pathways
ahakoa te aha

real
ahakoa te aha

Position description

Peer Support Specialist

Last Revised Date: September 2026

About Pathways, Real and the Wise Group

At Pathways, we provide community-based mental health and wellbeing services throughout New Zealand. We support people to live well and be part of the communities of their choice by providing a range of support services around practical daily living, leading a healthy life, employment and housing.

Pathways was established in 1989, introducing a new model of care to the mental health sector. Today, with our inspirational dream of 'transforming mental health and addictions through fostering strong, compassionate, self-supporting communities', we're continuing to lead, innovate and pioneer new ways of working.
We believe everyone can recover and we're here to do everything we can to support them in their recovery. Our spirit of 'whatever it takes' is not just a slogan on the wall for us, our employees live this spirit every day.

While mental health is our priority, total wellbeing is our goal. We're all about hope and respect and providing personalised support that changes as people's needs change. We are committed to working in a trauma informed way, recognising the impact trauma may have had on people and working with them to build their resilience and protective factors. We truly value the expertise lived and living experience (LLE) brings to our organisation. We have a long history of working with those with LLE, including the development of a large Peer workforce, practicing across many regions and services.

Join us on our journey of helping people live a life they love.

Real

Real, the youth brand of Pathways, has been delivering services since 2010. At Real we believe mental wellness and wellbeing are possible for every young person. We are inspired by the dream that every young person can feel great about their future and help shape their community. We support young people to build resilience and wellbeing in youth-oriented, flexible, fun, and optimistic ways.
Real provides a range of community based and residential services nationally in partnership with Te Whatu Ora, Manatu Hauora and Oranga Tamariki. We seek to respond in ways which recognise and celebrate the mana of the young person. We help young people feel great by supporting them to build life skills, resilience, and strong connections with their whānau, friends and communities.

The Wise Group

Pathways is part of the Wise Group, one of the largest non-government providers in Aotearoa New Zealand. The Wise Group is a family of charitable entities, all linked by a common dream – to create fresh possibilities and services for the wellbeing of people, organisations, and communities.

Being part of the Wise Group gives Pathways access to a wealth of resources and support, both from our shared business infrastructure services and from other entities in the Group.

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Position

Reports to:	Team Coach
Location:	
Purpose:	Peer support is based on the concept that people who have had a lived experience of mental illness and have experienced recovery, can act as 'recovery coaches' (peers) to others and can engender hope simply by demonstrating recovery happens. Peer support requires the development of strong, supportive and equitable relationships. The purpose of the Peer Support Specialist position is to provide individualised support with the goal of engagement, modelling hope for recovery and encouraging self-awareness about what works for the person.
Relationships (Internal):	Pathways employees, Wise Group employees
Relationships (External):	Tāngata whai ora or taiohi (people using Pathways and Real services) and their whānau (families and support people), Te Whatu Ora and Te Aka Whaiora, other key stakeholders, external suppliers, Government agencies, and community agencies.

Ohia nui

Inspirational Purpose

We support people to live full lives; hopeful and connected to what matters to them



Wairua

Spirit

Ahakoa te aha
Whatever it takes



Mātāpono Beliefs

- Te Tiriti o Waitangi drives us to be pro-equity
- Living well is our goal, mental health and addiction is our priority
- We are part of great partnerships that deliver to people
- Peer support and lived experience are integral to what we do
- Helping everyone we support to have somewhere to live, something to do, something to hope for and someone to love
- Connected, diverse and compassionate communities build strength and resilience
- Our staff make the difference
- Sustainablility influences our actions
- Evidence-based practice, tikanga and mātauranga underpins our mahi
- We invest in finding out 'What do you need right now?'

Tūmanako tangata

Character Attributes

Aroha *Loving*
Whakahonohono *Connected*
Harikoa *Joyful*
Tika *Authentic*
Manako *Hopeful*
Māia *Courageous*
Māhorahora *Generous*
Pou Piripono *Reliable*

Aronga matua

Focus

Front of mind, every day

December 2022

Wero nui

Greatest Imaginable Challenge

Every person using our services achieves equitable access and outcomes



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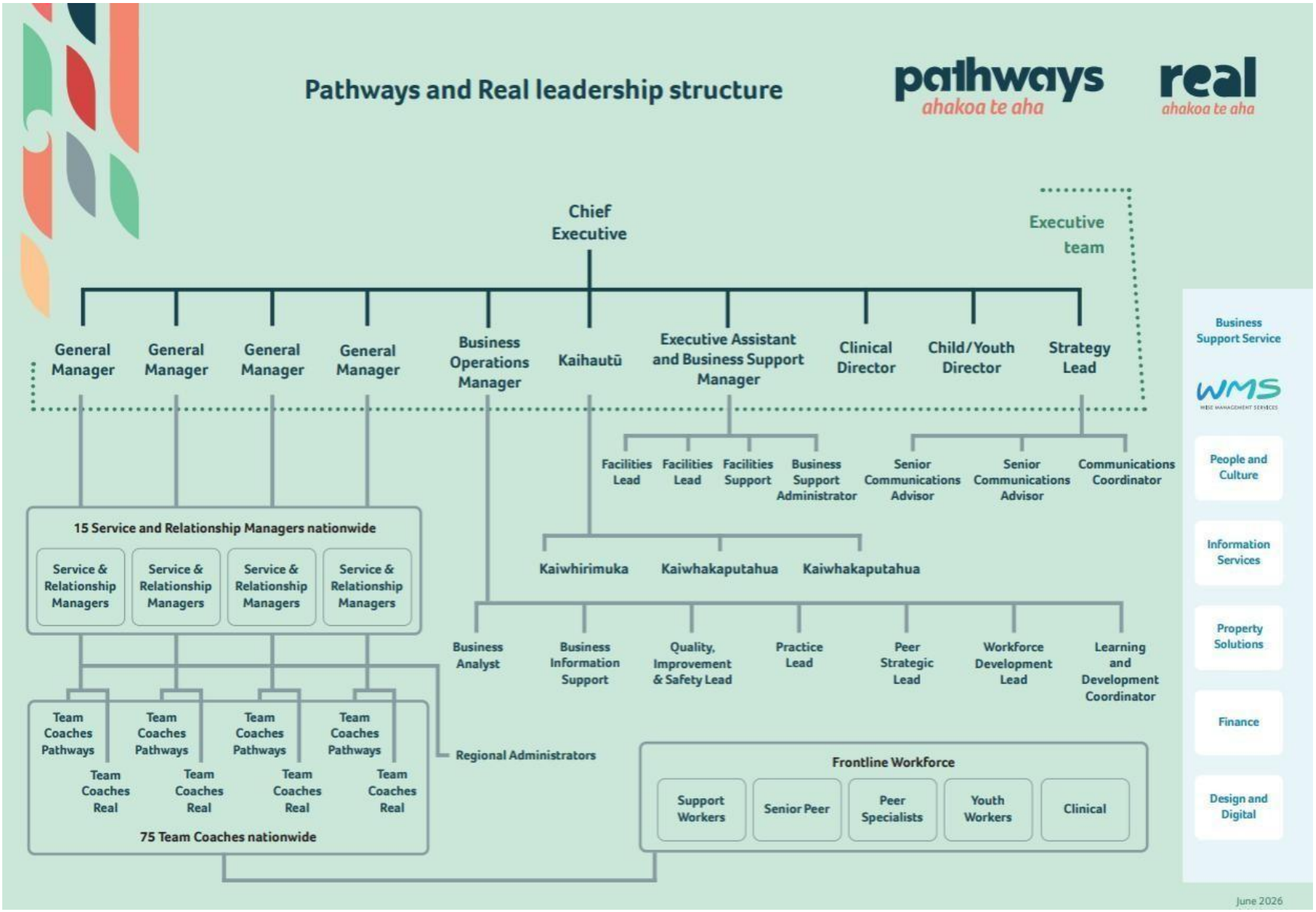
Pathways and Real leadership structure



Requirements of the position

Focus	Activities	Outcomes

Recovery Coaching	• To be a positive role model, using own life stories, to ensure people become more active participants in their own recovery process by demonstrating the 5 Pathways to Recovery:
	  ○ Hope
	  ○ Choice
	  ○ Empowerment
	  ○ Recovery environment
	  ○ Spirituality, meaning and purpose
	• Provide direct peer support to people who use Pathways' service, including:
	  ○ connecting with people who use Pathways' service and sharing own personal experience of recovery in a way that inspires hope, motivation, self-determination and empowerment
	  ○ assisting people who use Pathways' service to identify what works best for them
	• supporting people who use Pathways' service to learn self-advocacy
		• People using Pathways' services are empowered to maintain physical, mental and spiritual wellbeing.
		• People using Pathways services maintain wellness

Wellness Planning	• Assisting people who use Pathways' service with wellness recovery action planning (WRAP) including the goal planning process and documenting their progress of that plan • Assist people who use Pathways' service to develop their own natural supports that will enable them to increase their success in the community	• An appropriate plan of support is formulated and implemented. There will be continuity and consistency of care for people using Pathways services • The needs of individuals using Pathways' services are identified and met

		• People using Pathways services engage in social and recreation activities in their communities

Crisis Prevention Intervention	• Provide support for and help maintain the safety of people who are experiencing an increase in their psychiatric symptoms to the extent that their usual "wellness tools" are not working
	• Support people to:
	  ○ regain control of their lives and health and maintain their safety
	  ○ find ways to "unwind" and lower their levels of stress
	  ○ undertake activities and therapies that are helpful in supporting recovery and in self-calming
		• The needs of individuals using Pathways' services are identified and met
		• Reportable events such as hospitalisation, assault, drug abuse, health and safety, or incidents of a serious nature are reported to within 24 hours and documented in Recordbase

Communication and Relationship building	• Interact on a regular basis with a range of Pathways and DHB staff members • Develop productive relationships with people who use Pathways' service, families, crisis staff and other clinical staff that will enable the promotion of people using Pathways services in their own recovery process • Understands the wider environment in which Pathways and the Wise Group operate and makes linkages to other areas as appropriate • Inform people who use Pathways' service of any relevant information, e.g. maintain knowledge of community and mental health resources. • Provide information to the Pathways and DHB staff from a Peer Support Specialist's perspective	• Strong, effective and continuing relationships with people using services, family/whanau and other services and organisations.
Supporting recovery and	• Inform people who use Pathways' service of any relevant	• Clear, timely and engaging communication resulting in active

wellness	information, e.g. maintain knowledge of community and mental health resources. • Provide information to the Pathways and DHB staff from a Peer Support Specialist's perspective •	stakeholder interest, involvement and support • Actions show respect for cultural diversity
Be your very best	• Plan regular uninterrupted times to meet with the Service & Relationship Manager to review your 90-day plan and seek feedback on performance • Actively develop personal leadership skills • Develop a learning and personal development plan with your manager and implement this plan as agreed • Share knowledge gained from professional development experiences • Work in a culturally safe and respectful manner incorporating the principles of the Treaty of Waitangi and be mindful of the cultural diversity of the community. • Role model a healthy lifestyle.	• You are well prepared for any forums and meetings, sharing what's working and what's not and bringing solutions for improvement. • Your skills are current and your innate curiosity means that you are always seeking new learning opportunities • You demonstrate behaviour that is consistent with equitable practices. • Evidence of Treaty of Waitangi principles are reflected in everyday practice and future organisational planning
Think and Act as One	• Participate in creating a culture of think and act as one • Actively participate in and contribute to national leadership forums and regional meetings • Represent Pathways and the Wise Group in a professional manner at all times • Provide positive and effective participation and collaboration with other parts of the Wise Group in the achievement of challenges • Take responsibility for executing assigned tasks and projects in accordance with agreed performance standards	• The Wise Group based services feel connected to each other's work and each other • You are highly regarded for your contribution nationally within the organisation • The service continually repositions itself to meet perceived future need • Projects and tasks are completed within agreed timeframes to agreed standards
Be committed to safety and wellness in the workplace	• Take responsibility for personal wellbeing and health management within the workplace • Comply with legal obligations and safety and wellbeing policies and procedures	• Work practices are safe for self and others • Policies and procedures are understood and followed as designed • All safety and wellbeing reportable events are accurately

	• Role model excellent safety and wellbeing practices by reporting identified workplace incidents, near misses and/or hazards through the safety and wellbeing system as per Wise Group safety and wellbeing policy and procedure • Be committed to safety and wellbeing by following the Wise Group roles and responsibilities table (located on The Well).	reported within specified timeframes

Accountabilities

Authority	• The role operates within practices and procedures covered by functional precedents and policies, and managerial direction. • Financial delegation – Nil
Direct Reports	• Nil

Know how

	Essential	**Preferred**
Practical and Technical Knowledge	• Peer Support Specialist Certificate • Crisis Prevention Intervention training • Completion of WRAP training • Holds a New Zealand Certificate in Health and Wellbeing (NZCHW) or a recognised equivalent, or be currently studying towards this qualification or a recognised equivalent • Knowledge of the Code of Health and Disability Services Consumers' Rights • An understanding of and commitment to the principles of	• WRAP at Work Planning

	recovery • Knowledge and understanding of the Treaty of Waitangi	
Experience	• Administrative/computer experience • Lived experience of mental illness	• Knowledge of mental health and NGO sector development