

# Position Description

## Peer Navigator

**Reports to** Project Manager – Northland Mobile Hepatitis C Service

**Service/Team** Northland Mobile Hepatitis C Service

### 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 Matakitea | 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.**

## Position Purpose

Help deliver a peer-led outreach service that supports increased Hepatitis C (Hep C) point of care testing and treatment amongst people who inject drugs (PWID) and others who may be at risk. This involves:

- Working closely with the Project Manager and other Peer Navigator to deliver Hep C testing at community outreach events in partnership with kaupapa Māori providers and other community stakeholders.
- Engaging with people (particularly who inject drugs), their whānau, friends and associates, and other vulnerable people, including the homeless, people accessing social services, and sex workers, to facilitate Hep C testing and access to treatment.
- Providing individualised person-centred support and linking people to treatment by leveraging existing trusted relationships, including with kaupapa Māori and other services to reach those in need.
- Promoting and raising awareness of best practice in harm reduction, including providing injecting related equipment where required.
- Effectively managing the resources used for the Hep C mobile service, including the service vehicle.

## Key Areas of Responsibility

Area of Responsibility	Performance Measures
<p><b>Service delivery</b>  <i>Hep C testing and treatment</i></p> <ul style="list-style-type: none"> <li>• Provide advice using a peer-to-peer approach with regards to contemporary Hep C testing, treatment and support.</li> <li>• Provide Hep C testing in the community using Antibody or Dried Blood Spot point of care tests (POCT) as per service protocols.</li> <li>• Link people who are antibody positive or RNA positive to appropriate treatment and support.</li> <li>• Monitor and order Hep C testing equipment and other consumables as required, and ensure all equipment is clean and stored appropriately.</li> <li>• Provide injecting-related equipment to people in the community as appropriate.</li> <li>• Maintain effective infection control protocols and procedure at all times.</li> </ul> <p><i>Communications</i></p> <ul style="list-style-type: none"> <li>• Maintain the dedicated 0508 service number, which includes responding to and clearing phone messages.</li> <li>• Take responsibility for communicating with people who require follow-up.</li> <li>• Support wellbeing by encouraging service users to engage with other appropriate health, social and support services, providing referrals or attending appointments as appropriate.</li> </ul> <p><i>Data collection</i></p> <ul style="list-style-type: none"> <li>• Obtain written consent from service users to retain their completed questionnaires, and record and store this questionnaire data in line with relevant</li> </ul>	<ul style="list-style-type: none"> <li>• Line manager and people using the service express satisfaction with the Hepatitis C testing, treatment and support provided.</li> <li>• Hepatitis C testing equipment and consumables are always available, appropriately organised and stored.</li> <li>• Infection control protocols and procedures are adhered to.</li> </ul> <ul style="list-style-type: none"> <li>• Phone messages are responded to and cleared in a timely way.</li> <li>• Line manager expresses satisfaction with the management of the 0508 number and levels of responsiveness.</li> <li>• Appropriate referrals are made; people express satisfaction with the support and information provided.</li> </ul>

Area of Responsibility	Performance Measures
<p>contractual and Odyssey policies and procedures and privacy requirements.</p> <ul style="list-style-type: none"> <li>• Provide all completed client data questionnaires to the Project Manager on a weekly basis.</li> <li>• Respond to requests for data as required and with the agreement of the Project Manager.</li> </ul> <p><i>Event management</i></p> <ul style="list-style-type: none"> <li>• Work closely with the Project Manager and other Peer Navigator in planning and organising regular testing events within the community, in partnership with kaupapa Māori and other community providers.</li> <li>• Maintain relationships with partners by communicating and visiting them on a regular basis.</li> <li>• Work with the Project Manager and the other Peer Navigator to establish and implement systems for effectively event planning and tracking.</li> <li>• Recognise actual and potential barriers for people to attend outreach events and find effective ways to overcome these.</li> </ul> <p><i>Harm Reduction</i></p> <ul style="list-style-type: none"> <li>• Provide advice and education to PWID and other vulnerable groups in the community to improve harm reduction practices.</li> <li>• Monitor people's needs and share these with the Project Manager.</li> <li>• Maintain appropriate harm reduction resources and distribute these as appropriate.</li> </ul> <p><i>Management of self and others</i></p> <ul style="list-style-type: none"> <li>• Recognise, establish and maintain appropriate boundaries, including information-sharing and understanding the boundaries around which past or current lived experience should and should not be shared.</li> </ul> <p><i>Vehicle Maintenance</i></p> <ul style="list-style-type: none"> <li>• Be responsible for preparing, loading and unloading the service vehicle before and after community outreach trips.</li> <li>• Undertake a vehicle check before each trip, and ensure the vehicle is clean at all times.</li> <li>• Ensure the vehicle logbook is kept up to date.</li> <li>• Brief other passengers on vehicle protocols before use of the vehicle as required.</li> <li>• Report any damage or maintenance issues to the Project Manager.</li> </ul>	<ul style="list-style-type: none"> <li>• Data that is collected and stored.</li> <li>• There are no information security or privacy breaches reported.</li> </ul> <ul style="list-style-type: none"> <li>• Effective relationships are established and maintained with community and kaupapa Māori providers; they express satisfaction with the levels of interaction and collaboration achieved.</li> <li>• Appropriate event management systems are developed and implemented.</li> <li>• Hep C community outreach events are successfully planned, delivered and are well attended.</li> </ul> <ul style="list-style-type: none"> <li>• Line manager, people and their whānau express satisfaction with the harm reduction advice and resources provided.</li> </ul> <p>Boundaries are maintained; any feedback from manager or peers of concerns are discussed and actions are taken to address.</p> <ul style="list-style-type: none"> <li>• The service vehicle is always in a state of readiness for community outreach events.</li> <li>• Issues with the vehicle are reported and dealt with in a timely manner.</li> <li>• The vehicle logbook is maintained.</li> </ul>

Area of Responsibility	Performance Measures
<p><b>Health and Safety</b></p> <ul style="list-style-type: none"> <li>Identify and act on any potential risks to self or others, including when travelling to events.</li> <li>Be familiar with and abide by the organisation's health and safety policies and reporting procedures, ensuring others do the same as required.</li> <li>Follow safe work practices, which includes the effective use and maintenance of the project vehicle and safety equipment, identification of workplace hazards and taking action to reduce or eliminate these in consultation with Project Manager.</li> <li>Demonstrates understanding and compliance with organisational and legislative health and safety requirements.</li> </ul> <p><b>Te Tiriti o Waitangi</b></p> <ul style="list-style-type: none"> <li>Demonstrate knowledge and understanding of Te Tiriti o Waitangi and its application in this role.</li> </ul> <p><b>Professional Development</b></p> <ul style="list-style-type: none"> <li>Be proactive in own professional development.</li> <li>Attend relevant training as required.</li> </ul> <p><b>General</b></p> <ul style="list-style-type: none"> <li>Work cooperatively with colleagues to achieve team goals.</li> <li>Collaborate, share information and contribute actively in team meetings.</li> <li>Show consideration, concern and respect for others' feelings, ways of working and ideas.</li> <li>Carry out any other duties that may be delegated by the line manager, which are in keeping with the scope of the role.</li> </ul>	<ul style="list-style-type: none"> <li>Risks (including Health and Safety, compliance and maintenance) are identified, managed and reported.</li> <li>Plans are put in place to resolve and/or mitigate potential problems as required</li> <li>Issues are escalated to relevant manager as required.</li> <li>Follows correct protocols when using safety equipment.</li> <li>Workplace hazards are identified and plans are put in place to reduce /eliminate these or the matter is escalated to the relevant authority.</li> </ul> <ul style="list-style-type: none"> <li>Actions show knowledge and ability to apply the principles of Te Tiriti in the delivery of role.</li> </ul> <ul style="list-style-type: none"> <li>Has an individual development plan which is implemented.</li> <li>Attends training required for role.</li> </ul> <ul style="list-style-type: none"> <li>Good relations with colleagues are maintained; colleagues express satisfaction with contributions made to maintain team cohesion.</li> <li>Delegated work is undertaken and completed effectively.</li> <li>Commitment and flexibility are demonstrated.</li> </ul>

## Key Relationships

Internal	External
<ul style="list-style-type: none"> <li>Project Manager, team</li> <li>Operations Manager</li> </ul>	<ul style="list-style-type: none"> <li>PWID and other vulnerable people in the community, and their whānau</li> <li>Kaupapa Māori providers</li> </ul>

Internal	External
<ul style="list-style-type: none"> <li>Clinical Manager, Northland Community Hub/Te Wairua Service</li> <li>Other Odyssey kaimahi</li> </ul>	<ul style="list-style-type: none"> <li>Other health, social service and community providers</li> </ul>

## Person Specification

Qualifications, Knowledge and Experience
<ul style="list-style-type: none"> <li>Up to 1 year's relevant experience, including experience working in a community and/or public facing role.</li> <li>Knowledge of or willingness to undertake training in the administration of Hep C testing and develop broader awareness of Hep C</li> <li>Understanding of and sensitivity to PWID related and other substance use, mental health stigma and discrimination</li> <li>Understanding of Te Tiriti of Waitangi and its application to role</li> <li>Full current New Zealand drivers license</li> <li>Lived experience (of Hepatitis C and/or injecting drug use) is preferred</li> <li>Knowledge of kaupapa Māori providers is preferred</li> <li>Experience of using Microsoft suite applications is desirable</li> <li>Knowledge of te reo and tikanga Māori is desirable</li> </ul>
Skills and Abilities
<ul style="list-style-type: none"> <li>Ability to travel on a regular basis</li> <li>Strong interpersonal and communication skills</li> <li>Ability to establish and maintain effective relationships with a wide range of people</li> <li>Ability to work under pressure, complete work on time and to a good standard</li> <li>Ability to work with limited supervision</li> <li>Demonstrated cultural sensitivity and rainbow diversity awareness</li> <li>Willingness to consider other viewpoints and adjust decisions as appropriate</li> <li>Self-motivated, able to take the initiative and adapt decisions as appropriate</li> <li>Ability to show discretion and tact</li> <li>High regard for security and confidentiality, including personal information</li> <li>Fluency in English (written and spoken)</li> <li>Ability to diffuse conflict</li> <li>Ability to acknowledge own limitations and be proactive with own self-development</li> </ul>

## Ngā Poupou | Our Pillars

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

<b>Whakawhirinaki   Trust</b>	Reliable and shows great integrity.
<b>Pono   Honesty</b>	Transparency and openness underpin all actions.
<b>Haepapa   Responsibility</b>	Achieves and surpasses goals.
<b>Matapōpore   Concern</b>	Empathic and interested in the wellbeing of others.
<b>Aroha   Love</b>	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 kaimahi to meet these competencies with the expectation that kaimahi will be proactive in developing and demonstrating these skills.

Skill	Description
<b>Working with people experiencing mental health and addictions</b>	Is supportive of kaimahi and people with mental health and addiction needs, focusing on their strengths.
<b>Working with Māori</b>	Contributes to the oranga (health and wellbeing) of kaimahi Māori, tāngata whai ora Māori and their whānau, with mental health and addiction needs.
<b>Working with whānau</b>	Encourages and supports the wellbeing of whānau and ensures they have access to information, education and support including tamariki and rangatahi (children and young people).
<b>Working within communities</b>	Recognises that people and whānau who have mental health and addictions needs, are part of communities.
<b>Challenging discrimination</b>	Challenges discrimination and provides/promotes a valued place for kaimahi and tāngata whai ora with mental health and addiction needs.
<b>Applying law, policy and standards</b>	Implements legislation, regulations, standards, codes and policies relevant to their role.
<b>Maintaining professional and personal development</b>	Participates in life-long learning, and personal and professional development, reflecting on and seeking ways to improve self, team and service.