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| **Purpose** | | | | | This document describes the correlation between the services delivered by name of service, the staffing levels at any time and the skills required to provide adequate services to service users. | | | | | | | | | | | | | | | | | | | | | | | | |
| **Scope** | | | | | This document applies to all name of service, its staff and contractors. | | | | | | | | | | | | | | | | | | | | | | | | |
| **Policy** | | | | | name of service will deliver staff levels that ensure the contracted services are delivered.  Personnel qualifications match the contractual requirements. | | | | | | | | | | | | | | | | | | | | | | | | |
| **References** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Legislation | | | | | [Health Practitioners Competence Assurance Act 2003](http://www.health.govt.nz/our-work/regulation-health-and-disability-system/health-practitioners-competence-assurance-act)  [Health and Disability Services (Safety) Act 2001](http://www.legislation.govt.nz/act/public/2001/0093/latest/DLM119975.html) | | | | | | | | | | | | | | | | | | | | | | | | |
| Other documents | | | | | [ACC Contracts and Services](http://www.acc.co.nz/for-providers/contracts-and-performance/all-contracts/index.htm)  [MSD Funding Contracting Guidelines](http://www.msd.govt.nz/about-msd-and-our-work/publications-resources/service-guidelines/)  [Tier one, tier two and tier three DHB agreement.](http://www.nsfl.health.govt.nz/apps/nsfl.nsf/pagesmh/498) | | | | | | | | | | | | | | | | | | | | | | | | |
| Standards | | | | | [NZS 8158:2012 Home and community support Sector Standards](http://www.moh.govt.nz/notebook/nbbooks.nsf/0/748075E66715AD7ACC257A3600811344?OpenDocument)  [NZS 8134:2008 Health and Disability Services Standards](http://www.health.govt.nz/system/files/documents/pages/81341-2008-nzs-health-and-disability-services-core.pdf) | | | | | | | | | | | | | | | | | | | | | | | | |
| name of service documents | | | | | Human Resources policies and procedures | | | | | | | | | | | | | | | | | | | | | | | | |
| name of service s**ervices :** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Service** | | | | | | **Capacity** | | | | | | | **Service Setting** | | | | | | | **Times of Service Delivery** | | | | | | | | | |
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| **Administration and Management** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Area/department** | | | | | | **Staff number** | | | | | | | **Staff roles** | | | | | | | | | | | | | | | | |
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| **Components of service provision (check your tier three contract and add accordingly)** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Service delivered** | | | | | | | | **Delivered by** | | | | | | | | | | | | | | **Staff/contractor/**  **external service provider** | | | | | | | |
| Recovery support | | | | | | | | Mental Health Support Workers, Registered Nurse,  Social Worker,  Occupational Therapist. | | | | | | | | | | | | | | staff  staff & contractor | | | | | | | |
| Peer support | | | | | | | | Peer support | | | | | | | | | | | | | | staff & contractor | | | | | | | |
| Medication management | | | | | | | | Registered Nurse  General Practitioner  DHB Clinical Teams  Pharmacists | | | | | | | | | | | | | | staff & contractor  external service provider  external service provider | | | | | | | |
| Assessment | | | | | | | | Occupational Therapist  Social Worker  Mental Health Support Workers  Alcohol and other drug practitioner | | | | | | | | | | | | | |  | | | | | | | |
| Treatment/intervention/  support | | | | | | | | Recovery facilitator  Occupational Therapist | | | | | | | | | | | | | | staff  staff & contractor | | | | | | | |
| Food and nutrition | | | | | | | | Cook  Dietician | | | | | | | | | | | | | | staff  contractor | | | | | | | |
| Management of risk | | | | | | | | All roles, all employees and contractors. | | | | | | | | | | | | | | staff, contractor and clinical team (DHB clients) | | | | | | | |
| Arranging access to specialist services | | | | | | | | Health professionals  Service Leader  CEO  Team Leader | | | | | | | | | | | | | | staff and contractor,  Clinical team (DHB clients), ACC care coordinator (ACC clients). | | | | | | | |
| **Components of service provision (check your tier three contract and add accordingly)** *cont.* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Service delivered** | | | | | | | | | **Delivered by** | | | | | | | | | | | | | | | **Staff/contractor/**  **external service provider** | | | | | |
| Personal care services | | | | | | | | | Mental Health Support Worker | | | | | | | | | | | | | | | staff | | | | | |
| Infection control management | | | | | | | | | Specified staff member | | | | | | | | | | | | | | | Staff | | | | | |
| Record management | | | | | | | | | Service Leader  Team leaders | | | | | | | | | | | | | | | Staff  Staff | | | | | |
| [Cultural support](http://ethniccommunities.govt.nz/community-directory/by-region/auckland) | | | | | | | | | ……….. Kaumatua  DHB cultural services  Matua | | | | | | | | | | | | | | | Staff  External service | | | | | |
| Spiritual support | | | | | | | | | Tohunga/Kaumatua/Kuia  Matua  Minister  Priest (Hindu, Christian etc.)  Rabbi  Imam  Buddhist Teacher  Shaman | | | | | | | | | | | | | | | Visitor  Visitor  Visitor  Visitor  Visitor  Visitor  Visitor  Visitor | | | | | |
| **Principles to decide specific skill mix per roster/shift** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| * Contractual obligations. * Acuity. * Programme content. * Safety and special needs issues with specific client groups. * Identified gaps within an existing team. * Objectives of the service. * Desired service delivery outcomes – alignment of skills, knowledge and competencies to achieve defined outcomes. * Cultural needs. * Family needs/desired outcomes. * Appropriate gender mix. * Workforce availability. * Financial considerations. * Capacity. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Mandate and rationale to decide on skill mix and staff levels** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Employment** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Rationale** | | | | | | | | | **Responsibility** | | | | | | | | **Method** | | | | | | | | | | | | |
| Contractual obligations  Client need  Service growth  Vacancies  Labour market  Financial considerations | | | | | | | | | CEO  Service leader | | | | | | | | Recruitment process  Service Delivery Pathway | | | | | | | | | | | | |
| **Roster and Shifts** | | | | | | | | | **Responsibility** | | | | | | | | **Method** | | | | | | | | | | | | |
| Contractual obligations  Acuity of clients  Risk  Number of clients  Gender mix  Safety  Ethnic/cultural mix  Age mix  Skill  Planned activities  Experience  Qualifications  Responsibility  Driver’s Licence  First Aid certificate | | | | | | | | |  | | | | | | | | Shown through monthly rosters.  On-call roster, casual staff.  On-call staff, crisis or emergency services.  Service co-ordination.  To suit the needs of the service users.  Health and safety processes. De-escalation training.  To suit the needs of the service users.  To suit the needs of the service users.  As per contractual obligations.  Activity plans. Daily/weekly program.  As per contractual obligations.  As per contractual obligations.  Shift leader is identified on roster.  Staff with driver licence on each shift.  Staff with First Aid certificate on each shift. | | | | | | | | | | | | |
| **Staff Levels and Skill Mix** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Service: Housing and Recovery 1** | | | | | | | | | | | | **Address:** | | | | | | | **Capacity:** | | | | | | | **FTE’s** | | | |
|
| **Minimum Staff Per Shift** | | | | | | | **Minimum Staff per shift** | | | | | | | | | | | **Minimum Staff per shift** | | | | | | | | | | | |
| **Shift 1** | | | | **FTE** | | | **Shift 2** | | | | | | | **FTE** | | | | **Shift 3** | | | | | | | | | **FTE** | | |
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| **Permanent Staff** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **FTE** | | **Title** | | | | | | | | | | | | | | **Qualification** | | | | | | | **Working Time** | | | | | | |
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| **Service: Housing and Recovery 2** | | | | | | | | | | **Address:** | | | | | | | | | | | **Capacity:** | | | | | | | **FTE’s** | |
|
| **Minimum Staff Per Shift** | | | | | | | **Minimum Staff per shift** | | | | | | | | | | | **Minimum Staff per shift** | | | | | | | | | | | |
| **Shift 1** | | | | **FTE** | | | **Shift 2** | | | | | | | **FTE** | | | | **Shift 3** | | | | | | | | | **FTE** | | |
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| **Permanent Staff** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **FTE** | | | **Title** | | | | | | | | | | | | | **Qualification** | | | | | **Working Time** | | | | | | | | |
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| **Service: Community Support** | | | | | | | | | **Address:** | | | | | | | | | | | | **Capacity** | | | | | | | | **FTE’s** |
|
| **Shift** | | | | | | | | | | | | | | | **FTE** | | | | | | | | | | **Capacity** | | | | |
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| **Permanent Staff** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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# Consultation

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