

POSITION DESCRIPTION

Position Title:	Clinical Needs Assessor – Allied Health Services (0.8 FTE)
Location:	Central Otago Health Services Limited (COHSL) Based at Dunstan Hospital
Reports to:	Allied Health Service Leader - operationally Clinical Leader Health Social Workers/Clinical Needs Assessors - professionally
Date:	January 2025

COHSL Vision

To be a lead provider and educator of rural healthcare for our communities.

Our Environment

COHSL is a unique community-owned rural health service provider delivering public and private health care to the Central Otago and Upper Clutha areas. COHSL is committed to playing its part in the implementation of the Health Reforms, the delivery of integrated models of care that stretch across the care continuum and reducing rural inequities.

Living Central Otago Health Services Values

Proactively demonstrate COHSL values in all aspects of the role	<ul style="list-style-type: none"> • Demonstrates behaviours that we want to see from each other, at our best. • Contributes positively to a culture of appreciation, a learning culture, where people feel safe to speak up. • Contributes positively to the team and other initiatives that seek to improve client and whānau experiences and/or staff experience of working.
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KINDNESS	EXCELLENCE	TRUST	CONNECTION
Kākau Māhaki	Whāia te iti kahurangi	Whakapono	Te Taukaea Takata

Purpose of Role

The Clinical Needs Assessor is employed to:

- Develop and deliver assessment plans of care activities including support packages in a holistic and culturally appropriate manner.
- Utilise the InterRAI tools to undertake assessments – current tools include Home Care, Contact and Long Term Care Facility Assessment.
- Maintain efficient and effective communication and identify and flag issues and risks in a timely manner.

COMPETENCIES

Organisational Competencies

Role Model	Be ready to embrace change for the improvement of client and whānau care. Be single minded and determined.
Customer Focus	Promotes a continuous improvement ethos. Is client, community and whānau centred, establishing and maintaining effective relationships and gaining their trust and respect.
Integrity & Trust	Can establish credibility with clinical staff and stakeholders. Is widely trusted; seen as a direct, truthful individual; can present the truth in an appropriate and helpful manner; keeps confidences; and admits mistakes.
Organisational Agility	Knowledgeable about how organisations work and how to implement and embed change. Works through formal channels and informal networks. Understands the reasoning behind policies, practices, and procedures. Understands cultures of organisations.

Role Specific Competencies

Listening	Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
Managing Diversity	Manages people equitably with clear communication that is appropriate to the audience. Deals effectively with all races, nationalities, cultures, and disabilities, irrespective of age and gender. Supports equal and fair treatment and opportunity for all.
Personal Skills	Relates well to all kinds of people – inside and outside the organisation. Builds appropriate rapport. Builds constructive and effective relationships. Uses diplomacy and tact. Can defuse even high-tension situations comfortably. Picks up the need to change personal, interpersonal behaviour quickly; watches others for their reactions to his/her attempts to influence and perform; and adjusts; seeks feedback; is sensitive to changing personal demands and requirements and changes accordingly.
Priority Setting	Spends own time and the time of others on what is important. Can quickly sense what will help or hinder when seeking to accomplish goals. Eliminates roadblocks. Creates focus.
Problem Solving	Uses logic and established processes to solve difficult problems and achieve effective solutions.
Quality and Risk Management Focus	Contributes to quality initiatives. Ensures a strong patient centred focus with patient safety at the fore.

KEY RELATIONSHIPS

Internal	External
<ul style="list-style-type: none"> Allied Health Service Leader 	<ul style="list-style-type: none"> Clients, patients, tamariki, family, whānau, caregivers and their related community supports
<ul style="list-style-type: none"> Clinical Leader for Health Social Work / Clinical Needs Assessment 	<ul style="list-style-type: none"> Care Coordination Centre team
<ul style="list-style-type: none"> Allied Health Director 	<ul style="list-style-type: none"> Relevant external services / organisations/ community groups / stakeholders including Te Whatu Ora, and private providers.
<ul style="list-style-type: none"> Child Development Service Coordinator 	<ul style="list-style-type: none"> Primary care – GPs and other health professionals
<ul style="list-style-type: none"> Community Administration staff 	<ul style="list-style-type: none"> Relevant Registration Board and any relevant professional organisations
<ul style="list-style-type: none"> Relevant Clinical Staff as part of the interprofessional team 	<ul style="list-style-type: none"> Other service providers
<ul style="list-style-type: none"> Allied Health Staff 	
<ul style="list-style-type: none"> Relevant other non-clinical Staff 	

PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role:

	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> Hold a professional qualification. Hold a professional registration under the Health Practitioners Competency Assurance Act or Social Work Registration Act, with assessment skills as part of competency requirement Hold a current Annual Practicing Certificate. 	<ul style="list-style-type: none"> Understand the social determinants of health and disability, and the impact this has on family health and social needs. Understand the legal issues related to Care of Child 2004, Children's Act 2014, Protection of Personal and Property Rights Act 1988, Mental Health Act 1992. Understand the Enabling Good Lives Principles as the foundation of disability supports.
Experience	<ul style="list-style-type: none"> Clinical experience in a variety of clinical / disability areas within the hospital and / or community environment. 	<ul style="list-style-type: none"> Experience working in a rural health environment and/or rural hospital. Experience in implementing Te Tiriti o Waitangi in action. Sound experience in a health-or disability related field or demonstrate adaptability of practice to a health setting. Experience working with other professions.
Knowledge and Skills	<ul style="list-style-type: none"> Accredited interRAI Assessor gaining competencies in Home Care, Contact and /or Long Term Care Facility interRAI data collection and analysis. Comprehensive care planning skills based on the Restorative model of care . A working knowledge of how health and disability issues impact on an older person's ability to remain independent 	

	<ul style="list-style-type: none"> • Excellent interviewing and active listening skills. • Exhibit excellent interpersonal and communication skills (verbal and written) with the ability to clearly articulate messages to a variety of audiences. • Understand and use client / tamariki / family /whānau centred goals. • Flexible and adaptable; able to work in ambiguous situations. • Be able to work autonomously as well as within an interdisciplinary team. • Able to work collaboratively with all clinical and non-clinical disciplines. • Have an ability to set and maintain clear profession specific boundaries while maintaining the respect of other health professionals within the team. • Develop professional credibility with peers and other health professionals. • Participation in quality improvement initiatives. • Demonstrate a working knowledge of Te Tiriti o Waitangi. • Exhibit understanding of the health and disability sector in New Zealand context. • Evidence of professional development/education in relevant practice areas. • Competent computer skills. • Current Driving Licence. • Have commitment to maintain professional standards and ethics.
Personal Qualities	<ul style="list-style-type: none"> • Commitment, personal accountability, integrity, and sensitivity. • Demonstrate a high level of interpersonal skills with the ability to develop rapport with a wide variety of people. • Have an enthusiasm for profession and a commitment to directing professional development and personal growth. • Is adaptable and flexible – open to change. • Has initiative and self-motivation with excellent organisational and time management skills. • Is energetic and able to motivate others with a positive can-do attitude. • Maintains a high level of confidentiality. • Can manage conflict well. • Able to display empathy. • Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity. • Demonstrate a strong drive to deliver and take personal responsibility.

KEY RESULT AREAS	
Key Accountabilities	Examples of Successful Delivery
Clinical Practice	
<u>Legislative Requirements</u> <ul style="list-style-type: none"> Engages in an environment that puts the person at the centre of their care and recognises the health continuum across the community and hospital services in our rural environment. Upholds professional code of conduct. Works collaboratively with all members of the healthcare team. Ensures professional development and re-certification activities are completed. 	<ul style="list-style-type: none"> Adheres to professional and legislative standards of practice. Works according to the scope of Annual Practising Certificate.
<u>Assessments and Interventions</u> <ul style="list-style-type: none"> Undertake appropriate assessments (including biopsychosocial and risk assessments) of clients and their whānau needs and situation. Undertakes accurate, comprehensive, and timely assessments and evaluations. Plans and implements appropriate interventions. Provides relevant education and information in a format that can be clearly understood. Collaborates with clients to set realistic, patient-centred outcomes. Collaborates with relevant services when working with vulnerable clients and whanau. 	<ul style="list-style-type: none"> Interventions are realistic and based on best practice. Uses appropriate assessment and intervention tools as set down by departmental or professional protocols. Protects the rights and promotes the interests of the clients.
<u>Evidence based practice and research</u> <ul style="list-style-type: none"> Apply evidenced based and best practice principles to underpin Clinical Needs Assessment. Consistently refer to and relate practice to literature and research. Critique, discuss and disseminate evidence based best practice. Reflect on and evaluate the effectiveness of own practice. 	<ul style="list-style-type: none"> Implementation of evidence-based best practice procedures and guidelines. Knowledge relating to best practice guidelines and area of practice is updated regularly. A professional portfolio is maintained or participation in an approved CPD programme (as per professional requirements).
<u>Documentation</u> <ul style="list-style-type: none"> Maintains confidentiality of client information and documentation. Adheres to COHSL documentation standards. 	<ul style="list-style-type: none"> Documentation is timely, clear, concise, and accurate.

<p><u>Culturally Sensitive Practice</u></p> <ul style="list-style-type: none"> Ensures the professional and clinical integrity of COHSL by carrying out all functions in compliance with the Te Tiriti o Waitangi. Shows sensitivity to cultural complexity in the workforce and client population. Adheres to relevant policy and legislation. 	<ul style="list-style-type: none"> Assists others to gain appropriate support and representation which reflects their cultural needs and preferences.
<p>Service improvement and Research</p>	
<ul style="list-style-type: none"> Participates in quality improvement activities to develop and improve service delivery, clinical practice or professional standards. This may include care pathways / treatment protocols, standards of practice etc. Develops and /or participates in regional / sub regional professional networks as appropriate to area of work. • Contributes to annual planning process, including identifying gaps in service and participating in work / projects that may result from the planning process. Maintains professional and organisational quality standards. Identifies quality improvement opportunities in order to perform the role in an effective and efficient manner. Practises in a way that utilises resources in the most cost-effective manner, including inter-disciplinary and transdisciplinary practice. 	<ul style="list-style-type: none"> Demonstrate a positive personal commitment to the culture of continuous quality improvement by ensuring quality values are integrated into personal daily practice. Active contribution to the implementation and ongoing maintenance of continuous quality improvement with the clinical teams. Active participation in department quality and service developments. Establishes working partnerships with external organisations to promote integrated working. Participate in workforce redesign programmes e.g. Calderdale Framework
<p>Professional Development – Self</p>	
<ul style="list-style-type: none"> Develop both personally and professionally to meet the changing needs of your career and profession. Actively seeks feedback and accepts constructive criticism. Reflect on and evaluate the effectiveness of own practice. Participate in personal appraisal, professional development plan and supervision. Participate in professional standards reviews/observed practice/audits. 	<ul style="list-style-type: none"> Training and development goals are identified and agreed with the Clinical Leader HSW / CNA and Allied Health Service Leader annually. Performance objectives are reviewed with the Clinical Leader HSW / CNA and Allied Health Service Leader annually. Knowledge is developed in relation to related to best practice guidelines and area of practice. Evidence of participation in audits / reviews. Professional goals are set and worked through. Clinical Supervision to support safe practice.

Professional Development - Others	
<p>Contribute to the support and education of colleagues and students to enhance development of the profession.</p> <ul style="list-style-type: none"> Consistently refer to and relate practice to literature and research. Critique, discuss and disseminate evidence based best practice. Provides interdisciplinary education in direct clinical area, or discipline specific teaching across teams. Maintains an awareness of current developments in the clinical areas being worked in and make recommendations to changes in practice. Be involved in the induction and training of newly appointed staff as required. Provides mentoring and clinical support and / or professional supervision where required. 	<ul style="list-style-type: none"> Formal and informal systems in place for supporting colleagues. Maintain supervision records for students.
Leadership and Management	
<ul style="list-style-type: none"> Participate in and contribute to the functioning of the interprofessional team. Attends and contributes to relevant department, clinical and team meetings, leading and facilitating such meetings as requested. Establish and maintain an effective working relationship with other staff. Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve. <p>Time management</p> <ul style="list-style-type: none"> Manage own time adopting a disciplined approach to establishing and following identified role-related priorities. <p>Skill Sharing</p> <ul style="list-style-type: none"> Share skills (as appropriate) with other health professionals and unregulated (assistant) workforces to enhance person centred outcomes. 	<ul style="list-style-type: none"> You have formal and informal systems in place for supporting colleagues. You maintain supervision records for students. You participate as a team member to ensure the best outcomes for patients/ people. Your tasks are scheduled and completed in a timely manner. You use recognised skill sharing processes such as the Calderdale framework to delegate parts of your practice to other team members
External Liaison	
<ul style="list-style-type: none"> Participate in student training and liaise with tertiary education providers as required. Engage with external agencies to ensure positive patient outcomes. Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities. 	<ul style="list-style-type: none"> Effective student training demonstrated through good communication and documentation. Services are put in place effectively.

Other Duties	
<ul style="list-style-type: none"> Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience. 	<ul style="list-style-type: none"> You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.
Health, Safety & Wellbeing	
<ul style="list-style-type: none"> Recognises individual responsibility for workplace Health & Safety under the Health and Safety at Work Act 2015. Effort is made to always strive for best practice in Health and Safety. 	<ul style="list-style-type: none"> You understand and consistently meet your obligations under the organisations Health & Safety policy/procedures. Create an atmosphere where staff support each other, and workplace violence and bullying are not tolerated.
Cultural Safety	
<ul style="list-style-type: none"> Respect, sensitivity, cultural awareness is evident in interpersonal relationships. Our cultural differences are acknowledged by respecting spiritual beliefs, cultural practices and lifestyle choices. 	<ul style="list-style-type: none"> COHSL's Te Tiriti o Waitangi obligations are upheld. Respect, sensitivity, cultural awareness is evident in interpersonal relationships.

CHANGES TO POSITION DESCRIPTION

From time to time, it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes.

Acknowledged / Accepted:

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Employee

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Date

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Manager

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Date