pathways
ahakoa te aha

real
ahakoa te aha

Position Description

Senior Peer Support Specialist

Latest 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 new opportunities for the wellbeing of people, vulnerable populations, 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.

Position

Reports to:	Team Coach
Location:	Various
Purpose:	Provide exceptional support to the operational management of Pathways, support people using Pathways' service, support grow capacity and capability of the Peer Support Specialist within Pathways and develop and maintain relationships with multidisciplinary teams and external agencies to contribute to the ongoing success of Pathways and the services offered by Pathways. 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):	People using services and their families/whanau and support people DHBs, other key stakeholders, external suppliers, government 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

Wero nui

Greatest Imaginable Challenge

Every person using our services achieves equitable access and outcomes

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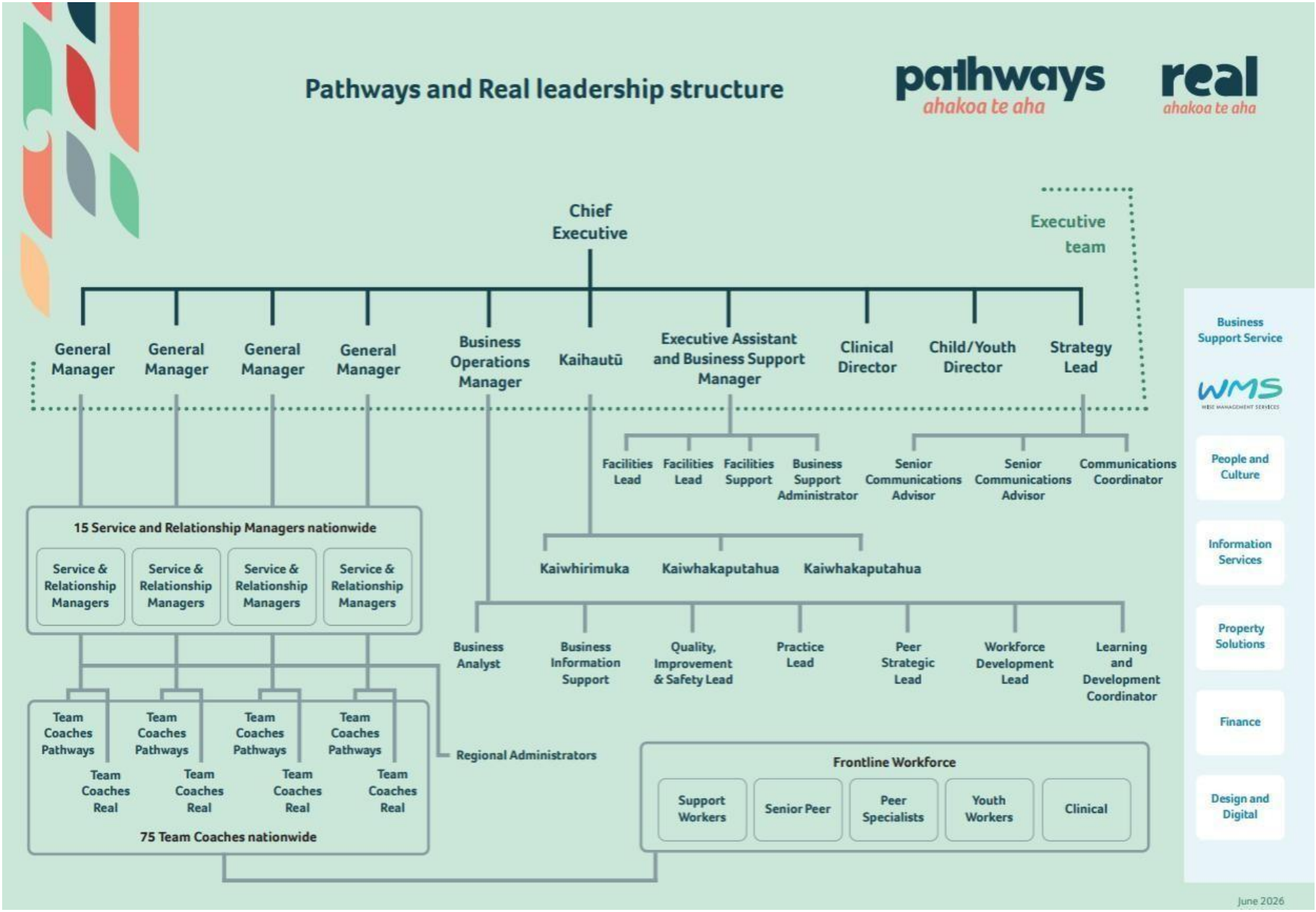

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Requirements of the position

Focus	Activities	Outcomes

Operational Management	• Be a positive role model, using own life stories, to ensure people become more active participants in their own recovery process by demonstrating the six core values of peer support:
	  • Mutuality
	  • Experiential knowledge
	  • Self-determination
	  • Participation
	  • Equity
	  • Hope and wellbeing
	• Oversee daily routines, ensuring kaimahi are aware of the requirements for the day, and are appropriately assigned shared responsibility.
	• Confirm timesheets are completed correctly, checked against the roster and reflect actual hours worked by individual employees
	• Develop and maintain collaborative, communicative relationships with external services.
	• Ensure medication is managed in accordance with up-to-date Pathways policies and any medication errors are promptly brought to the attention of the Team Coach
	• Ensure standard operational matters in regard to external agencies are dealt with in a professional and timely manner. Any complex issues are dealt with in conjunction with the Team Coach
	• Undertake tasks as appropriately delegated by the Team Coach
		• Timesheets are submitted correctly and timely for the Team Coach to approve.
		• People using Pathways' service are well catered for in a safe and effective manner.
		• Daily peer polish sessions conducted.
		• Peers are supported to work within the CPSLE workforce competency framework

Peer Support Workforce Development	• Determine, document and record PSS practice approaches and principles as determined by peer core values and competencies. • Communicate these with other Pathways employees and collaborative partners through participation in presentations, literature presentations and mental health inter-sectoral initiatives. • Encourage, Pathways PSS to take responsibility for, and work in keeping with, best practice standards for their own well-being and	• Best practice standards are documented and shared • Contribution is made to relevant projects and initiatives locally, regionally or nationally. • Contribution is made to increasing PSS profile through publication and/or conference presentation. • Regular peer coaching and mentoring to all peers

	the safety of others • Involvement in inter-sectoral collaborative projects that relate to the development of the PSS workforce.	

Supporting recovery and wellness	• Actively involve people using Pathways' service in planning and goal setting to ensure all plans reflect the individual goals and preferences of individuals.
	• Encourage and support people using Pathways' service to access and participate in community activities and resources, educational opportunities, vocational activities and work experience opportunities.
	• Ensure all health problems relating to people using Pathways' service are quickly identified and appropriate actions are taken
	• Encourage healthy lifestyles, including good nutrition, regular exercise and smoking reduction and support people to implement and sustain this approach.
	• Provide effective support relative to people's individual desires and needs.
	• Be a positive role model, using own life stories, to ensure people become more active participants in their own recovery.
	• Provide direct peer support to people using Pathways services, including:
	  • connecting with people and sharing own personal experience of recovery in a way that inspires hope, motivation, self-determination and empowerment
	  • assisting people to identify what works best for them, and exploring ways they can become more active participants in their own recovery process
	  • supporting people to believe in themselves and to maintain that self-belief
	  • teaching people self-advocacy
	• Assisting people with wellness recovery action planning (WRAP) including the goal planning.
	• Process and documenting their own progress of that plan.
	• Implement Crisis Prevention Intervention techniques as required.
		• People using Pathways' service benefit from contact with Pathways, with positive and sustainable outcomes.
		• People who are experiencing distress and whose usual wellness tools are not working are supported in relation to their safety, including regaining control of their lives and health.
		• People find ways to "unwind" and lower their levels of stress
		• People undertake activities and therapies that are helpful in supporting recovery and in self-calming.

Communication and Relationship building	• Develop and maintain professional relationships with all key external agencies and stakeholders, to provide an accurate and comprehensive understanding of Pathways role and responsibilities. • Ensure Pathways service is provided in cooperation with other service providers. • Ensure Pathways employees are proactive in communicating with others. • Access advice from and/or facilitate referral to specialist services when required, ensuring people using Pathways' service receive support based on sound practice. • Participate in public education and advocacy ensuring Pathways is professionally represented to external organisations.	• Ensure people using Pathways' service are supported to engage with specialist services, e.g. behavioural support team, clinical psychologist etc
Quality Matters	• Ensure all accommodation is maintained to an acceptable standard. • Ensure vehicles are maintained and utilised in accordance with Pathways policy and quality standards. • Ensure service provided is in alignment with the principles of the Treaty of Waitangi, and delivered in a culturally sensitive manner. • Facilitate and support family participation, so family/whanau feel involved, informed, valued and welcomed. • Demonstrate a thorough understanding of Pathways Quality system, collective employment agreement, general policy document and other relevant legislation such as Health and Disability Commissioner Act, Residential Tenancy Act, Privacy Act, Human Rights Act, and Mental Health Act etc.	• All Pathways property (including residential property, lawns and gardens, and vehicles) is maintained appropriately, cleaned as required and all maintenance and repair requirements are promptly actioned. • Pathways continues to achieve positive results in internal and external audit processes.
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	• 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 •

	diversity of the community. • Role model a healthy lifestyle.	
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 • 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).	• 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 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 • WRAP at Work Planning and application of own WRAP plan • 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 • Peer support specialist practices, service models, philosophies and values • Knowledge of the Code of Health and Disability Services Consumers' Rights • An understanding of and commitment to the principles of recovery • Knowledge and understanding of the Treaty of Waitangi • Holds a full, clean driver's licence	• PPS Supervision training • Supervision experience
Experience	• Administrative/computer experience • Lived experience of mental illness	• Knowledge of mental health and NGO sector development