Practitioner (including Aftercare) / Kaiwhakamahereroa Waranga

Reports to	Clinical Manager
Service/Team	Drug Treatment Programme

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 Matakitenga | Our Vision

Poutia, Heretia,
Tuia te muka tangata ki te pou tokomanawa
Ka tū mana motuhake; Ka nohohere kore 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 haumaru 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.

Position Purpose

To provide clinical assessment and treatment utilizing the Therapeutic Community model in partnership with Drug Treatment Programme clients/tangata whaiora whose lives are affected by alcohol and other drug use, dependency. To engage and provide professional aftercare clinical services to programme and community clients / tangata whaiora in order to support treatment gains.

Key Areas of Responsibility

Area of Responsibility	Performance Measures
• Provides assessment, treatment and management of programme clients to achieve effective outcomes and satisfaction • Services are delivered in accordance with the organisational philosophy, policy and procedures, and according to the requirements of the Department of Corrections • Facilitates consultation and liaison with programme clients • Participates in the education and follow-up of the programme clients & graduates regarding their treatment plan and learning • Participates fully in team meetings and is involved in integrated treatment planning • Is responsible for undertaking clinical and non-clinical tasks within own scope of practice as directed by the Clinical manager as appropriate. • Role models best clinical practice when undertaking individual, group and therapeutic community clinical work with programme clients • Is aware of when and how to seek assistance if tasks are outside scope of practice or knowledge level. • Ensures that clinical practice & protocols follows organisational and Department of Corrections policies, procedures and systems • Identifies and contributes to the minimisation of clinical and non-clinical risk by ensuring that services are delivered in accordance with the organisational philosophy, policy, procedures and contracts	Clinical treatment produces positive outcomes for which are in line with treatment goals Clinical Manager and Department of Corrections staff express satisfaction. Quality framework is adhered too. Programme clients, graduates and Clinical Manager express satisfaction. Senior staff express satisfaction with level of involvement, cooperation and collaboration Demonstrates best clinical practice with senior staff expressing satisfaction Demonstrates an ability to follow organisations policies, procedures and system. Senior staff express satisfaction with the level of autonomy Audit measures comply with organisational policies, procedures and systems and meet accreditation and certification standards Demonstrates an ability to follow organisations policies, procedures and system.

Area of Responsibility	Performance Measures
	Ensures that clinical practice follows organisation policies, procedures and systems in regard to risk assessment & management. Risk forms are timely and up-to-date in HCC.
• Liaises and consults with aftercare participants / whaiora and their whanau wherever appropriate, clinical and custodial staff, as well as, other relevant agencies regarding the development and implementation of aftercare plans.	Participants / whaiora, whanau and staff express satisfaction with level of liaison and consultation
• Provides aftercare assessments and facilitates the development of aftercare plans including post treatment relapse prevention and maintenance plans for Drug Treatment Program participants / whaiora in accordance with individual needs	Services produce positive treatment outcomes in line with allocated aftercare plans
• Liaises and maintains functional professional relationships with internal and external stakeholders in relation to treatment delivered. Coordinate's information sharing between services to support aftercare participants to maintain prosocial changes in accordance with their aftercare & maintenance plans in the prison and community	Internal and external stakeholders' express satisfaction with relationship, communication and information sharing process
• Navigates the aftercare participants towards post-treatment support options including additional AOD interventions, counselling and parenting courses as required. Provides support and counselling appropriate to individual needs.	After care program participants/whaiora express satisfaction with post treatment support and counselling provided. After care program participants /whaiora express satisfaction with additional AOD intervention and treatment services offered
• Facilitates and co-facilitates aftercare group maintenance sessions in prison and within the community in line with best clinical practice	After care program participants /whaiora express satisfaction with group sessions
• Writing and inputting of clients/whai ora clinical case notes and reviews into the Odyssey client database (HCC).	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.
• Ensures that all treatment documentation meets the criteria set by the organisation	

Area of Responsibility	Performance Measures
Health and Safety • Identify and act on any potential risks to self or others, including tāngata whai ora, whānau and other employees • 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.	• 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
Treaty of Waitangi • Demonstrate knowledge and understanding of the Treaty of Waitangi and its application in this role	Actions show knowledge and ability to apply the principles of the Treaty in the delivery of role
Professional Development • Be proactive in own professional development. • Attend relevant organisational training as required.	• Has an individual development plan which is implemented • Attends organisational training required for role
General • 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.	• Regular attendance at team meetings and makes useful contributions • Work is undertaken and completed. Commitment and flexibility is demonstrated.

Key Relationships

Internal	External
• Clinical Manager DTP • Advanced Practitioner DTP • DTP team members • Odyssey employees	• Prisoners, programme graduates and their whānau • Therapeutic Community participants • Department of Corrections staff • External agencies and providers, including and other NGOs

Person Specification

Qualifications, Knowledge and Experience

- A relevant qualification (level 7) Bachelors degree in an appropriate health / social services area
- Ideally previous experience working in a correction's or justice-based environment
- Understanding of Maori & Pacific Culture
- Experience and ability in developing and sustaining effective relationships with client/whai ora
- Ideally, knowledge and understanding of the Therapeutic Community Model
- Experience of working in the social services, addictions and/or mental health sectors
- Experience and expertise in using Microsoft suite applications
- Understanding of and interest in Odyssey's work
- Full Current New Zealand Drivers Licence

Skills and Abilities

- Ability to prioritise and work with limited supervision
- Positive attitude and self-motivated
- Ability to deal with conflict and defuse challenging situations
- Understanding of risk management
- Fluency in English
- Clear, concise written skills
- 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 and to a good standard
- 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 show initiative & adapt to changing circumstances
- Ability to show discretion and tact
- High regard for confidentiality and security, including client information
- Good 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.

Tika | Trust	Reliable and shows great integrity
Pono | Honesty	Transparency and openness underpins all actions
Kaitiaki | Responsibility	Achieves and surpasses goals
Manaaki | 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	• 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 Maori employees and Māori clients/ whai ora with mental health and addiction needs	• Greets Māori people using te reo Māori greetings • Respects and uses te reo Māori correctly & when appropriate • 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 whānau • 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	• 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 whānau • 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	• 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	• Demonstrates understanding of the prevalence, impact and challenges of discrimination on people who have mental health or addiction needs, whanau services and communities

	mental health & addiction needs	• 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	• 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
Maintaining professional & personal development	Participates in life-long learning, & personal and professional development, reflecting on & seeking ways to improve self/ team/service	• 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