

Position Description

Case Administrator | Kaiwhakarite

Reports to Clinical Manager – AODTC

Service/Team Alcohol and Other Drugs Treatment Court (AODTC)

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 – trust, honesty, responsibility, concern and 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 mui 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

E hangaia e mātou he whare tumanako me ngā wāhi haumarua ka āhei i a tangata te eke ki angitu kia whaiwhakaaro ai, kia puawai, katahi ano hoki, ka herea ai te muka tangata ki a ia anō, ko te mea kē ka puta te ira tangata 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.

The Alcohol and Other Drug Treatment Court (AODTC)

The Alcohol and Other Drug Treatment Court is a therapeutic court, and an exciting joint initiative between the justice and health sectors. Its aim is to reduce reoffending by supporting people to address their substance use and related issues.

The aims of the programme are to:

- Reduce reoffending.
- Reduce drug and alcohol consumption and dependency.
- Reduce the use of imprisonment.
- Positively impact health and well-being.
- Be cost-effective.

Position Purpose

Support the AODTC team to deliver a high quality and responsive service to participants and other stakeholders through effective and timely administrative and practical support.

Key Areas of Responsibility

Area of Responsibility	Performance Measures
<p>Case Administration</p> <ul style="list-style-type: none"> • Support the work of the AODTC team. This involves: <ul style="list-style-type: none"> ○ Updating testing results and communicating these to Case Managers. ○ Advising participants when they are due for testing outside the regular schedule. ○ Organising SCRAM (alcohol detection bracelet) maintenance appointments. ○ Keeping records of court appearances. ○ Maintaining records of meetings and community work attended. ○ Contacting treatment providers regarding due reports ○ Maintaining a log of court-imposed sanctions and ensuring compliance. ○ Maintaining a log of current participants, phases, significant dates and rewards due. ○ Taking minutes at meetings, and distributing amongst team and key staff. ○ Managing and distributing correspondence and other documentation to the relevant team member. ○ Assisting in the preparation of scheduled reports. 	<ul style="list-style-type: none"> • Testing results log is up to date and communicated to case managers. • Participants are aware of when they are required to attend testing. • Maintenance appointments are scheduled and advised. • Treatment providers are notified in timely manner. • Sanctions log is kept up to date. • Participant log is kept up to date. • Minutes are accurately recorded and distributed. • Emails, correspondence and other documents are acknowledged and/or forwarded to the appropriate person in a timely manner. • Required information is collated and is available for weekly court reports. • Documentation is up to date and accurate.

Area of Responsibility	Performance Measures
<ul style="list-style-type: none"> ○ Maintaining confidential clinical records and reports, including inputting information into the client database (HCC) as required. <p>Operational support</p> <ul style="list-style-type: none"> • Obtain and top up Auckland transport Hop Cards for participants. • Obtain participant rewards ready for disbursement as directed. • Collect participants upon release from prison and transport them to treatment, as well as to appointments and the court as required. • Provide reception cover at the front desk at Te Tawharau in the absence of the Receptionist/Administrator. • Assist the Clinical Manager and team with internal audit tasks as required. • Assist with management of financial resources as required. <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, whanau, other employees and visitors to Te Tawharau. • 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>Treaty of Waitangi</p> <ul style="list-style-type: none"> • Demonstrate knowledge and understanding of the Treaty of 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 training as required. 	<ul style="list-style-type: none"> • A stock of Hop cards are kept and are topped up as required. • Rewards are acquired and kept until they are distributed to participants. • Participants are collected from prison and supported with transport as required. • Reception is covered as required. • Timely, practical support is provided for Internal audits and with financial management and reporting; Clinical Manager and express satisfaction with the support provided. <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. <p>Actions show knowledge and ability to apply the principles of the Treaty in the delivery of role.</p> <ul style="list-style-type: none"> • Has an individual development plan which is implemented

Area of Responsibility	Performance Measures
General <ul style="list-style-type: none"> Attend 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"> Attends organisational training required for role Regularly attends team meetings and makes useful contributions. Allocated work is undertaken and completed; Commitment and flexibility is demonstrated.

Key Relationships

Internal	External
<ul style="list-style-type: none"> Clinical Manager - AODTC and team Other Odyssey employees 	<ul style="list-style-type: none"> AODTC participants and their family/ whānau AOD Clinicians, Judges, Police, Defence Counsel, Community Probation Service, AOD Treatment Court Coordinators, Judicial Officers, Criminal Court Registry staff, Community treatment and ancillary service providers

Person Specification

Qualifications, Knowledge and Experience

- Two years relevant experience working as an administrator, receptionist and/or office manager or similar
- Experience of taking minutes, organising meetings and catering
- Experience and expertise in using Microsoft suite application's
- Understanding of and interest in Odyssey's work
- Full Current New Zealand Drivers Licence
- Experience of working in the social services, addictions and/or mental health sectors (ideal)

Skills and Abilities

- Strong administrative and organisational skills
- Excellent computer, word-processing and accurate keyboard skills
- Demonstrated experience and competence in data entry
- Ability to produce high quality reports
- Ability to prioritise, forward plan and make sound decisions
- Strong interpersonal and communication skills
- Ability to establish and maintain effective relationships with a range of stakeholders
- Ability to work under pressure, complete work on time within deadlines 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 and ability to take initiative
- Ability to adapt to changing circumstances
- Ability to show discretion and tact
- High regard for confidentiality and security, including client information
- Ability to deal with conflict and challenging situations
- Fluency in English
- 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 underpins 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

‘Let’s Get Real’ Skills

The table below outlines the ‘Let’s Get Real’ framework skill level and competencies that are relevant to this role. Odyssey is committed to supporting employees to meet these competencies with the expectation that employees will be proactive in developing and demonstrating these skills.

Skill	Description	Competency Level - Essential
Working with people experiencing mental health and addictions	Is supportive of employees and clients/whai ora with mental health and addiction needs, focusing on their strengths	<ul style="list-style-type: none"> • Greets and welcomes people accessing services and their whānau appropriately, providing age and/or culturally appropriate, relevant & specific information. • Works in partnership with people accessing services and is mindful of the impact of power differentials. • Demonstrates understanding and respect of diversity and cultural awareness through appropriate use of language and culturally specific resources, particularly for Māori whai ora and whānau. • Recognises people accessing services may be fearful or apprehensive and works to establish a safe and trusting connection and a comfortable physical environment.
Working with Māori	Contributes to oranga and whānau ora for Māori employees and Māori clients/ whai ora with	<ul style="list-style-type: none"> • Greets Māori people using te reo Māori greetings. • Respects and uses te reo Māori correctly & when appropriate.

	mental health and addiction needs	<ul style="list-style-type: none"> • Respects Māori tikanga and spiritual practices, the importance of identity and the concepts of whakawhanaunga, manaaki, tino rangatiratanga and mana Motuhake. • Asks whai ora and whānau what they need and provides information in English and Māori. • Understands the importance of whakapapa and different roles within whanau. • Supports Māori whai ora to identify and involve people who are important to them.
Working with whānau	Encourages and supports the wellbeing of whānau and ensures they have access to information, education and support including children	<ul style="list-style-type: none"> • Demonstrates understanding that in many cultures, a person's identity is embedded and connected to whānau rather than their individual selves. • Welcomes, establishes positive rapport and shares relevant information with whanau. • Sensitively asks about support needs related to being a parent as appropriate to role.
Working within communities	Recognises that people and whānau who experience mental health and addictions needs, are part of communities	<ul style="list-style-type: none"> • Understands 'community' in the broadest sense and that the concept of community is dynamic and evolving. • Recognises that Māori whai ora may be supported within and contribute to wider social networks e.g. hapu, iwi. • Demonstrates understanding of the importance of social inclusion and community connections, has knowledge of the communities people accessing services identify with, and supports them to connect with and participate in communities of their choice. • Has a basic understanding of mental health promotion, addiction harm reduction, suicide prevention and postvention principles.
Challenging discrimination	Challenges discrimination, & provides/ promotes a valued place for employees and clients/whai ora with mental health & addiction needs	<ul style="list-style-type: none"> • Demonstrates understanding of the prevalence, impact and challenges of discrimination on people who have mental health or addiction needs, whanau services and communities. • Works to develop awareness and challenges own beliefs that may lead to discriminatory behaviour.
Applying law, policy and standards	Implements legislation, regulations, standards, codes and policies relevant to their role	<ul style="list-style-type: none"> • Respects the relationship between government and tāngata whenua and upholds the principles of the Te Tiriti o Waitangi. • Understand and adheres to legislation, regulations, standards, codes and policies appropriate to the role. • Upholds the principles set out in the UN Convention of the Rights of the Person, including the right to autonomy, self-determination, to be free from coercion and to be treated in a non-discriminatory way. • Provides information to people about their rights and in a way that supports them to understand. • Ensures people know about relevant feedback and complaints processes. • Maintains and stores records in accordance with legal and professional standards.

<p>Maintaining professional & personal development</p>	<p>Participates in life-long learning, & personal and professional development, reflecting on & seeking ways to improve self/team/service</p>	<ul style="list-style-type: none"> • Reflects on own work and practices to identify strengths and areas for further development • Seeks and takes learning opportunities to achieve professional development goals. • Looks after own wellbeing and contributes to a safe and healthy workplace. • Communicates effectively with a diverse range of people. • Engages with colleagues to give and receive constructive feedback. • Works effectively in a team and understand team roles, different working styles and skill levels to contribute to the success of the team.
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