


The Difference

a podcast by support workers, for support workers

Stories from the heart of mental health and addiction services in Aotearoa New Zealand.

 **Episode 4:** “The best job in the world”

 **Topic:** Leadership

Guest speaker: Tremain Tauhinu (Mahitahi Trust)

Hey! We hope you enjoyed this episode of *The Difference*, a podcast by support workers, for support workers. It would really help us to know if we are making content that you find valuable. If you have a few minutes, [please consider giving us some feedback via this short survey](#).

Ngā mihi!

How can I show leadership as a support worker?

Is leadership just having a role where you lead others? Like being a team leader or a manager? Some support workers move up into management roles within mental health and addiction service providers. Others may retrain and move into similar fields, like social work or nursing.

But do you have to leave support work to be a leader?

No. You can also show leadership by working to the top of your scope – being the best support worker you can be.

In every workplace, people know who the leaders are – they are people who are great at their job or some aspect of it. The person that workmates ask advice from and look up to. The person who is keen to access every learning opportunity or puts their hand up to take on more responsibility. Maybe you are that person? Or want to be in the future?

If you are a great support worker, you will be providing a better service and contributing to better outcomes for tāngata whai ora, and our communities in Aotearoa.

Tips from the podcast

Leadership can be many things:

- › Being a “Jack of all trades”
- › Having the ability to deal well with lots of different people – from clinicians and other health staff, to tāngata whai ora and whānau
- › Being patient, versatile, uplifting
- › Thinking “outside the box”
- › Being a “people person”
- › Leading by example
- › Being a strong advocate.

If you want to move into a leadership role, consider the following:

- › Put your hand up for new opportunities
- › Try working in different parts of the sector, to find a good fit for your passion
- › Note-taking, administration and goal-reviews are good things to make sure you do well, if you want to show leadership.

Here is more information on this topic

- › Arataki provides resources on leading self, teams, and services. Learn more about Arataki on the [Te Pou webpage](#)
- › Learn more about leadership, tensions, learning and adaptation on the [Inspiring communities webpage](#)
- › Drew Dudley speaks on everyday leadership in a [TED Talk](#)
- › Read about leadership qualities in the workplace on the [Seek New Zealand webpage](#).

If this episode has brought up some issues for you and you need someone to talk to, you can contact a range of services for more information and support:

- › Your GP clinic
- › [1737, Need to Talk?](#)
Free call or text **1737** anytime to connect with a trained counsellor.
Website: www.1737.org.nz
- › [Lifeline](#)
Call **0800 543 354** or text HELP (4357) for 24/7 confidential support.
Website: www.lifeline.org.nz

› [Tautoko: Suicide Crisis Helpline](#)

If you or someone you know is considering suicide, call **0508 828 865 (0508 TAUTOKO)** for immediate support.

Website: www.lifeline.org.nz/services/suicide-crisis-helpline

› [Depression Helpline](#)

Call **0800 111 757** or text **4202** for support with depression-related concerns.

Website: www.depression.org.nz

› [Youthline](#)

Call **0800 376 633**, text **234** or email talk@youthline.co.nz for support.

Website: www.youthline.co.nz

› [Samaritans 24/7 Crisis Helpline](#)

Call **0800 72 66 66** to speak to a trained volunteer for confidential, non-judgemental and non-religious support.

Website: www.samaritans.org.nz

› [Anxiety Helpline](#)

Call **0800 ANXIETY (0800 269 438)** for 24/7 help and support.

› [Alcohol and Drug Helpline](#)

Call **0800 787 797** or visit the website 24/7 for confidential advice and support on alcohol and drug-related issues.

Website: alcoholdrughelp.org.nz

› [The Lowdown](#)

A space created with rangatahi, for rangatahi. Visit the website for support with hauora (wellbeing) and mental health.

Website: thelowdown.co.nz