ora, Mauri Ora, Whānau Ora will be integrated by the Allied Health Practitioner into professional standards, clinical skills, critical inquiry and culturally responsive, evidence-based practice when partnering with the person, whānau and wider team.



The key accountabilities link to one or more of the Wai Ora, Mauri Ora and Whānau Ora concepts and these are identified within each accountability where:

- Mauri Ora (Individuals) Mauri is the concept of the life force that is instilled in people and all living things. Mauri Ora is the protection and advancement of this force for health.
- Wai Ora (Healthy Environment) Wai is literally water but in this context represents the natural environment in which we live. A healthy environment is essential for individual and collective health.
- Whānau Ora (Healthy Families) Whānau or families are the cornerstone of Māori, and indeed all people's lives. Providing care in this context ensures people are attached, grounded and empowered to advance the health of themselves, their families and wider communities.

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KEY ACCOUNTABILITIES				MEASURES
TE HIRINGA O TE MAHI HAUORA -CLINICAL PRACTICE <i>Whānau Ora and Wai Ora</i>				
Wairua	Whānau	Hinengaro	Tinana	
<ul style="list-style-type: none"> Practises in accordance with contractual and referrer requirements, with accepted professional standards of practice, ethical guidelines and relevant legislation. Promotes and integrates into practice effective communication and evidence- based best practice models in a manner that the service user determines as culturally safe. Delivers a high standard of care and leads clinical practice initiatives that enhance patient care. Takes professional responsibility for managing own clinical case load load with increasing complexity and be able to independently adapt and make decisions regarding treatment / intervention and identify where additional clinical support is required. Practises in partnership with the service user, or in group work acknowledging whānau perspectives and supports their participation in services Identifies opportunities for rongoa (traditional Māori medicine) to be an effective contributor to health and wellbeing Integrates Māori approaches such as whakawhanaungatanga/building authentic meaningful relationships. Provides comprehensive effective and timely assessments, with an equity lens, using appropriate informal or formal assessments, e.g., psycho-diagnostic, neuropsychological and behavioural assessments, general psychometric testing to support diagnosis and clinical formulation. identifying strengths and deficits and establishing individualised therapeutic goals. Completes functional assessments and behaviour plans to manage challenging behaviours. Identifies and creates opportunities to promote health literacy and the provision of culturally competent treatment processes to improve outcome of care Enables culturally appropriate patient care ensuring the service user and whanau voice is provided for, and understanding of the diverse needs of Māori and Pacific populations by liaising through effective team coordination and advocacy with the relevant cultural and spiritual unit to provide appropriate support 				<ul style="list-style-type: none"> <i>Demonstrated caseload management in line with service criteria and within expected time frames. - Accurately logging of daily activity.</i> <i>Evidence of advice sought and referrals to other support services are made where further or ongoing support is required.</i> <i>Service user's records show ethnicity is identified and recorded correctly.</i> <i>Demonstrated safe practice is maintained in line with MDHB policies i.e. infection control, risk identification, informed consent.</i> <i>Regular attendance and active contribution to MDT (leads as appropriate), clinics, case review / conferences, service planning and professional development activities.</i> <i>Peer review completed a minimum of once per annum and includes observed clinical patient consultation.</i> <i>Evidence captured in current performance and peer review of:</i> <ul style="list-style-type: none"> <i>Self-reflection on clinical and cultural best practice.</i> <i>Service User goals include what is valuable to the individual / Whānau and meet their self-identified needs.</i> <i>Te Whāre Tapa Whā is evident in treatment planning.</i> <i>Demonstrated interactions relaying, complex, sensitive and professional information and accountability for practice</i> <i>Shows evidence of integrating actions into own clinical practice to reduce health inequities for people and whānau.</i> <i>Has awareness of local, sub regional and regional situation in relation to health and social support, and the impact on service provision.</i>

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- Completes documentation consistent with legal and organisational requirements, including gaining consent, treatment plans and goals and completes daily data entry.
- Actively contributes to MDT teams, case conferences safety planning and crisis management to ensure the delivery of a coordinated multidisciplinary service.

TE ARATAKI ME TE WHAKAHAERE -LEADERSHIP AND MANAGEMENT <i>Whānau Ora and Wai Ora</i>				MEASURES
<i>Wairua</i>	<i>Whānau</i>	<i>Hinengaro</i>	<i>Tinana</i>	
<ul style="list-style-type: none"> • Demonstrates effective time management and prioritisation of caseload, to optimise service quality and assists others. • Contributes towards efficient workflow by delegating appropriate work to other allied health staff when applicable. • Legislative requirements for the collection, use and storage of health and disability information are met. • Creates opportunities for the practice of cultural beliefs, wairuatanga (spirituality), cultural considerations and tikanga in the practice setting. • Reflects on service provision and promotes innovation. • Engages and leads initiatives on behalf of clinical or professional team. • Clinical practices have been considered and the concepts within the Bicultural Model of Care applied. • Engages with Kaupapa Māori services and referral pathways available for our population. • Develop and foster a positive work culture based on Midcentral values (appendix A). • A process of sharing information and knowledge between health professionals is maintained. 				<ul style="list-style-type: none"> • <i>Leads, regularly attends and actively contributes to relevant department, clinical and team meetings.</i> • <i>Example of identified opportunities for service provision and innovation.</i> • <i>Daily activity logged demonstrates time allocated effectively.</i> • <i>Documentation audits occur at least once per annum.</i> • <i>Example of bicultural practice included and reflected on in performance appraisal / peer review.</i> • <i>Has self-identified and organised own mandatory education and performance development.</i> • <i>Supports others in bicultural clinical practice.</i>

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TE WHAI I TE MATAURANGA -TEACHING AND LEARNING Whānau Ora and Mauri Ora				MEASURES
Wairua	Whānau	Hinengaro	Tinana	
<ul style="list-style-type: none"> • Demonstrates commitment to the ongoing development and practice of the profession. • Maintains competence to practise through identification of learning needs, reflective practice and continuing professional development (CPD) activities. • Supports the supervision of students in accordance with organisation / service agreements with relevant tertiary organisation / departmental guidelines and relevant Codes of Safe Practice. • Enhances own professional development and the skill base of the team. • Demonstrates commitment and application of Treaty of Waitangi and cultural competency within practice setting. • Updates knowledge of assessment and treatment techniques and developments in specific discipline. • Provides supervision and support for colleagues or other Allied Health Staff as capacity and experience allow. 				<ul style="list-style-type: none"> • Practise supervision occurs in the supervision requirements of the relevant professional body (e.g. NZ College of Clinical Psychologists or NZ Psychological Society) and NZ Psychologists Board Registering body professional development requirements are met, including peer review. • Annual Practising Certificate is renewed. • Participates in NZ Psychologist Board CCP programme. • Essential skills checklist completed, presented at appraisal and maintained as evidence of completion of mandatory training as applicable for the role, including TOW and CORE cultural responsiveness in practice. • Delivers education in the direct clinical area and discipline specific education across DHB and community teams. • Annual performance development review and professional development plan is initiated and occurs annually inclusive of cultural and clinical best practice. • Agreed identified training / development is completed within the required time frame.

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TE WHAKAPAI AKE I TE KOUNGA RATONGA SERVICE IMPROVEMENT AND RESEARCH				MEASURES
Wai Ora and Mauri Ora				
Wairua	Whānau	Hinengaro	Tinana	
<ul style="list-style-type: none"> Participates/ contributes / initiates or leads quality improvement and clinical governance activities. Contributes to annual planning process, including identifying gaps in service and contributing or leading work / projects that may result from the planning process. Recognise cultural risk for service users and whānau and takes the appropriate action to ensure the environment is safe for service users, whānau and staff 				<ul style="list-style-type: none"> <i>Demonstration of an awareness of service plan and Midcentral's values.</i> <i>Actively participates in clinical governance meetings and activities.</i> <i>Participates in sub regional and regional professional networks and initiatives as appropriate for the role.</i> <i>Quality Audits including documentation audits are completed according to the contractual and management requirements and actions incorporated into practice.</i> <i>Demonstrates openness to change and courage in working differently.</i> <i>Reflects on current research in area of practice individually and in team discussions.</i> <i>Evidence of best practice actively sought to inform clinical practice.</i> <i>The care environment is adjusted to meet the service user needs.</i>

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Health and Safety				MEASURES
Wairua	Whānau	Hinengaro	Tinana	
<ul style="list-style-type: none"> Apply Health and Safety knowledge and skills to all work practices to ensure compliance with the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation. 				<ul style="list-style-type: none"> Is familiar with all policies and procedures as they affect the work environment. Ensures that safe working procedures are practised, and no person is endangered through action or inaction. Is aware of and can identify hazards and take action, accordingly, including preventing or minimising the adverse effects of hazards. Is able to apply MidCentral's emergency procedures, including use of safety equipment and materials. Ensures that all incidents including near misses are reported within the required timeframe using the District Health Board's incident reporting system. Actively participates in Midcentral District's health and safety programmes, through input into meetings and feedback through committee structures.

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Key Competencies

Competencies are the skills, knowledge and attributes required to be fully competent in this position. There will be a programme available for appointees to meet competencies where a need for continued development is identified.

For the purposes of selection essential competencies have been identified, and shortlisting and appointment decisions will be made based on the ability of applicants to meet these:

Essential Competencies:

- Knowledge and experience in the field of mental health
- Neuropsychological assessment skills
- MA and Post Graduate Diploma or doctoral level qualification in clinical psychology
- Registered as a clinical psychologist with the New Zealand Psychologists Board
- Ability to work as a member of a multi-disciplinary team
- Commitment to service user and whanau participation in the development and delivery of services
- Ability to apply theoretical and professional knowledge-based concepts to practice
- Commitment to ongoing personal and professional development and service improvement
- Effective written, oral and interpersonal communication skills
- Ability to manage time and resources to achieve results
- Current Full New Zealand Drivers Licence
- Knowledge of and experience working with issues relating to domestic violence, elder abuse and neglect.
- Knowledge and experience of working with older people with mental illness and age-related comorbidities such as a cognitive impairment
- Meets Midcentral's Values and Behaviours

Desirable Competencies:

- Experience in working in multi-professional team settings in the community or hospital setting
- Experience working in the area of rehabilitation
- Knowledge and experience of working with adults including adults 65 years or older
- Some knowledge of the Palmerston North area and surrounding districts
- Membership of New Zealand professional groups – NZ Psychological Society and/or the New Zealand College of Clinical Psychologists
- Skills in clinical research or empirical evaluation of service and outcomes

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Physical Attributes

Under the Human Rights Act 1993 discrimination based on disability is unlawful. MidCentral will make all reasonable efforts to provide a safe and healthy work place for all, including persons with disability.

Every effort has been made to outline requirements clearly. If a potential applicant has uncertainties about their ability to fulfil these physical requirements, a request should be made whether it would be possible to accommodate a particular issue by obtaining advice from Occupational Health & Safety/ Infection Prevention & Control Team.

- Ability to move about and undertake necessary duties in the department and to move to other Departments throughout the Organisation and at times out into the community.
- Ability to stand, walk, sit, stretch, bend, twist, climb stairs.
- Ability to sit at a desk for long periods with associated mental concentration and repetitive activities that accompany administrative tasks including word processing, filing and written documentation.
- Manual dexterity sufficient to drive, operate computer and other relevant clerical equipment and necessary clinical equipment.
- Visual ability sufficient to drive, read, observe, write/record, use computer, operate clerical or clinical equipment and monitor any necessary clinical equipment and patient status and safely administer medications enabling accurate performance of essential job duties.
- Hearing and speech sufficient undertake sensitive in-depth communication, facilitating understanding of clients/customer communication both directly and by telephone (including cell phone) together with ability to recognise impending emergencies relating to clients.
- A high degree of mental concentration is required.

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Conditions of Appointment

EMPLOYMENT AGREEMENT

The Collective Agreement which covers the work of this position is the the District's PSA Allied, Public Health and Technical Multi-Employer Collective Agreement (Collective Agreement) which applies to employees appointed to roles that are covered by the Collective Agreement and who are members of the Public Service Association (PSA) or APEX Multi-Employer Collective Agreement.

NATURE AND TENURE OF APPOINTMENT

The appointment will be subject to the conditions contained in this schedule, MidCentral's policies and appropriate legislation.

The appointment is permanent: four weeks'/one month's notice in writing by either party is required. In the event of the appointee being found to have breached the organisation's code of conduct or other policies, the appointment may be terminated without notice.

SALARY

The annual salary will be on the Allied Health salary scale, with actual placement within the scale taking into account the applicant's previous experience. Further progression beyond this will be based on merit. The annual salary for the position will be negotiated with the successful applicant.

Salary is proportionate to hours worked. All salary payments will be made by direct credit to a nominated bank account in the appointee's name (or jointly including the appointee's name).

HOURS OF WORK

This is a 32-hour week position, days to be agreed.

If the appointment is full-time the employee shall not engage in any other business or occupation without the prior consent of the Organisation. If an appointee is engaged in other business or occupation when taking up a full-time appointment with MidCentral, and wishes to continue to participate in this other business or occupation, this must be disclosed to the hiring manager prior to accepting the appointment.

COVID-19 VACCINATION

Employees are required to be fully vaccinated against COVID-19 (two doses of a Ministry of Health approved vaccine), plus one booster. You will be required to provide evidence that have these three vaccinations prior to commencing employment.

TREATY OF WAITANGI

MidCentral is committed to its obligations under the Treaty of Waitangi. The appointee will be expected to incorporate the principles of the Treaty of Waitangi in their working practices.

EQUAL EMPLOYMENT OPPORTUNITIES

MidCentral is committed to the principles of Equal Employment Opportunities and all recruitment activities are conducted in accordance with these principles.

SMOKE FREE ENVIRONMENT

MidCentral provides smoke-free workplaces that protect the health and comfort of employees, patients/ clients, contractors, volunteers and visitors. All buildings, grounds and vehicles owned, occupied or leased by MidCentral are smoke-free. Employees are expected to promote smoke-free lifestyles and act as role models when working with patients/ clients and in the community.

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CODE OF CONDUCT

MidCentral has a Code of Conduct that sets out the standards of performance and conduct required of employees. Employees of MidCentral are also required to act with a spirit of service to the community and meet high standards of integrity and conduct as set out in Standards of Integrity and Conduct - a code of conduct issued by the Public Service Commission.

SHARED APPROACH TO WORK PRINCIPLES

It is important that MidCentral has a healthy and safe working environment in which all employees feel their contribution is valued and appreciated. The actions and behaviours below are intended to provide a guide and assist us all to develop and maintain this environment.

To be happy and proud in our work we will:

- Care for and support each other to have a safe work environment;
- Treat each other with trust and respect, recognising cultural and other differences;
- Communicate openly, honestly and act with integrity;
- Enable professional and organisational standards to be met;
- Support each other to achieve, and acknowledge contributions and successes.

MidCentral does not tolerate bullying, harassment, or inappropriate behaviour in the workplace environment.

CONFIDENTIALITY

All employees are responsible for the security of confidential and sensitive information which is held by MidCentral. All employees have a responsibility to comply with the requirements of the Privacy Act 2020 and the Health Information Privacy Code 1994 and any subsequent amendments.

It is a condition of employment for all employees that confidential or sensitive information is only accessed, used or disclosed as necessary to meet their employment or contractual obligations and in accordance with the relevant legislation, their professional obligations, and any other obligations imposed by law. Note: This does not preclude the sharing of clinical information among health professionals involved in the care or treatment of the individual on a “need to know” or consultancy basis.

Confidential information concerning a patient or client who is receiving or has received services provided by MidCentral may not be accessed by employees not involved in the care or treatment of the patient or client, and also may not be disclosed to unauthorised persons, except for those specific cases defined in relevant legislation and as per MidCentral’s Confidentiality Policy.

HEALTH DECLARATION

Shortlisted applicants will be required to complete a Health Declaration form and provide this to the hiring manager. They may also be required to undergo a medical examination as part of assessing their ability to fulfil the requirements of the position.

DECLARATION OF CRIMINAL CONDUCT AND OTHER INFORMATION

Shortlisted applicants will be required to complete a Declaration of Criminal Conduct and Other Information form and provide this to the hiring manager.

POLICE CLEARANCE/ CHECK(S)

Some appointments at MidCentral are subject to a Police Clearance which requires the applicant to complete a New Zealand Police Vetting Service Request and Consent Form. Additionally, overseas police checks may need to be applied for by the appointee if they have lived in any country other than New Zealand for 12 months or more within the last 10 years.

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Shortlisted applicants will be advised of the requirement to undergo a New Zealand Police Clearance, and provide overseas police clearance/s, as required.

Notwithstanding the police clearance process upon appointment, in future all MidCentral employees may be required to undergo police and/ or other vetting procedures, and all staff will be required to participate in this process.

MidCentral reserves the right to withdraw any offer to the appointee, or if the appointee has commenced work, terminate employment, if any adverse information arises out of the police check/s.

CHILDREN'S ACT 2014

Due to this role having contact with children and MidCentral's commitment to child protection, shortlisted applicants will be subject to 'safety checks' in accordance with the Children's Act 2014 before any offer of employment is made. These checks are required periodically for existing employees in accordance with the relevant legislation.

APPLICATIONS

Applicants are required to complete an official form of application, providing names and addresses of three confidential referees* – one being the current or most recent employer or educator, and attaching a CV and cover letter. Copies of recent testimonials or any other information considered pertinent to the position may also be included.

To apply online, please visit the "Vacancies" page under "Working at MDHB" on our website: www.midcentraldhb.govt.nz.

Any queries may be addressed to Human Resources on +64 6 350 8850 or email vacancy@midcentraldhb.govt.nz.

**Referee reports obtained or provided are subject to Section 27 (1) (c) of the Official Information Act 1982 and Section 29 (1) (b) of the Privacy Act 2020 and shall not be released or their contents disclosed to the applicant or to any person not directly involved in MidCentral's appointment and review procedures.*

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Appendix A - MidCentral's Values and Behaviours

All employees of MidCentral will adopt the values and demonstrate the behaviours related to them of being Compassionate, Respectful, Courageous and Accountable - in the following ways:

COMPASSIONATE - KIA WHAI AROHA

- Is responsive to the needs of people, whānau and the community.
- Strives to deliver beyond expectations and go the extra mile.
- Shows concern for others and offers proactive and timely assistance and support to others.
- Is empathetic and mindful of others and sensitive to their feelings.
- Creates an environment where others feel safe and supported, encouraging them to contribute and share their views and perspectives.

RESPECTFUL – KIA WHAI NGĀKAU

- Shows politeness, admiration and honour to others and does not cause offence.
- Actively listens when someone is speaking and shows value for other peoples' perspectives.
- Genuinely engages and listens to others and considers their views while making decisions.
- Is inclusive of diverse perspectives and the cultural beliefs of others and actively seeks to improve own knowledge.
- Recognises team member strengths and development needs, and coaches them to maximise their potential.

COURAGEOUS – KIA MĀTĀTOA

- Speaks up when things are not right.
- Is adventurous in search of feedback and is open to feedback.
- Puts organisational interests ahead of their own.
- Speaks up when they have to contribute or when other's behaviour is inconsistent with the MidCentral's values.
- Champions innovative ideas in the team, and on behalf of the team.
- Is willing to question accepted approaches and processes and open to challenge.

ACCOUNTABLE – KIA NOHO HAEPAPA

- Acknowledges and assumes responsibility for their actions and does not blame others when things go wrong.
- Strives for excellence and delivers high quality care that focuses on the needs of the consumer and whānau.
- Is innovative and strives for quality and excellence.
- Following through on conversations – saying what you will do and doing what you say.
- Is able to intervene effectively when progress against budgets, plans or projects is off track.
- Is committed to rapid resolution of complaints, problems and issues.

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Appendix B – MidCentral’s Strategy

WE ARE COMMITTED TO

Ka ū tā mātou mahi

QUALITY LIVING
Kia pai te noho

HEALTHY LIVES
Kia ora te tangata

WELL COMMUNITIES
Kia ora te hapori

WE ARE ABOUT

Better health outcomes, better health care for all

Ko tā mātou mahi

He whakapai ake i te hauora hei oranga mō te katoa

WE WILL BE

<i>Compassionate</i>	<i>Respectful</i>
<i>Courageous</i>	<i>Accountable</i>

Ka pēnei mātou

<i>Ka whai aroha</i>	<i>Ka whai ngākau</i>
<i>Ka mātātoa</i>	<i>Ka noho haepapa</i>

INDIVIDUALLY AND TOGETHER WE WILL

Achieve quality and excellence by design

Connect and transform primary, community and specialist care

Partner with people and whānau to support health and wellbeing

Achieve equity of outcomes across communities

He mahi fakitahi hei toa takitini

Kia kounga, kia hiranga te hoahoa

Kia mahi tahi me te tangata, me te whānau hei tautoko i te hauora me te oranga

Kia tūhono e pai ake ai te atawhai tuatahi, te atawhai hapori, te atawhai ngalo

Kia tākeke ngā hua mā ngā hapori katoa

WE WILL ACHIEVE THIS SUCCESS THROUGH OUR

<i>People</i>	<i>Partners</i>	<i>Information</i>	<i>Stewardship</i>	<i>Innovation</i>
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Ka eke angitu mātou mā

<i>Ō mātou iwi</i>	<i>Ō mātou hoa mahi</i>	<i>Te whakamāhio</i>	<i>Te tiaki</i>	<i>Te auaha</i>
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*Compassionate
Ka whai aroha*

*Respectful
Ka whai ngākau*

*Courageous
Ka mātātoa*

*Accountable
Ka noho haepapa*