

# Position Description

## Support Worker/ Kaitoko

**Reports to** Clinical Manager

**Service/Team** DTP Spring Hill

### 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 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

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.**

## Position Purpose

Provide support based services in conjunction with the clinical team through the utilisation of the Therapeutic Community model in partnership with Drug Treatment Programme participants/tangata whaiora whose lives are affected by alcohol and other drug use, dependency.

## Key Areas of Responsibility

Area of Responsibility	Performance Measures
<b>Service Delivery</b> <ul style="list-style-type: none"> <li>Provides support to programme participants to achieve effective positive outcomes and participant satisfaction</li> <li>Contributes to consultation and liaison with participants and contributes to planning appropriate support interventions</li> <li>Participates in the education and follow-up of the participants regarding supporting their treatment plan</li> <li>Ensures that support to participants and staff is delivered in accordance with Therapeutic Community philosophy and follows organisational policies, procedures, legislation and systems</li> <li>Participates in group facilitation as directed by senior staff</li> <li>Ensures that all support documentation meets the criteria set by the organisation</li> <li>Uses organisational processes to identify and minimise risk (clinical and non-clinical risk) and liaises with senior staff as appropriate</li> <li>As a member of the team provides support and undertakes support tasks, within scope of practice as directed by senior staff</li> <li>Is aware of when and how to seek assistance if tasks are outside scope of practice or knowledge level</li> <li>Liaises and maintains functional relationships with internal and external stakeholders in relation to support delivered</li> </ul>	<ul style="list-style-type: none"> <li>Client's express satisfaction</li> <li>Clinical manager and participants express satisfaction</li> <li>Support worker demonstrates meeting responsibilities</li> <li>Demonstrates best practice and compliance with organisational policies, procedures and systems</li> <li>Senior staff express satisfaction</li> <li>Audit measures compliance with organisation policy and procedure</li> <li>Risk issues are identified and reported to senior staff as per organisational processes</li> <li>Staff express satisfaction with level of cooperation and collaboration</li> <li>Staff express satisfaction level of level of autonomy demonstrated</li> </ul>

Area of Responsibility	Performance Measures
<ul style="list-style-type: none"> <li>Write up tāngata whai ora clinical case notes and reviews, and input into the Odyssey client database (HCC).</li> </ul> <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 tāngata whai ora, whānau and other employees.</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 of safety equipment, identification of workplace hazards and taking action to reduce or eliminate these.</li> </ul> <p><b>Treaty of Waitangi</b></p> <ul style="list-style-type: none"> <li>Demonstrate in-depth 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 organisational training as required.</li> </ul> <p><b>General</b></p> <ul style="list-style-type: none"> <li>Work cooperatively with colleagues 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>	<ul style="list-style-type: none"> <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>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 requirements and is proactive in ensuring employees are compliant.</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 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 DTP</li> <li>• DTP team members</li> <li>• Other DTP and ITP employees</li> <li>• Other Odyssey employees</li> </ul>	<ul style="list-style-type: none"> <li>• Prisoners, programme participants and their whānau</li> <li>• Therapeutic Community participants</li> <li>• Department of Corrections staff</li> <li>• External agencies and providers, including and other NGOs</li> </ul>

## Person Specification

Qualifications, Knowledge and Experience
<ul style="list-style-type: none"> <li>• Up to 1 year's relevant experience in a similar role</li> <li>• A relevant (level 4) certification qualification in an appropriate health related area</li> <li>• Demonstrated understanding of Maori Tikanga and Pacific cultural norms</li> <li>• Experience of developing and sustaining effective relationships with clients/tangata whaiora</li> <li>• Experience of working in the social services, addictions and/or mental health sectors</li> <li>• Understanding of and interest in Odyssey's work</li> <li>• Experience and expertise in using Microsoft suite applications</li> <li>• Full current New Zealand Drivers Licence</li> </ul>
Skills and Abilities
<ul style="list-style-type: none"> <li>• Has proven skills and experience in the support of clients/tangata whaiora within a programme</li> <li>• Has the ability to inspire and motivate participants</li> <li>• Demonstrates a clients/tangata whaiora focused approach</li> <li>• Strong interpersonal and communication skills</li> <li>• Able to establish and maintain effective relationships and networks with a range of stakeholders</li> <li>• Able to work under pressure, complete work on time and to a good standard</li> <li>• Able to work with limited supervision</li> <li>• Ability to diffuse conflict</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 to changing circumstances</li> <li>• Able to show discretion and tact</li> <li>• High regard for confidentiality and security, including client information</li> <li>• Fluency in English</li> <li>• Demonstrated IT/word-processing skills</li> <li>• Able 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 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 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)
<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>• Greets and welcomes people accessing services and their whānau appropriately, providing age and/or culturally appropriate, relevant &amp; specific information.</li> <li>• Works in partnership with people accessing services and is mindful of the impact of power differentials.</li> <li>• 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.</li> <li>• Recognises people accessing services may be fearful or apprehensive and works to establish a safe and trusting connection and a comfortable physical environment.</li> </ul>
<b>Working with Māori</b>	Contributes to oranga and whānau ora for Maori employees and Māori clients/ whai ora	<ul style="list-style-type: none"> <li>• Greets Māori people using te reo Māori greetings.</li> <li>• Respects and uses te reo Māori.</li> <li>• Understands and respects Māori tikanga and spiritual practices, the importance of identity and the concepts of</li> </ul>

Skill	Description	Competency Level (essential)
	with mental health and addiction needs	<p>whakawhanaunga, manaaki, tino rangairatanga and mana Motuhake.</p> <ul style="list-style-type: none"> <li>Asks whai ora and whānau what they need and provides information in English and Māori.</li> <li>Understands the importance of whakapapa and different roles within whanau.</li> <li>Supports Māori whai ora to identify and involve people who are important to them.</li> </ul>
<b>Working with whānau</b>	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"> <li>Demonstrates understanding that in many cultures, a person's identity is embedded and connected to whānau rather than their individual selves.</li> <li>Welcomes, establishes positive rapport and shares relevant information with whānau.</li> <li>Sensitively asks about support needs related to being a parent as appropriate to role.</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>Understands 'community' in the broadest sense and that the concept of community is dynamic and evolving.</li> <li>Recognises that Māori whai ora may be supported within and contribute to wider social networks e.g. hapu, iwi.</li> <li>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.</li> <li>Has a basic understanding of mental health promotion, addiction harm reduction, suicide prevention and postvention principles..</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>Demonstrates understanding of the prevalence, impact and challenges of discrimination on people who have mental health or addition needs, whanau services and communities.</li> <li>Works to develop awareness and challenges own beliefs that may lead to discriminatory behaviour.</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>Greets and welcomes people accessing services and their whānau appropriately, providing age and/or culturally appropriate, relevant &amp; specific information.</li> <li>Works in partnership with people accessing services and is mindful of the impact of power differentials.</li> <li>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.</li> </ul>

Skill	Description	Competency Level (essential)
		<ul style="list-style-type: none"> <li>• Recognises people accessing services may be fearful or apprehensive and works to establish a safe and trusting connection and a comfortable physical environment.</li> <li>• Respects the relationship between government and tāngata whenua and upholds the principles of the te Tiriti o Waitangi.</li> <li>• Understand and adheres to legislation, regulations, standards, codes and policies appropriate to the role.</li> <li>• 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.</li> <li>• Provides information to people about their rights and in a way that supports them to understand.</li> <li>• Ensures people know about relevant feedback and complaints processes.</li> <li>• Maintains and stores records in accordance with legal and professional standards.</li> </ul>
<b>Maintaining professional &amp; personal development</b>	Participates in life-long learning, & personal and professional development, reflecting on & seeking ways to improve self/team/service	<ul style="list-style-type: none"> <li>• Reflects on own work and practices to identify strengths and areas for further development.</li> <li>• Seeks and takes learning opportunities to achieve professional development goals.</li> <li>• Looks after own wellbeing and contributes to a safe and healthy workplace.</li> <li>• Communicates effectively with a diverse range of people.</li> <li>• Engages with colleagues to give and receive constructive feedback.</li> <li>• Works effectively in a team and understand team roles, different working styles and skill levels to contribute to the success of the team</li> </ul>