

# WELLSTOP

## JOB DESCRIPTION

### JOB TITLE

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Clinician

### PURPOSE

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The purpose of this role is to provide clinical services and to conduct or contribute to assessments of clients and families as delegated by the appropriate Regional Manager. To support and assist the Regional Manager to meet the WellStop strategic objectives and develop WellStop.

### SPECIFIC DUTIES & RESPONSIBILITIES

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#### Referral Processes

- Respond to enquiries and referrals effectively.
- Respond to enquiries and referrals according to WellStop processes and protocols.
- Seek additional information from relevant parties as required.
- Ensure enquiries and referrals are discussed and/or approved by Regional Manager.
- Consider recommendations to other agencies where relevant.

#### Treatment Planning and Delivery

- Plan and deliver therapeutic and educational sessions which follow best practice and meet Wellstop's requirements.
- Prepare for your sessions by considering resources and whether another professional input is required to meet your treatment plan.
- Deliver outstanding clinical services that meet the needs of clients and fit the agency and client's expectations.
- Make a positive contribution to the efficacy of the WellStop's treatment outcome.
- Collaborate with team members or other professionals to continue to develop WellStop's expertise and field.
- Meet the Caseload Management policy and exceed when able to.

#### Assessment Process

- Plan and undertake quality assessments that enable an effective treatment plan to be developed.
- Ensure safety is prioritised and put in place a safety plan at the assessment stage to ensure the potential for harmful sexual behaviour is reduced.
- Inform client and families of our assessment process and fully explain confidentiality protocols, complaints process and information-sharing agreements.
- Ensure all relevant consent forms are signed and that assessment interview and case notes and other information is well documented in the clients file.
- Undertake assessment process thoroughly to ensure information is gathered from all necessary sources.
- Ensure correct use and careful analysis of psychometric tests.
- Ensure all psychometric results are checked by a qualified assessor.
- Ensure appropriate level psychometric instruments are used and seek support when required.

#### Report Writing and Database Management

- Complete the report writing and database management, as per agency requirements.
- Where possible, have your reports reviewed by an agency Psychologist/Report Screener.
- Comprehensive assessment reports which have clear recommendations to reflect the required contractual standards within required timeframes.
- All assessment, progress and end of treatment reports and any letters are always written to a high standard and within required timeframes.
- Ensure all relevant consent forms are signed and that referral, interview and case notes and other

information is well-documented in the client's file.

- Notes are loaded in the database along with relevant communications with stakeholders.
- D365 data entry is accurate, timely and meets the requirements for the specific client contract.

#### Treatment

- Provide individual and group therapy for clients and those in their system, as required by the Regional Manager.
- Make a positive contribution to the efficacy of WellStop's outcomes.
- Seek consultation & explore other professionals' point of view to confirm relevant therapy modalities.
- Use a trauma-informed practice framework, to clients who have been sexually, emotionally and physically harmed.
- Work effectively with partners/families in a way that is appropriate and involves the wider community and other professionals to address concerns, mental health issues and/or to reduce the risk of further harmful sexual behaviour.
- Manage issues of risk and promote strengths within the clients, systems and communities.
- Communicate effectively with referrers and third parties.

#### Treatment Review

- Evaluate efficacy of treatment from the client.
- Review treatment plan from the assessment recommendations in collaboration with other clinical staff and other professionals who are involved.
- Follow appropriate Case Management procedures, to monitor individual client progress.
- Meet with the client every three months, to review the care plan which reviews progress and sets short-term treatment goals.
- Regularly discuss cases in supervision to explore insights and note learnings for personal development.

#### Community Development

- Carry out talks to the community or industry partners – to build knowledge of what the agency does and to provide awareness in best practice across the industry.
- Promote awareness of WellStop programmes and services with other professionals.
- Assist the Regional Manager to carry out the Agency's promotion and publicity strategy as required.
- Participate in the provision of training to professionals & other agencies in the community as required by the Regional Manager.
- Develop and maintain relationships with other relevant community agencies including, those for Maori and Pasifika/CALD.
- Networking and advocacy in the community.

#### Professional Development

- Continually maintain, develop and update skills, knowledge and experience by attending appropriate courses in consultation with Regional Manager.
- Maintain a training plan and records that meet your registration or professional association requirements and training requirements in individual performance plan.
- Create goals with input from the Regional Manager and track progress of individual performance goals
- Provide training to others in WellStop and in the community in areas of competence or specialty, in consultation with Regional Manager.
- Maintain registration with the appropriate registration board and membership to the appropriate professional association.
- Adhere to the Ethical Guidelines of your registration board and professional organisation.
- Use supervision in line with the supervision agreements to improve practice and knowledge.
- Attend regular supervision sessions.

#### Our Safety and Wellness

- Maintain a safe working environment while working at WellStop.
- Taking responsibility to keep yourself safe.
- Reporting any hazards, and accidents or near misses that occur.
- Adhering to health, safety and wellness policies, practices and processes.
- Participating in health, safety and wellness strategies as required.
- Working in a safe environment, free from workplace bullying.

#### Extra Duties

- Perform other duties as may be reasonably required from time to time by the Regional Manager.

- Assist the Regional Manager to implement WellStop's aims, philosophy, standards and methods.
- Assist the Regional Manager when required to take on specific additional responsibilities as agreed; for example, at times you may be expected to support other team members or provide support to other branches.

## Key Competencies

### Cognitive Power

- Well-developed analytical thinking.
- Attention to detail and accuracy, completes all tasks to a professional standard and maintains WellStop's standards of confidentiality and Code of Practice.
- Identifies key issues or required actions and develops workable solutions to complex problems.
- Critically evaluates options and makes effective decisions despite constraints such as time pressure or incomplete information.
- Is trusted by others as a provider of accurate judgement and advice.
- Probes all fruitful sources for information to deliver the best possible outcome.

### Effective Communication

- Has a high level of interpersonal and communication skills, including oral and written communication.
- Has ability to present ideas, information and advice effectively and the ability to communicate information tailored to the audience.
- Shares information with colleagues.
- Responds to queries in a way that demonstrates an understanding of the other persons needs or point of view.
- Uses Maori language and templates where possible.

### Planning and Organising Skills

- Anticipates and plans for future work or reporting requirements, actively coordinates and communicates requirements and completed work with stakeholders.
- Excellent self-management and team coordination skills, working effectively without direct supervision.
- Ability to establish priorities and meet deadlines including attention to detail and accuracy. Takes responsibility for effective and timely completion of work.
- Well-developed planning and organising skills, including the ability to maintain performance when under pressure and appropriate prioritising of work.
- Anticipates potential problems when planning work and has alternative strategies available.

### Emotional Intelligence

- Strong empathy towards others. The ability to understand others thoughts and feelings.
- Strong self-awareness. Recognises personal emotions and their effects on others.
- Applies self-regulation when under pressure or when the situation might be challenging.

### Values the work of the role

- Works within the criteria of our purpose, values and mandate.
- Recognises the need for collaboration across the agency to meet our goals.
- Values working within an NGO.
- Values working in the relevant team.
- Shows a willingness to learn and take on new ideas, identifying and pursuing learning and development opportunities.

### Collaborative Relationships

- Supports others, building partnerships and working collaboratively with others to meet shared objectives.
- Gaining the support and trust of others.
- Sets and models a culture that leverages differences and supports diversity, works with a wide range of people, respecting different values and encouraging diverse points of views and opinions.
- Leads by example.

### Client and Stakeholder Focus

- Build strong stakeholder relationships and delivering stakeholder centred solutions.
- Gaining insights into stakeholder needs.
- Building solutions that meet stakeholder expectations.

## Tikanga Maori

- Demonstrates an understanding of core Māori values such as; manaakitanga, mana whenua, rangatiratanga.
- Has knowledge of the treaty of Waitangi and its implications for NZ society.
- Incorporates Māori culture {including tikanga-a-iwi}.
- Understanding of Māori knowledge and traditions/values to be able to respond appropriately to Māori, whanau, hapu and iwi.

This role is classified as a core worker under the Children's Act 2014 and you are expected to comply with Act within all aspects for your role.

## GENERAL DUTIES & RESPONSIBILITIES

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- Be punctual and work the hours and times specified.
- Prioritise workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard.
- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.
- Responsibly manage all business resources within accountability levels.
- Undertake all duties and responsibilities outlined in this job description and all other duties as required by the business.
- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given.
- Serve the business in good faith, promoting and protecting the business's best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfilment of the duties, responsibilities, obligations and instructions related to employment.
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.

## SKILLS, EXPERIENCE & EDUCATION

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### Education:

- Relevant professional qualification and registration recognised in NZ.

### Training / professional development:

- Assessment tools e.g. psychometrics with relevant treatment models e.g. CBT, Trauma informed care.
- Comprehensive assessments and report writing, e.g. risk assessments.
- Training and experience in working with complex needs and family systems.
- Knowledge of the dynamics of sexual abuse.

### Relevant organisational experience:

- At least 2 years' post-qualification experience, but also dependent upon prior work experience.
- Working in a multidisciplinary team.
- Experience in individual and group work.
- Excellent case management and experience of working collaboratively with other relevant agencies.
- Competence in IT and using client case management database systems.