

# Position Description

## Senior Wellbeing Practitioner, E Ara E

**Reports to** Clinical Manager - E Ara E Service

**Service/Team** E Ara E – Rise Up!

### 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, to feel hopeful about their future and to have meaningful relationships with friends and whānau.

### 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

The E Ara E – Rise Up! Team is based on the Individual Placement and Support (IPS) model. IPS is an evidenced based approach that supports people who experience a mild to moderate mental illness into employment and has been shown to be effective in a range of settings internationally.

This role will operate under IPS principles for youth (rangatahi) aged between 18-24, delivering group-based motivational workshops and support into employment or training.

The IPS model is based upon eight principles:

1. Competitive employment is the primary goal.
2. Everyone who wants it is eligible for employment support.
3. Job search is consistent with individual preferences.
4. Job search is rapid: beginning within one month.
5. Employment specialists and clinical teams work and are located together.
6. Employment specialists develop relationships with employers based upon a person's work preferences.
7. Support is time-unlimited and individualised to both the employer and the employee.
8. Welfare benefits counselling supports the person through the transition from benefits to work.

## Position Purpose

To provide effective assessment and treatment for young people whose lives are affected by their mental health, alcohol and/or drug use, in addition to supporting rangatahi towards work and training.

To provide clinical assistance, guidance, and training to team members based on best practice, that is effective, of high quality, and meets the needs of the young people engaging with the service.

To provide a quality service that is accessible, appropriate, and is in partnership with rangatahi and family/whānau.

## Key Areas of Responsibility

Area of Responsibility	Performance Measures
<p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>• Supports the delivery of a meaningful service, working in partnership with rangatahi and their whānau. This involves:               <ul style="list-style-type: none"> <li>○ Delivering a service that honours Te Tiriti O Waitangi and diversity and adheres to the principles of the IPS model.</li> <li>○ Processing referrals to the service in a timely fashion.</li> <li>○ Acting as a clinical contact point for the team in partnership with the E Ara E Clinical Manager.</li> <li>○ Representing the interests of the rangatahi and their whānau within the team as appropriate.</li> <li>○ Monitoring responses and ensuring outcomes meet clinical and organisational standards, policies and procedures.</li> <li>○ Facilitates groups in conjunction with peer support specialists and employment specialists.</li> <li>○ Identifying and contributing to the minimisation of clinical and non-clinical risk by ensuring that services are delivered in accordance with the organisation philosophy, policy, procedures, and contracts.</li> <li>○ Dealing with escalations and providing training and advice to other team members as required.</li> <li>○ Ensuring that clinical practices are in line with organisational policies, procedures, and systems.</li> <li>○ Completing all treatment documentation in line with organisational standards and policies.</li> <li>○ Liaising with and maintaining positive functional and professional relationships with colleagues.</li> <li>○ Undertaking any other administrative tasks necessary to fulfil the duties of the role.</li> </ul> </li> <li>• Provide holistic youth-friendly therapeutic interventions in line with the E Ara E programme that promotes the positive development of young people, using appropriate assessment and treatment models.</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback from rangatahi and whānau indicates that services are delivered in an inclusive and culturally appropriate way</li> <li>• Service audits against the <a href="#">IPS Fidelity Scale meet requirements</a>.</li> <li>• Required service standards are met in line with contract</li> <li>• Accurate, up to date and relevant information is held securely for rangatahi.</li> <li>• Relevant information and documentation is maintained.</li> <li>• 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</li> </ul> <ul style="list-style-type: none"> <li>• Assessments are completed in line with approved assessments tools and interventions and plans are developed in partnership with young people/rangatahi.</li> </ul>

Area of Responsibility	Performance Measures
<ul style="list-style-type: none"> <li>Establish and maintain effective networks and relationships for liaison and consultation purposes, with other mental health and addiction services, referring agencies and related services.</li> </ul> <p><b>Programme/Team Support</b></p> <ul style="list-style-type: none"> <li>To function as an effective senior member of the team by providing individual support to other team members in collaboration with the Clinical Manager.</li> <li>Identifying training needs within the team and delivering training to meet those needs, alongside the Clinical Manager.</li> <li>Support the Clinical Manager in effective service delivery. This includes but is not limited to: ensuring client records are accurate and up-to-date, health and safety responsibilities are met, supplies are relevant and ordered on time, and that car maintenance is done monthly.</li> <li>Delegate clinical and non-clinical tasks to other team members in consultation with the Clinical Manager.</li> <li>Assist the Clinical Manager with reporting requirements for the E Ara E programme.</li> <li>Positive role modelling within the team.</li> </ul> <p><b>Health and Safety</b>  <b>Identify and act on any potential risks to self or others, including client/whai ora, whānau and other employees</b></p> <ul style="list-style-type: none"> <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 of safety equipment., identification of workplace hazards and taking action to reduce or eliminate these.</li> </ul>	<ul style="list-style-type: none"> <li>A range of activities and interventions are used that meet the therapeutic needs of young people/rangatahi.</li> <li>Proactive case support is provided and co working with young people/rangatahi and colleagues occurs.</li> <li>Relationships /networks with relevant sector providers and agencies are established; positive feedback is received from those agencies/providers.</li> </ul> <ul style="list-style-type: none"> <li>Team members have regular access to support and provide positive feedback on the support they receive.</li> <li>Individual and team trainings are identified, and training programmes are developed and implemented with the Clinical Manager.</li> <li>Training sessions are relevant, well conducted and aid in the development of the team.</li> <li>Clinical Manager and Team express satisfaction with clinical input and direction provided.</li> <li>Demonstrates ability to delegate tasks appropriately. Clinical Manager expresses satisfaction with communication and approach to the delegation of tasks.</li> <li>Reporting support provided meets requirements.</li> </ul> <ul style="list-style-type: none"> <li>Risks (including Health and Safety, compliance and maintenance) are identified 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>Demonstrates understanding and compliance with organisational and legislative health and safety</li> </ul>

Area of Responsibility	Performance Measures
<p><b>Treaty of Waitangi</b> Demonstrate knowledge and understanding of the Te Tiriti o Waitangi and its application in this role.</p> <p><b>Professional Development</b></p> <ul style="list-style-type: none"> <li>• Be proactive in own professional development</li> <li>• Attend relevant organisations training as required</li> </ul> <p><b>General</b></p> <ul style="list-style-type: none"> <li>• Attend and contribute actively to team meetings</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>	<p>requirements and is proactive in ensuring employees are compliant</p> <ul style="list-style-type: none"> <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> <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"> <li>• Has an individual development plan which is implemented</li> <li>• Attends organisational training required for role</li> </ul> <ul style="list-style-type: none"> <li>• Regular attendance at team meetings and makes useful contributions</li> <li>• Work is undertaken and completed. Commitment and flexibility is demonstrated.</li> </ul>

## Key Relationships

Internal	External
<ul style="list-style-type: none"> <li>• Clinical Manager and Team Members</li> <li>• Other Odyssey employees</li> </ul>	<ul style="list-style-type: none"> <li>• Rangatahi and their whānau</li> <li>• External and referral agency staff</li> <li>• Employers</li> <li>• Other community stakeholders including health services/providers</li> </ul>

## Person Specification

### Qualifications, Knowledge and Experience

- At least two year’s relevant work experience gained in the mental health, addictions or social services sectors, including experience working with youth
- A sound knowledge of mental health issues and ability to identify cognitive and behavioural patterns
- A relevant (L7) qualification e.g. in Social Work, Youth Work, Nursing, Occupational Therapy
- Experience of training and developing others
- Commitment to achieve or working towards registration with a relevant professional body e.g. DAPAANZ, HPCA or Social Work, or a commitment to gaining registration
- Interest in supporting whai ora/rangatahi into work or study
- Knowledge Te Tiriti Waitangi principles and how to apply to own professional practice
- Experience and expertise in using Microsoft suite applications
- Understanding of and interest in Odyssey’s work
- Full Current New Zealand Drivers Licence
- Knowledge of Te Reo is desirable

### Skills and Abilities

- Strong interpersonal and communication skills (written and verbal)
- Ability to establish and maintain effective relationships with a range of stakeholders
- Ability to engage and motivate whai ora/ rangatahi
- Ability to engage inclusively with family/whānau
- Proven ability to support and develop others
- Group facilitation and training skills
- Client-centred and strengths focused
- 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, ability to take initiative and adapt to changing circumstances
- Ability to show discretion and tact
- High regard for confidentiality and security, including confidentiality of client information
- Ability to deal with conflict and challenging situations
- Fluency in English
- IT/word-processing skills
- Ability to acknowledge own limitations and be proactive with own self-development

## Ngā poupou | Pillars

Guiding Principles for employees and tāngata whai ora.

<b>Whakawhirinaki   Trust</b>	Reliable and shows great integrity
<b>Pono   Honesty</b>	Transparency and openness underpins 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 clients/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 kaimahi will be proactive in developing and demonstrating these skills.

Skill	Description	Competency Level (Enhanced)
<b>Working with people experiencing mental health and addictions</b>	Is supportive of employees and clients/whai ora with mental health and addiction needs, focusing on their strengths	<ul style="list-style-type: none"> <li>Builds and sustains trusting relationships with people accessing services. Works to support people to have hope for their recovery and wellbeing.</li> </ul>
<b>Working with Māori</b>	Contributes to oranga and whānau ora for Maori employees and Māori clients/ whai ora with mental health and addiction needs	<ul style="list-style-type: none"> <li>Works to ensure whānau Māori people can communicate in ways that work for them.</li> <li>Demonstrates understanding that Māori people may use metaphors to describe their experiences Supports and participates in tikanga Māori practices, as consistent with the preferences of the whānau.</li> <li>Supports whānau Māori to access Māori-responsive services and have access to kaumātua, kaimahi Māori and cultural interventions (eg, assessment, therapy).</li> </ul>
<b>Working with whānau</b>	Encourages and supports the wellbeing of whānau and ensures they have access to information,	<ul style="list-style-type: none"> <li>Models effective whānau engagement</li> <li>Explains to whānau their choices and options for involvement and support Works alongside and in</li> </ul>

	education and support including children	<p>partnership with whānau in a manner that values their strengths and expertise, and fosters and promotes recovery and wellbeing.</p> <ul style="list-style-type: none"> <li>• Ensures whānau have access to relevant information, education and resources about wellbeing, mental health and addiction.</li> <li>• Facilitates whānau inclusion in a person’s recovery and wellbeing plans Facilitates whānau meetings that build support and understanding between whānau members</li> <li>• Provides support or therapy to whānau, or refers them to appropriate services and groups Collaborates with whānau services and others across all sectors to support whānau.</li> </ul>
<b>Working within communities</b>	Recognises that people and whānau who experience mental health and addictions needs, are part of communities	<ul style="list-style-type: none"> <li>• Contributes to communities to enhance their capacity to support the wellbeing of all people.</li> <li>• Works with people accessing services to support their access to good housing, education, employment, financial resources and community participation.</li> <li>• Demonstrates knowledge of evidence-based approaches to enhancing community connection, social inclusion and access to housing, education and employment.</li> <li>• Supports people to develop and maintain positive relationships and positive roles with their communities.</li> <li>• Demonstrates a comprehensive knowledge of community groups, services and resources Forms effective working relationships with key community groups and services.</li> </ul>
<b>Challenging discrimination</b>	Challenges discrimination, & provides/ promotes a valued place for employees and clients/whai ora with mental health & addiction needs	<ul style="list-style-type: none"> <li>• Promotes and models social inclusion and advocates for the elimination of discrimination relating to mental health and addictions.</li> <li>• Supports self-advocacy for people with experience of mental health and addiction needs.</li> <li>• Educates and supports others to recognise and address discrimination Promotes the positive aspects of working in mental health and addiction treatment services to external groups.</li> </ul>
<b>Applying law, policy and standards</b>	Implements legislation, regulations, standards, codes and policies relevant to their role	<ul style="list-style-type: none"> <li>• Informs and educates others about standards of practice that recognise the significance of te reo Māori, te ao Māori and Māori models of practice.</li> <li>• Applies legislation, regulations, standards, codes and policies in a way that protects and enhances the mana of people and whānau accessing services.</li> <li>• Informs and educates others to understand and adhere to legislation, regulations, standards, codes and policies.</li> </ul>
<b>Maintaining professional &amp;</b>	Participates in life-long learning, & personal and professional development,	<ul style="list-style-type: none"> <li>• Supports colleagues (including students) to achieve professional development goals and meet challenges.</li> </ul>

<p><b>personal development</b></p>	<p>reflecting on &amp; seeking ways to improve self/team/service</p>	<ul style="list-style-type: none"> <li>• Models values-informed practice.</li> <li>• Keeps up to date with best practice and participates in lifelong learning.</li> <li>• Engages in ongoing professional development to ensure cultural responsiveness to the community.</li> </ul>
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