



Ka Puta Ka Ora
Emerge Aotearoa

Position Description

Peer Support Worker – Peer Services

He Kōrero Mō Mātou - About Us

Ka Puta Ka Ora Emerge Aotearoa is about supporting the oranga (holistic wellbeing) of tāngata whaiora and whānau across Aotearoa. Our support services meet the diverse health and wellbeing needs of the communities we serve, including mental health, addiction, disability, employment, offender rehabilitation and wellbeing options. We also meet a broad range of housing needs, from emergency and transitional housing through to social and affordable homes.

Over the past decade we have become one of Aotearoa largest and most trusted for-purpose organisations. The 'Ka Puta Ka Ora Emerge Aotearoa' name represents our strong ties to tāngata whenua and our commitment to be an honourable Tāngata Tiriti organisation. Our name carries the spirit of Tāwhiao's tongikura: It is an invitation for people, whānau and their communities to come forth and thrive - ka puta ka ora. Our name inspires our vision - 'Tautokohia te mana tāngata, kia puta kia ora' - which speaks to the role we play in supporting the dignity and mana of people so that they can be well and healthy.

Our three Pou - Māori succeeding as Māori, Lived Experience and Diversity are privileged and Thriving Pacific Peoples - guide our mahi and are the lens through which we measure our success. Our values - Whakawhanaunga (connecting with purpose), Ako (walking and learning together), Manaaki (engaging with respect) and Whakamana (acting with integrity) - are embedded in the way we work.

Learn more about us at emergeaotearoa.org.nz.

Our Values



Whakawhanaunga
Connecting with purpose



Ako
Walking and
learning together



Whakamana
Acting with integrity



Manaaki
engaging with respect



Reporting To:	Peer Support Service Manager – Peer Services
Position Purpose To support peers/tangata whaiora and their whanau in taking purposeful action to address issues in their lives, and to respect and promote the autonomy of people using Peer Support through engaging in a relationship that acknowledges and builds on their strengths. To use a personal lived experience to share experiences and hope towards achieving goals and dreams.	
Key Relationships	Position Delegations/Financial Responsibilities
Internal: • Peer Support Service Managers – Peer Services • Health Professionals • Colleagues • Quality team • Service User Leads External: • Peers and their family/whanau • DHB employees • Community groups • Primary Health stakeholders	Delegated Authority: (operating expenditure) Nil Total Budget Responsibility: NIL

Key Responsibilities and Performance Measures

Peer Support	How achievement will be measured
• Establish a rapport with the peers who access the service and their whanau, and respect and promote their autonomy. • Ensure the peers who access our services remain central to all service delivery activities. • Provide services that are culturally appropriate and value the diversity that peers and their whanau bring to the service. • Employ a variety of mechanisms to assist peers in achieving their chosen goals, including but not limited to: supportive actions, education, problem solving, role modelling, experiential	• Demonstrate knowledge of peer's goals, strengths and areas for recovery. • Support takes into account physical, emotional, spiritual and cultural requirements. • Peer and whanau feedback indicates satisfaction with the service. • Peers are aware of the services and support that we offer. • Peers are able to achieve their goals as outlined in their plans. • Issues or incidents with peers are documented and reported as per organisational policy. • People's rights are upheld at all times.



practicing/role playing in natural settings in line with the Intentional Peer Support (IPS) framework. • Assist peers to identify and obtain naturally occurring community resources that will help them achieve their goals. • Support peers to advocate for themselves in the community and mental health system for the purpose of helping them to access and use desired resources. • Provide peers with information regarding relevant legislation, rights and responsibilities. • Regularly review and evaluate goal achievement with peers, including evaluating what has worked or not worked and why. • Celebrate the achievement of identified goals.	• Identify and acknowledge the progress of peers.
Use Lived Experience to Inspire and Support	How achievement will be measured
• Demonstrate understanding of Peer Support principles and the Intentional Peer Support (IPS) framework. • Participate in Peer Support networks and Peer Co-reflection. • Be prepared to share your lived experience to inspire hope and recovery in others. • Be able to discuss the strategies you use to manage your own wellness.	• Actively participates in Peer Co-reflection. • Actively participates in IPS training.
Communicating Effectively and Keeping Others Informed	How achievement will be measured
• Attend and contribute to team meetings, bringing ideas and updating others on their activities. • Notify their Line Manager about any issues that may impact on their performance of duties. • Provide information to peers and their whanau in a way that they can understand. • All incidents are documented appropriately. • Peer notes are written collaboratively. • Written documentation and peer notes are clear, concise and easy for others to understand.	• Actively participate in team meetings and handover, sharing notable information with the team. • Line manager is kept informed about any issues that have the ability to impact on their performance. • Peers and their whanau report that they feel well informed. • All peer processes are accurately documented in accordance with organisational policy and standards. • Written documentation such as peer notes meets requirements and are written collaboratively. • Demonstrated ability to use Client Management systems appropriately and



• Use Client Management systems effectively.	notes are always up to date.
Relationship Management	How achievement will be measured
• Build trusting and engaging relationships with peers. • Respects and promotes the autonomy of the people they are supporting. • Works in partnership with peers. • Follow through on commitments made to colleagues. • Maintain positive working relationships with colleagues. • Find common solutions to problems.	• Always follow through on commitments. • Relationships between themselves and their team members are positive and collaborative. • Find resolutions in a calm and diplomatic way. • Any team issues or potential conflict are discussed with the line manager
Quality Improvement	How achievement will be measured
• Practice within policies, procedures, frameworks (such as the cultural framework and IPS) • Participate in Quality Improvement activities and teams including review, audit, best practice and/or improvement initiatives	• Work within the scope of the role and seek clarification if unsure if a task is within their scope of practice. • Work within organisational policies and processes. • Peer records are stored correctly (in line with requirements under the Health information Privacy code). • Use organisational systems to report incidents and seek information. • Peer notes are always accurate, collaborative, understandable and completed in a timely fashion. • Actively participate in quality initiatives and audits.
Valuing Diversity and Differences	How achievement will be measured
• Ensure that the principals of Te Tiriti o Waitangi are incorporated into daily practice • Ensure that the support provided to peers is culturally appropriate . • Show a genuine interest and understanding of the diversity of the peers in their service. • Be aware of the resources available when working with people of different cultures. • Use language that is non-stigmatising.	• People from all backgrounds are treated with respect and dignity – as evidenced by peer feedback. • Peer plans incorporate and meet their cultural need (where relevant). • Understands basic Maori concepts, protocols, greetings and practice.



Health and Safety	How achievement will be measured
• Understand and follow Health & Safety policies and practices. • Identify and escalate workplace hazards. • Carry out any allocated cleaning, maintenance, safety and security activities as part of the team.	• Organisational Health & Safety policies are followed. • Attendance of mandatory Health & Safety training. • Health & Safety incidents are appropriately reported (and escalated if required). • The physical environment is kept safe.
Personal Development	How achievement will be measured
• Have an active learning and development plan in place. • Attend orientation and all core training. • Inform line manager of development requirements.	• Goals and objectives in development plans are achieved. • They have attended all mandatory training

Person Specification – it is essential that the person in the role operates in a manner which displays:	
An unequivocal commitment to respecting the rights and supporting those with mental distress and addiction issues A willingness to develop, coach and support staff to ensure their skill/knowledge base continues to grow A genuine commitment to our values and embraces our culture specifically our commitment to Maori and Pasifika	
Knowledge & Skills	
Competency	Behaviour
Action Oriented	Completes objectives assigned to them within required timeframes. Always complete tasks to a high standard. Accepts responsibility for their work and actions. Strives to achieve positive outcomes for peers.
Decision Quality	Makes effective decisions, which are shown to be correct on hindsight. Uses multiple sources of information when making decisions such as peer conversations, collaborative notes. Knows when to act and when to escalate the situation to the appropriate parties.
Values diversity and differences	Ensure that appropriate cultural practices are incorporated throughout the service; Appreciating the strengths, insights and ideas of people; strive to uphold the rights of individuals; use strategies to challenge stigma and discrimination; promotes a valued place for peers and whanau within Mind and Body services.
Communicates Effectively	Is able to change communication style to suit the audience. Communicates all required information so that others (such as their manager and colleagues) are able to make informed decisions. Can communicate effectively in reports, peer notes and verbally. Communicates important information to staff at team meetings.
Right relationships	Can effectively build and maintain positive working relationships with colleagues, peers and external stakeholders such as clinical teams.



Peer Focus	Can demonstrate understanding and practice of the principles and tasks of Intentional Peer Support (IPS)

Experience, Qualifications & Skills

Qualifications – Essential

- Have either a Certificate in Peer Support (Mental Health) (Level 4), Intentional Peer Support training (IPS) or a National Certificate in Health & Wellbeing (level 4)
- If the above qualifications are not completed, they must make a commitment towards obtaining the relevant minimum qualification within the required timeframe (generally 2 years)
- Full clean driver license

Skills and attitude – Essential

- Must have had a lived experience of mental distress and/or addiction issues and recovery
- Ability to share lived experience and rolemodel wellness journey
- Have proven ability to work effectively with peers from differing cultures, especially Maori and Pasifika
- Strong English language communication skills - written and verbal
- Basic level of computer literacy e.g. email, Client Management systems, internal intranet
- The ability to use a variety of skills to engage people in a wide range of situations to achieving quality peer outcomes

Skills and attitude – Desirable

- Experience working in Mental Health/Addiction/Intellectual Disability/ or relevant social services sector
- Competence and experience in effective engagement with community agencies and networks
- Knowledge of community resources and support networks
- Knowledge of legislation applicable to this role e.g. the Privacy Act, Mental Health Act

Disclaimer:

The above statements are intended to describe the general nature and level of work to be performed by the position holder. They should not be considered an exhaustive list of all responsibilities, duties, or skills required of the position holder. From time to time, the position holder may be required to perform duties outside of their normal responsibilities as needed. This job description will be reviewed regularly in order for it to continue to reflect the changing needs of the organisation.