

**The University of Waikato
Te Whare Wānanga o Waikato**

POSITION DESCRIPTION

Clinical Manager, Mental Health & Wellbeing

Vision

We will

- deliver a world-class education and research portfolio
- provide a full and dynamic university experience which is distinctive in character
- pursue strong international linkages to advance knowledge

The over-arching themes of this *Vision* are:

- Excellence
- Distinctiveness
- International Connectedness

Values

Ko te mana o Te Whare Wānanga o Waikato ka herea ki tō tātou:

- Tu ngātahi me te Māori
- Mahi pono
- Whakanui i ngā huarahi hou
- Whakarewa i te hiringa i te mahara

The University of Waikato places a high value on:

- Partnership with Māori
- Acting with integrity
- Celebrating diversity
- Promoting creativity

1. GENERAL

Student Services provides high quality integrated services that foster engagement, promote wellbeing and support students in achieving their academic goals. The work of Student Services comprises the following student services: pastoral care, international student services, accommodation, Tauranga campus student support, and health and wellbeing services.

The Director of Student Services is responsible for the overall management of the Division, with assistance from a team of Associate Directors including the Associate Director Student Health Service.

The University Student Health Service provides high quality, accessible health and wellbeing care to students. The integrated, multidisciplinary team supports the educational process by modifying or removing health-related barriers to personal development and learning.

2. POSITION PURPOSE

The Clinical Manager, Mental Health & Wellbeing plays a pivotal role in the functioning of the Student Health Service. The role provides for:

- Leadership of the Mental Health & Wellbeing team.
- Ensuring the provision of quality mental health and wellbeing care for students.
- Developing and maintaining a mental health & wellbeing team that works collaboratively, cooperatively and innovatively with other Student Health colleagues and across the University community.
- Managing the systems, processes and resources that enable staff to meet the needs of the students / tangata whaiora in an efficient and effective manner.
- Contributing to the achievement of the Student Health Service strategic direction.
- Developing and maintaining clinical services that achieve improved mental health outcomes for students, including targeted populations.
- Being a member of the Student Health Service Senior Leadership Group which oversees clinical governance.

The Clinical Manager, Mental Health & Wellbeing will also provide clinical care to students to maintain their clinical competencies and support the service provision.

3. ACCOUNTABILITY

The Clinical Manager, Mental Health & Wellbeing is responsible to the Associate Director Student Health.

4. FUNCTIONAL RELATIONSHIPS:

Internal: Associate Director Student Health
Students, family, whānau
Student Health Service staff
Student Services staff
Other University staff and services

External: Community agencies and organisations
Medical and support services in the Waikato
Primary care providers
Relevant professional bodies
Mental health and wellbeing education providers
Mental health services at other Universities

5. KEY TASKS

Clinical coordination and management of the Mental Health & Wellbeing team (MH&W) in an integrated health service setting

- Role model leadership, clinical excellence and student focused care
- Lead practice development and innovation initiatives that positively impact student and team goals
- Lead / contribute to health literacy initiatives and collaborative service delivery to improve health outcomes for students
- Coordinate and monitor provision of safe, effective practice, using teamwork to deliver care that meets students' needs
- Encourage an environment of self-accountability and responsibility for effective clinical decision making and student outcomes
- Incorporate Treaty of Waitangi principles into planning and models of care
- Develop and maintain positive relationships and links within the service, across the University community and with relevant external agencies
- Communicate effectively and use best practice conflict resolution and negotiation skills as required
- In conjunction with the Associate Director Student Health Service and other senior staff, manage legal and ethical dilemmas
- Participate in the development of protocols/policies/guidelines/pathways relevant to MH&W
- Represent MH&W on the Student Health Senior Leadership Group and other relevant forums

Support Professional Development

- Ensures the MH&W team are working to the full extent of their scope of practice
- Undertake annual staff performance reviews
- Liaise with Associate Director Student Health Service on staff performance issues
- Support a learning environment for the MH&W team
- Recruit and coordinate orientation of new staff and goal setting after three months of employment
- Maintain own clinical knowledge and competencies
- Facilitate supervision / oversight of student placements

Safety and Risk Management

- Professional standards and current best practice principles are incorporated into service delivery and clinical practice
- Establish and maintain a positive culture and a healthy, safe work environment
- Promote and ensure professional standards are maintained.
- Implement audit programmes to monitor safe practice
- Undertake line manager health and safety responsibilities as set out in the University's Health and Safety Policy.

Clinical Care

- Ensure a high level of clinical care is provided by the MH&W team
- Monitor service and practice standards and report as required
- Provide mental health care and advice to students
- Provide education to students to increase health literacy and promote healthy behaviours / choices
- Evaluate clinical outcomes of clinical pathways, protocols and guidelines
- Use the established patient management system (Indici) and maintain accurate clinical records
- Positively contribute to service development and collaboration with the University community to improve student access and health status

Resources and Financial Management

- Manage FTE to approved budget. Report and act on negative variances
- Manage available staff resource to best meet clinical demand and student needs.
- In conjunction with the Senior Leadership Team contribute to budget planning as required
- Escalate any adverse financial issue or risk to the Associate Director
- Ensure efficient use of available resources

Any other duties as required that are consistent with the position held, other than in exceptional circumstances such as rehabilitation after injury or sickness.

NOTE: Staff have an annual Objectives, Development and Reflection (ODR) meeting with their manager. New staff attend such a meeting approximately three months after taking up their appointment.

6. PERFORMANCE STANDARDS

The Clinical Manager, Mental Health & Wellbeing will be performing satisfactorily when:

- The Student Health MH&W team provides high quality, accessible, confidential health care
- The Associate Director Student Health Service and other members of staff receive high quality and timely advice on all relevant matters
- Excellent relationships and linkages are developed and maintained internally and externally
- Professionalism and appropriate confidentiality are maintained at all times
- MH&W staff receive appropriate support to work confidently and safely
- Service innovation and projects support improved health outcomes for students and the University community
- Professional and service standards are met and maintained
- Smooth operation of the MH&W team and efficient allocation of practitioners' time to manage demand is in place

- Accurate up-to-date records and files are maintained
- Team members are operating at the top of their scope of practice.
- University policies, procedures, relevant work standards and statutory obligations are complied with
- The Clinical manager, MH&WB is aware of necessary compliance and legal requirements in regard to Privacy Act, HIPC, HPCA, contracts and other documents
- Safe and healthy work practices are followed that comply with University policies and procedures, relevant work standards and statutory obligations.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

- Health-related Bachelor degree or higher
- Registration with the relevant professional bodies, inclusive of scope of practice
- Current annual practicing certificate or equivalent

Preferred

- Post-graduate study in a health-related field

TRAINING, SKILLS AND KNOWLEDGE

Essential

- Five years post-graduate clinical experience in a primary and/or community facing setting(s)
- Demonstrated clinical experience relevant to the position
- Experience managing teams and/or projects to achieve specific goals / outcomes
- Excellent communication and interpersonal skills
- Demonstrated computing skills and experience
- Broad knowledge of community health services and aligned organisations
- High standard of clinical skill
- Knowledge of legislation and government policies and procedures that relate to health services

Preferred

- Leadership experience in a multi-disciplinary team
- Demonstrated experience in change management, clinical audits and quality initiatives
- Project management and service development skills / experience
- Knowledge of Taha Māori and an understanding of Māori health
- Knowledge of mental health needs of tertiary students
- Experience working with diverse populations and communities

PERSONAL QUALITIES

- Enthusiasm, motivation, drive and energy for health improvement
- Strong leadership ethos and the ability to influence positively
- Confident, influential leader comfortable expressing ideas

- Ability to work independently and take clinical responsibility as part of a multi-disciplinary team
- Able to work positively and collaboratively a broad range of people
- Ability to relate to and be sensitive to the needs of the diverse University community
- Able to meet deadlines and operate effectively under pressure
- Attitude upholding a culture of openness, flexibility and cooperation
- Attitude upholding equal opportunity and the University's partnership with Māori as intended by the Treaty of Waitangi