



Position Description

Wellbeing Practitioner

Reports to Clinical Manager – Youth Justice and Kia Ora Ake

Service/Team Kia Ora Ake

About Us

Since 1980, we have supported thousands of New Zealanders whose lives are affected by alcohol, drug or other addiction challenges. We provide effective, evidence-based services that support wellbeing. We do this in partnership with tāngata whai ora (people seeking wellness) and their whānau, working together to build the lives they want.

We wholeheartedly believe that everyone living in New Zealand should have the opportunity to live life to the fullest and feel hopeful about their future. Our services encourage stronger connections with friends and whānau and enable meaningful participation in the community.

Our pillars – whakawhirinaki | trust, pono | honesty, haepapa | responsibility, matapōpore | concern, and aroha | love – are the foundation of our work, guiding how we work together and with others.

Tō Tātou Matakiteinga | Our Vision

Poutia, Heretia

Tuia te muka tangata ki te pou tokomanawa

Ka tū mana motuhake, Ka noho herekore i ngā waranga me ngā wero nui o te ao.

People, whānau and communities are connected and supported to live the lives they want, free from drug, alcohol and other addiction challenges.

Tō Tātou Aronga | Our Purpose

Ka hangaia e mātou he whare haumarū, he whare tūmanako hoki e tīni ai te tangata, he wāhi whakaaroaro, he wāhi ako, he wāhi tūhono anō hoki, mei kore e puta tātou ki te wheiao, ki te ao mārama.

We create hopeful and safe spaces for change with opportunities to reflect; learn and connect so that people can move towards a brighter future.

Context

Kia Ora Ake is a locally co-designed tamariki hinengaro wellbeing approach for Te Whatu Ora Counties Manukau and is part of the national Mana Ake programme. Mana Ake is a school based holistic wellbeing approach providing support to primary and intermediate school aged tamariki, their whaanau and schools.

Te Whatu Ora Counties Manukau recognises the Mana Whenua i Tāmaki Makaurau view of ahi kaa, ahi teretere, ahi matao, and ahi kaaro – and the need for any approach to tamariki health to prioritise mana whenua who are ahi kaa.

The Odyssey Kia Ora Ake team will support the Kia Ora Ake approach by working with schools, kura Maori, Kaiarahi (clinical staff), workforce development agencies, Ministry of Education staff and the wider Kia Ora Ake Providers' Network.

Position Purpose

Support the development and delivery of a meaningful service for tamariki and their whaanau, in partnership with Te Whatu Ora Counties Manukau and the consortium of services involved in the Counties Kia Ora Ake network. This involves:

- Building excellent relationships with and resources for primary and intermediate schools and school communities in the Counties Manukau region.
- Supporting the introduction of whole of school programmes, group or classroom level programmes and/or by undertaking individual work with tamariki and their whaanau using a Kia Ora Ake approach.
- Providing a quality clinical service that is accessible, culturally appropriate, honours Te Tiriti o Waitangi and meets the wellbeing needs of tamariki and their whaanau.

Key Areas of Responsibility

Area of Responsibility	Performance Measures
<p>Service Delivery</p> <ul style="list-style-type: none"> • Supports the delivery of a meaningful service in partnership with the Kia Ora Ake Consortium and Te Whatu Ora Counties Manukau that honours Te Tiriti o Waitangi and diversity and adheres to the Kia Ora Ake model of care. This involves: <ul style="list-style-type: none"> ○ Processing referrals to the service in a timely fashion. ○ Acting as a clinical contact point for the team, in partnership with the Clinical Manager. ○ Working in collaboration with other Kia Ora Ake team members to deliver whole school or classroom level programmes. ○ Facilitating groups in conjunction with the Kaimaanaki. ○ Representing the interests of Tamariki and their whaanau to school staff and within the Kia Ora Ake team/consortium as appropriate. 	<ul style="list-style-type: none"> • Feedback from Tamariki and whaanau indicates that services are delivered in an inclusive and culturally appropriate way. • Feedback from schools indicates referrals are dealt with efficiently and within expected timeframe. • Audits of clinical practices demonstrate compliance with organisational policy procedures; required clinical standards are met in line with contract. • Clear and appropriate referral pathways are followed in a timely manner, for Tamariki and their whaanau.

Area of Responsibility	Performance Measures
<ul style="list-style-type: none"> ○ Monitoring progress and ensuring clinical interventions and outcomes for Tamariki and their whaanau meet all organisational standards, policies and procedures. ○ Managing identified clinical and non-clinical risks, escalating as appropriate, and providing training and advice to other team members as required. ○ Completing all treatment documentation in line with organisational standards and policies. ○ Undertaking any other administrative tasks necessary to fulfil the duties of the role. <p>Relationships and Partnerships</p> <ul style="list-style-type: none"> ● In liaison with relevant education staff and the wider Kia Ora Ake network: <ul style="list-style-type: none"> ○ Build and maintain positive relationships with school staff, staff from other community providers and referral agencies. ○ Support school and health staff to understand the Kia Ora Ake service and content of the programme through the provision of relevant resources and information. ○ Work proactively to reduce stigma and discrimination for affected Tamariki and their whaanau. ○ Provide schools with information about other available community resources/providers as appropriate. 	<ul style="list-style-type: none"> ● HCC information is accurate, timely and meets all case note writing policy and procedural requirements and privacy act/confidentiality requirements; HCC case reviews are kept up to date. <ul style="list-style-type: none"> ● Relationships with relevant sector providers, external agencies, wider Kia Ora Ake network are grown and maintained. ● Relevant sector providers and external agencies report understanding and satisfaction with the Kia Ora Ake programmes delivered. ● Demonstrates up to date knowledge of available community resources and support services. ● Activities undertaken with stakeholders tackle the challenges of stigma and discrimination that Tamariki and their whaanau may face. ● Schools' express satisfaction with the information provided on available resources/providers in the community.

Area of Responsibility	Performance Measures
<p>Health and Safety</p> <ul style="list-style-type: none"> Identify and act on any potential risks to self or others, including tāngata whai ora, whānau and/or other kaimahi. Be familiar with and abide by the organisation’s health and safety policies and reporting procedures, ensuring others do the same as required. Follow safe work practices, which includes the effective use of safety equipment, identification of workplace hazards and taking action to reduce or eliminate these. <p>Te Tiriti o Waitangi</p> <ul style="list-style-type: none"> Demonstrate knowledge and understanding of Te Tiriti o Waitangi and its application in this role. <p>Professional Development</p> <ul style="list-style-type: none"> Be proactive in own professional development. Attend relevant organisational trainings as required. <p>General</p> <ul style="list-style-type: none"> Work cooperatively with colleagues and contribute actively to team meetings. Carry out any other duties that may be delegated by the line manager, which are in keeping with the scope of the role. 	<ul style="list-style-type: none"> Risks (including Health and Safety, compliance and maintenance) are identified and reported. Plans are put in place to resolve and/or mitigate potential problems as required Issues are escalated to relevant manager as required. Demonstrates understanding and compliance with organisational and legislative health and safety requirements and is proactive in ensuring employees are compliant. Follows correct protocols when using safety equipment. Workplace hazards are identified and plans are put in place to reduce /eliminate these, or the matter is escalated to the relevant authority. Actions show knowledge and ability to apply the principle of Te Tiriti in the delivery of role. Has an individual development plan which is implemented. Attends organisational training required for role. Regular attendance at team meetings and makes useful contributions. Work is undertaken and completed. Commitment and flexibility are demonstrated.

Key Relationships

Internal	External
<ul style="list-style-type: none"> • Clinical Manager/Kia ora Ake team members • Youth Justice team members • Operations Manager • Pou Tikanga • Consumer Advisor • Other Odyssey kaimahi 	<ul style="list-style-type: none"> • Tamariki and their whaanau • Kia Ora Ake Provider Network • Participating schools (including Kura Maaori and other Educators • School Cluster / Kahui Ako Leadership • Resource Teachers Learning & Behaviour (RTLB) • Special Education Needs Coordinators (SENCo) • Social Workers in Schools (SWiS) • School counsellors and guidance networks • Mana Whenua i Taamaki Makaurau • Public Health Nurses, School-based Nurses and General Practitioners • Child and adolescent mental health services • Ministry of Education Learning Support staff • Service Area Managers and Managers of Integrated Services • Whaaraurau Infant Child and Adolescent Mental Health workforce development agency • Other Community service providers

Person Specification

Qualifications, Knowledge and Experience

- 2 years relevant experience, including clinical experience working with people who have experienced mental health and addiction issues.
- A relevant (level 7) qualification e.g, health sciences, social work.
- Fully registered under the HPCA Act 2003, as a social worker, or full member of the NZAC (meeting the criteria and accredited by NZAC to work within Mental Health and Addiction services scope or practice).
- Experience of facilitating groups and training others.
- Experience of working in the social services, addictions and/or mental health sectors.
- Demonstrated understanding of the principles of Te Tiriti o Waitangi and its application to this role.
- Knowledge of te reo/ tikanga Māori.
- Knowledge of the customs and culture of Pacific peoples.
- List any other job specific experience or knowledge.
- Understanding of and interest in Odyssey's work.
- Proven expertise in using Microsoft suite applications.
- Full current NZ drivers license.

Skills and Abilities

- Strong interpersonal and communication skills.
- Proven relationship management skills and the ability to establish and maintain effective relationships with a range of stakeholders.
- Ability to diffuse conflict.
- Ability to analyse data and utilise to make service improvements.
- Ability to work under pressure, complete work on time and to a good standard.
- Ability to work with limited supervision.
- Demonstrated cultural sensitivity and rainbow diversity awareness.
- Willingness to consider other viewpoints and adjust decisions as appropriate.
- Self-motivated, able to take the initiative and adapt decisions as appropriate.
- Ability to show discretion and tact.
- High regard for security and confidentiality, including client information.
- Fluency in English (written and spoken).
- Demonstrated IT/word processing skills.
- Ability to acknowledge own limitations and be proactive with own self-development.

Ngā Poupou | Our Pillars

Our Pillars are the foundation of our work, guiding how we work together and with each other.

Whakawhirinaki Trust	Reliable and shows great integrity.
Pono Honesty	Transparency and openness underpin all actions.
Haepapa Responsibility	Achieves and surpasses goals.
Matapōpore Concern	Empathic and interested in the wellbeing of others.
Aroha Love	Genuinely collaborative, supportive and able to work as part of a close-knit team, including with tāngata whai ora and whānau.