

Job Description - Mental Health Practitioner



Job Title:	Mental Health Practitioner
Function:	Service Delivery
Reports to:	Perinatal Wellbeing Service Manager
Last review date:	October 2025

He huanui orange mo ngā mokopuna whakatipuranga roto i ngā hāpori heke iho, heke iho -
Setting the path of wellness in our communities for the early years, for generations to come.

Plunket Strategy

We are committed to our vision for our tamariki and whānau and the future, and most importantly, to our goals of Pae ora and delivery of all our services equitably by 2025.

Our strategy is the guiding kaupapa for Whānau Āwhina Plunket. It sets out vision, goals, and priorities for the coming five years, and the uara (values) we will hold close: māia, māhaki, tūhono and manaaki. Our strategy also reaffirms our commitment to Te Tiriti o Waitangi as our foundation.

Overview of the Service Delivery Function

This role is part of the Service Delivery team which delivers Whānau Āwhina Plunket services to whānau right across New Zealand. As a member of the Service Delivery team, you will help families and whānau to reach their goals and contribute to national and local initiatives that improve our performance. We want to make sure we're here to support families and whānau for another 100 years.

Service Delivery team members work as part of one Whānau Āwhina Plunket team and are skilled and passionate, drive performance improvement and work with others to deliver services to families and whānau and delivery equitable health outcomes so that every child in Aotearoa New Zealand has the chance to be the best they can be.

Position Overview

Our perinatal wellbeing services aim to support mental health wellbeing, encourage parenting confidence and resilience; strengthen self-regulation, and improve the quality of the parent-infant relationship.

This role is in a new online service focussed primarily on the Waikato area. This is a pilot programme to test the virtual service delivery model and understand sustainability and scalability of Plunket's mental health service offering more broadly.

You will work within a multi-disciplinary team to support whānau with children aged 0-5 years, who are experiencing mild to moderate distress, anxiety or depression. Interventions are evidence-based and may include individual and whānau-based therapeutic sessions, health promotion, referrals and service navigation support, and group programmes.

As a registered and experienced mental health Professional, you will have responsibility for comprehensive assessment, care planning and case management; as well as facilitating workshops and group programmes and supporting whānau through therapeutic conversations.

All team members are encouraged to draw on their knowledge, language, culture, skills and experiences to provide inclusive and culturally safe services for all whānau.

Key Dimensions of the Position

Delegations: The position's full delegations are set out in the Schedule of Delegations and may be amended from time to time.

Functional relationships: To follow are the main positions that this role will coordinate with; they are not meant or intended to be exhaustive, exclusive or limiting:

Internal:

- Local Plunket community and clinical service teams
- PlunketLine
- Head of Service Development
- Chief Nurse and clinical team

External:

- Health New Zealand
- PHO's, primary care, secondary and tertiary mental health services
- Community and social services
- Iwi and Hauora Māori, as well as Pacific service providers

Key accountabilities

CLIENT ENROLMENT & ASSESSMENT:

- Reach out to potential clients, and follow-up referrals within 5 days to promote the service and support whānau decision about engagement.
- Obtain informed consent, and enrol clients to the service and record data accurately to establish a client record.
- Ensure priority needs are identified respecting client choice and independence; uplift the mana and decision-making rights of the client throughout the service.
- Complete a comprehensive assessment and ensure measurable action plans are developed collaboratively with the family, implemented and reviewed regularly. Action plans may include:
 - Individual therapeutic sessions
 - Participation in group programmes
 - Referral to Plunket services such as lactation or sleep consultation or community groups
 - Support to navigate other social and health services
- Take case management responsibility for clients, ensuring interventions and resources are appropriately identified to assist and meet the needs of the family

SERVICE DELIVERY

- Provide individual or whānau focussed therapeutic sessions using evidence-based therapeutic models such as Cognitive Behavioural Therapy (CBT), Acceptance and Commitment Therapy (ACT), or Solution-Focused Therapy.

- Facilitate group programmes e.g. Circle of Security and Getting to Know You, to increase peer support and shared learning among service users, and to increase the reach, scale and impact of the service. Content may be delivered in an individual setting to best meet client needs.
- Ensure timely, appropriate referrals are made, advocating for clients' needs to ensure they receive the highest quality of care. Follow up referrals where necessary to ensure continuity of care and/or collaborative care.
- Provide health promotion messages, tools and resource to support whānau wellbeing and positive parenting
- Utilise (develop or adapt where necessary) a range of models, resources and content to engage with diverse cultures, learning styles and demographics.

QUALITY ASSURANCE

- Ensure quality, timely and accurate recording of data and information to to comply with legal, ethical and reporting requirements. Documentation is completed for all client contacts via case notes.
- Contribute data and insights to monthly and quarterly reports as requested by the Service Manager
- Actively contribute to team meetings, training, case reviews and peer supervision
- Seek outside expertise and supervision as required, with approval of the Service Manager
- Actively maintain collaborative relationships with Plunket colleagues to enable wrap-around service provision
- Collect feedback and satisfaction surveys and contribute to evaluation projects as required
- Stay up-to-date with literature, evidence, and practice for professional development and to support continuous improvement of the service
- Ensure concerns regarding safety, suspected family violence and/or child abuse is promptly managed (as per Plunket Policy)

RELATIONSHIPS, REFERRALS AND NETWORKING

- Collaborate with the team to maintain up to date community profiles / stakeholder maps
- Continue to build relationships and networks to benefit whānau, share learning, build community, and promote Plunket's reputation and reach
- Provide programme information and promote the service internally and externally to community groups, health professionals and clients to improve awareness and access to the service
- Ensure relationships with key referral stakeholders are supported and developed, and that their ideas and feedback are incorporated into service planning and delivery.

GENERAL:

- Adhere to Whānau Āwhina Plunket operational guidelines, policies and protocols, relevant standards and comply with legislation e.g. Privacy Act, Code of Rights, and HPCA Act 2003
- Actively uphold Te Tiriti o Waitangi and work to ensure culturally safe care for clients and build self-determination for all service participants.
- Share ideas and feedback to ensure the service is responsive to the needs of Māori, Pacific and other priority populations.
- Demonstrate Plunket's values – manaaki, māia, māhaki and tūhono.
- Actively contribute to building a collaborative, solution-focussed team culture and way of working.
- Appropriately manage own personal and others health and safety. Take appropriate action to deal with workplace hazards, near misses, accidents and incidents in accordance with relevant safety legislation, policies, procedures, safe systems of work and event reporting.

Position Description and Scope of Duties

The job holder is expected to perform such other duties as can reasonably be regarded as incidental to the position description, and such other duties reasonably within their experience and capabilities as may be from time-to-time assigned following consultation.

A programme of work will be developed with the appointee that will set out the specific tasks and time frames to achieve the key deliverables for this position. Progress will be monitored through Plunket's Performance and development programmes.

Person Specification

You will ideally possess the following technical skills/knowledge and personal attributes:

- Eligible to work in New Zealand
- A recognised and relevant level 7, degree qualification in nursing, occupational therapy, social work, psychology, counselling or a related field
- Professional certification and registration in accordance with registration board requirements and legislation e.g. Social Workers Registration Act 2003 or Health Practitioners Competence Assurance Act 2003
- A current, full NZ driver's license and clear Police check.
- At least three years practical experience in mental health service delivery. Speciality in perinatal or infant mental health preferred.
- Experience utilising technology especially in virtual service delivery is desirable
- Experience using evidence-based therapeutic models such as Cognitive Behavioural Therapy (CBT), Acceptance and Commitment Therapy (ACT), or Solution-Focused Therapy.
- Experience coordinating and facilitating groups
- Strong communication skills, and demonstrated ability to engage authentically and positively across a range of cultures and demographics to support wellbeing and development of whānau
- Demonstrated knowledge and commitment to upholding Te Tiriti o Waitangi, ethical standards and promoting the rights and wellbeing of clients including setting appropriate professional boundaries
- This is a new service – so important to be a team player, optimistic, proactive, flexible, and innovative, and motivated to achieve outcomes

I have read and understood the above position description and accept all the above responsibilities incorporated herein.

Role Title

Date

Manager Title

Date