

Clinical navigator

Position description

Title:	Clinical navigator
Team:	Health team
Reports to:	Team leader
Location/s:	Lakes
Effective date:	November 2021

LinkPeople

At LinkPeople, we believe that housing is a fundamental human right, not a reward. We recognise that housing instability and homelessness are highly complex issues that require a community-wide approach to support people to access and retain housing. LinkPeople connects people to housing and support, underpinned by the Housing First philosophy that a stable home is the foundation of wellbeing. Once housed, other issues that may affect people can be understood and addressed with a range of supports that are personalised, culturally appropriate and acknowledge the trauma that is often part of their lives. As choice is central to the Housing First approach, a key aspect of our service is to offer the people we work with choice about their goals and aspirations, and to support self-determination on their recovery journey. LinkPeople is a registered community housing provider.

Guiding philosophy

<i>Hutia te rito o te harakeke</i>	<i>If you strip away the heart of the flaxbush</i>
<i>Kei hea te Kōmako e kō?</i>	<i>Where will the Bellbird sing?</i>
<i>Kī mai ki ahau</i>	<i>If you were to ask me</i>
<i>He aha te mea nui o te ao?</i>	<i>What is the most important thing in this world?</i>
<i>Māku e kī atu</i>	<i>I will reply</i>
<i>He tangata, he tangata, he tangata!</i>	<i>It is people, it is people, it is people!</i>

If we lay this whakatauki alongside the cultural concepts contained within Tāiki (our kaupapa Māori framework) as a pathway for LinkPeople to follow, we will achieve our goal of working alongside our tenants and their whānau in an inclusive and appropriate way. From this pathway we will support whānau to meet their needs and their aspirations, thus enhancing and making society a safer, better place for all.

The Housing First philosophy promotes unconditional support to those who enter our services. This means we do whatever it takes and never give up on anyone no matter how challenging the work is.

This supports and affirms the whakatauki and Ara Tikanga, the cultural concepts of:

- Rangatiratanga – supporting people’s self-determination and right to make choices
- Whakawhānaungatanga – allowing for people’s connections and sense of belonging
- Manaakitanga – enhancing a person’s self-worth through honouring and respecting them.

If we value all people and view them as the most important thing in the world, then our thinking and our actions must reflect this importance. This is best demonstrated through acting in ways that demonstrate rangatiratanga, whakawhānaungatanga and manaakitanga.

LinkPeople is part of The Wise Group, a family of community organisations sharing a common purpose – to create fresh possibilities and services for the wellbeing of people, organisations and communities. The Wise Group is a Peak Performing Organisation, which has a focus on enabling individuals and organisations to continuously exceed their best in the pursuit of an inspiring purpose.

Role purpose

This role provides clinical oversight for a regional navigation team, bringing expertise in mental health treatment and intervention paradigms, and working to connect clients with complex needs to specialist mental health services and other supports they need to thrive. You will work in partnership with other agencies in the housing, health and social services sector, and use your clinical skills and experience to support your colleagues around best clinical practice. Your skills will complement those of the mental health teams and add value to mental health services, thereby reducing the number of people entering or requiring ongoing support from social and/or health care. The clinical navigator will also actively promote and improve awareness of mental health and addiction services by building strong connections with communities and social services organisations across the region. You will be culturally attuned and have a strong sense of social justice, thinking outside of the square and creating new opportunities for the people we support.

What you are responsible for

1. Delivering quality clinical oversight for our service navigation and housing services.
2. Providing quality clinical care through safe, ethical and effective practice.
3. Ensuring the development and maintenance of effective quality improvement.
4. Being a clinical expert in the management of risk and providing guidance to colleagues around safety and support planning
5. Understanding current best practice approaches in mental health and addictions.
6. Taking a leadership role around issues of child protection and family interventions.
7. Ensuring that people you work with have needs assessments, risk assessments and person-led support plans and outcome measures that are regularly reviewed.
8. Managing positive relationships across the sector to increase access and remove barriers for the people using the service.
9. Being a conscientious team player, including managing the complexity and adversity associated with the work and ensuring successful outcomes.
10. Developing knowledge and expertise in the Housing First philosophy and monitoring service alignment against Housing First principles.

11. Taking responsibility for own professional development and fulfilling the specific requirements of the relevant professional registration
12. Collecting and reporting service data as required by LinkPeople
13. Representing LinkPeople and the Wise Group in a professional manner at all times
14. Being committed to safety and wellbeing according to Wise Group roles and responsibilities.
15. Doing whatever is required to ensure that we are making a difference for the people in our community.

Key relationships you will need to maintain

Internal

- LinkPeople regional health and housing teams
- Other relevant people and teams across the Wise Group

External

- District Health Board
- Other health and community providers
- LinkPeople clients and their whānau

Your attributes

- **Doer**, you get things done
- **Tenacious**, you never give up
- **Real**, you are authentic, genuine and truthful
- **Humārie**, you are humble, kind, respectful, friendly and generous
- **Whakaaro whānui**, you are broad-thinking/flexible; think creatively to find solutions and can see others' viewpoints
- **Ngākau nui**, you are big hearted, caring and empathetic
- **Trustworthy**, you are principled, reliable, dependable, honest, ethical
- **Playful**, you are light touch, fun loving, spirited, energetic, humorous. You take your work seriously but not yourself

Requirements for the role

Essential

- Registered health professional (e.g registered nurse, occupational therapist, alcohol and drug practitioner) with current registration/practising certificate
- Knowledge of the health and social services sectors, in particular the NGO and community sector
- Excellent verbal and written communication skills
- Ability to work with complexity in a fast-paced team
- Ability to develop and sustain positive relationships across a range of networks
- Ability to collaborate with and influence people

- Problem-solving and conflict resolution skills
- Understanding and application of the principles of wellness and recovery
- Excellent attention to detail
- Proficient in Microsoft Office suite
- Knowledge of, and demonstrable commitment to, the principles of the Te Tiriti o Waitangi
- Full New Zealand driver's licence.

Preferred

- Experience working in the housing, mental health, addictions and/or public health sector
- First aid certificate.

This job description is only a general summary of the functions of the job, not an exhaustive list of all job responsibilities, tasks or duties. It is a living document and may change as the organisation's or client support needs change. Individuals may be asked to undertake other tasks as reasonably required within their role.