

## Aoake te Rā: Clinical Advisor Job Description

**Position:** Clinical Advisor Aoake te Rā

**Reports to:** Clinical Manager Aoake te Rā

### Company and Programme overview

#### **CASA Philosophy and scope of service:**

Clinical Advisory Services Aotearoa (CASA) delivers national services in the suicide prevention and postvention area through a passionate professional team based around New Zealand. CASA is based on values of ethical, respectful practice in which the welfare of the client is the first and paramount consideration and the balance of cultural and clinical safety is foremost in all service provision. We work collaboratively with others to improve the wellbeing of individuals, whanau, communities, and organisations. See [www.casa.org.nz](http://www.casa.org.nz) for more information.

#### **Aoake te Rā bereaved by suicide service:**

Aoake te Rā is a Ministry of Health funded service that coordinates and supports local providers to deliver free brief therapeutic support to individuals and whānau who have lost someone to suicide. The service is informed by an ongoing co-design process including stakeholders, lived experience groups, clinical and cultural expertise in suicide prevention and postvention, and recent literature. See [www.aoketera.org.nz](http://www.aoketera.org.nz) for more information.

Aoake te Rā work is provided in a manner that is consistent with and honouring of our service values:

Aroha at the centre of all we do (aro hā – the breath to uplift).  
Responsiveness, Compassion, Uniqueness, Authenticity and Collaboration  
amplified through Rangatiratanga, Whanaungatanga, Manaakitanga, Mōhioatanga, Maramatanga

### Position responsibilities

#### **All Clinical Advisors will have the following position responsibilities:**

- To be available for an agreed number of hours per week to work on delegated service delivery and/or development position responsibilities. Specific areas of development and delivery are noted below (1-6)
- To maintain regular contact with the Project Lead, 2IC and colleagues regarding current assigned position responsibilities
- To follow all protocol for assigned roles and responsibilities
- To comply with all recording and database requirements
- To adhere to group supervision (clinical and cultural) requirements
- To participate in any research, reviews, or evaluations and associated requirements relating to Aoake te Rā
- To attend scheduled Aoake Te Rā meetings.

#### **Development and delivery responsibilities associated with Aoake te Rā Clinical Advisor role:**

As Aoake te Rā is an evolving service with a small team, the Aoake te Rā Clinical Advisor role can cover a range of potential tasks/responsibility areas. The key areas of position responsibility for an individual Clinical Advisor will be determined through discussion with the Project Lead and/or 2IC based on need and their experience and skill set. Given the developmental nature of the service, position responsibilities will also develop and

change over time and as need dictates.

### **1) Helpdesk – Intake and triage**

Clinical Advisors on the Helpdesk team will work set days each week on the Aoake te Rā Helpdesk. Helpdesk tasks are outlined in the protocol '*Aoake te Rā helpdesk Operational Guidelines*'. They include:

- Processing, triaging and follow up of referrals. This includes regular therapeutic conversations and other communications with bereaved whānau
- Responding to queries from referrers or other stakeholders regarding the service (and passing these on as needed)
- Responding to queries regarding service delivery from Providers (and passing on to their coaches as needed)
- Monitoring the Aoake te Rā portal Discussion thread
- Cover for colleagues on Helpdesk where needed and feasible.

### **2) Service development**

Given the developmental nature of the programme there will be ongoing service development within all the roles. Clinical Advisors may be asked to contribute to this in any of the following ways:

- Leading delegated areas of development and/or delivery
- Service design discussion in team meetings
- Development or review of service and/or resource documentation associated with specific roles or interest/experience areas
- Stakeholder liaison with specific groups associated with locality, interest, experience, or availability.

### **3) Team meetings**

Team meetings are an essential part of the service design and development. Clinical Advisors are expected to attend and contribute to team meetings as follows:

- Regular team zoom meetings
- Scheduled zoom or face to face meetings associated with specific roles (e.g. intake or service development)
- Kanohi ki te kanohi team meetings 3-4 times a year
- Internal peer supervision
- Internal cultural supervision.

### **4) Coaching**

In the Coaching role, Clinical advisors will be assigned 8-10 Coaching groups each containing approximately 5 Aoake te Rā Providers. Coaches will need to:

- Ideally have been Providers of the service themselves or have experience in similar work
- Deliver orientation to new Providers
- Run and coordinate multiple regular (approx. 6 weekly) coaching sessions
- Monitor the Providers assigned to them
- Attend internal coaching peer supervision
- Assist with development of coaching packages.

### **5) Training**

Kanohi ki te kanohi and online trainings will be run on an as needed basis. Primary trainer is Amanda Christian and there will be a Clinical Advisor Co-facilitator supporting her for each training. Co-facilitator's roles include:

- Organising training including preparation, co-facilitation, and follow up
- Review of training on the day and more generally as needed.

## 6) Reviewing Provider applications

Clinical Advisors may be asked to be part of the team reviewing Provider applications. This may include:

- Reviewing Provider applications in accordance with the protocol
- Attending zoom meetings to discuss applications with queries
- Follow up of queried Providers via phone or zoom interview as needed.

## Person Specifications

### **Aoake te Rā Clinical Advisors will:**

- Be registered health professionals in psychology, social work, occupational therapy or nursing with a background in mental health
- Be committed to honouring mana whenua and upholding Te Tiriti o Waitangi
- Have knowledge and skills in suicide bereavement, suicide risk assessment and management, Māori approaches to wellbeing, and a trauma informed and co-design approach
- Have knowledge and skills relevant to the above listed areas of development and delivery and their associated tasks
- Assist with amplifying the voices of Māori and lived experience communities in our team and in our mahi
- Be able to work flexibly and responsively within a developing and evolving service
- Have strong communication skills
- Be able to work enthusiastically and collaboratively alongside others
- Have confidence with IT and database systems.

### **Availability:**

The role will involve set hours over the week equating to between 2 to 3 days per week. Some flexibility in hours may be required to meet the needs of the service such as team meetings, role specific responsibilities and service demand.