

# Position Description

## Case Manager / Kaiwhakahaere Take

|                     |   |
|---------------------|---|
| <b>Reports to</b>   | Clinical Manager                                |
| <b>Service/Team</b> | Alcohol and Other Drugs Treatment Court (AODTC) |

### About Us

Since 1980, we have supported thousands of New Zealanders whose lives are affected by alcohol, drug or other addiction challenges. 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.

We are known for providing effective, evidence-based services that support wellbeing. We want tāngata whai ora (people seeking wellness) to have options to access the support they need in ways that work for them.

### Tō Tātou Matakiteinga | Our Vision

Poutia, Heretia,  
Tuia te muka tangata ki te pou tokomanawa  
Ka tū mana Motuhake, Ka nohohere kore I ngā waranga me ngā wero mui 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 a link between the justice system and addiction treatment services in order to achieve the best possible outcomes for the participants of the AODTC.
- Provide case management and support for participants in the AODTC.
- Establish meaningful, productive and professional therapeutic relationships with participants and their families/whānau through the delivery of evidence-based interventions and activities.

## Key Areas of Responsibility

| Area of Responsibility  | Performance Measures   |
|---|--|
| <p><b>Engagement</b></p> <ul style="list-style-type: none"> <li>Establish and maintain professional, therapeutic relationships with participants.</li> </ul> <p><b>Assessment and Planning</b></p> <ul style="list-style-type: none"> <li>Manage the referral of participants through the assessment process after acceptance into the AODTC.</li> <li>Develop individualised treatment and management plans to support the participants in their recovery.</li> <li>Complete clinical risk assessments.</li> <li>Write up and input participant clinical case notes and reviews into Odyssey’s client database (HCC).</li> </ul> <p><b>Linking</b></p> <ul style="list-style-type: none"> <li>Link participants to appropriate services and natural supports and assist them through the process.</li> </ul> <p><b>Monitoring and Review</b></p> <ul style="list-style-type: none"> <li>Measure and record progress against the treatment plan. This includes undertaking drug testing, completing SCRAM reports and attending to any matters relevant to the AODTC.</li> <li>Report to the AODTC on the participant’s progress.</li> <li>Regularly meet with participants to support their ongoing progress through the court.</li> </ul> <p><b>Advocacy</b></p> <ul style="list-style-type: none"> <li>Ensure participants have access to responsive, effective, and efficient services and to any support for which they are eligible.</li> <li>Challenge stigma and discrimination where needed.</li> <li>Educate other members of the AODTC team on clinical perspectives as required.</li> <li>Report service gaps and participate in AODTC Team efforts to advocate for service gaps to be addressed</li> <li>Act in the best interest of the participant and the community</li> </ul> <p><b>Discharge planning</b></p> | <ul style="list-style-type: none"> <li>Therapeutic alliance is developed between participants and case manager.</li> <li>Regularly meet with participants on caseload.</li> <li>Participants receive support, guidance and information to assist them in achieving their goals.</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> <li>Referrals are made to appropriate services in a timely manner.</li> <li>Service documentation standards are met.</li> <li>Successfully motivates participants to engage with identified recovery support services.</li> <li>Accurate and timely reports are sent to court.</li> <li>AODTC monitoring and reporting requirements are met for each participant.</li> <li>Participants express satisfaction with the advocacy and support provided.</li> <li>Incidents of discrimination are challenged.</li> <li>Gaps in service provision are reported to Clinical Manager.</li> </ul> |

| Area of Responsibility   | Performance Measures  |
|--|---|
| <ul style="list-style-type: none"> <li>• Ensure participants have a comprehensive, collaborative discharge / continuing care plan prior to graduation from the AODTC.</li> </ul> <p><b>Relationship Management</b></p> <ul style="list-style-type: none"> <li>• Regularly meet and liaise with key stakeholders.</li> <li>• Manage communications in line with relevant policies and guidelines as agreed for the AODTC.</li> <li>• Develop and maintain appropriate relationships with internal and external stakeholders e.g. business, health and justice sector, community and support groups, promoting consultation and partnership.</li> <li>• Work with stakeholders to address identified gaps in service provision.</li> <li>• Engage families/whānau, in accordance with confidentiality and information sharing policies, in order to maximise participant success.</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 participants, their family/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 knowledge and understanding of the Treaty of Waitangi and its application in this role.</li> </ul> | <ul style="list-style-type: none"> <li>• All participants leave the AODTC with an appropriate discharge / continuing care plan in place.</li> </ul> <ul style="list-style-type: none"> <li>• Regular multi-disciplinary meetings are scheduled and attended.</li> <li>• Lists of potential service providers are maintained.</li> <li>• Evidence of alerting clinical manager to gaps in service.</li> <li>• Feedback from participants and their families/whānau reflect an inclusive process.</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 the Treaty in the delivery of role.</li> </ul> |

| Area of Responsibility  | Performance Measures   |
|---|--|
| <p><b>Professional Development</b></p> <ul style="list-style-type: none"> <li>• Be proactive in own professional development and attend relevant organisational 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> | <ul style="list-style-type: none"> <li>• Has an individual development plan which is implemented.</li> <li>• Attends organisational training required for role.</li> <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/team</li> <li>• Other AOD Peer Support Workers</li> <li>• Odyssey employees</li> </ul> | <ul style="list-style-type: none"> <li>• AODTC Participants and their families/whānau</li> <li>• AOD Clinicians</li> <li>• Judges, Police, Defence Counsel, Community Probation Service</li> <li>• AOD Treatment Court Coordinators, Judicial Officers, Criminal Court Registry staff</li> <li>• Community treatment and ancillary service providers</li> </ul> |

## Person Specification

| Qualifications, Knowledge and Experience  |
|---|
| <ul style="list-style-type: none"> <li>• Up to 1 year's relevant experience working with clients in a health care setting</li> <li>• Knowledge of AOD treatment and models of practice</li> <li>• Relevant (level 7) qualification e.g. Bachelors in social science, health or related discipline</li> <li>• Registration (or working towards registration) with DAPANNZ, Social Work or other professional body under the HC</li> <li>• Experience in working effectively with a wide range of stakeholders</li> <li>• Experience of working in a multi-disciplinary team</li> <li>• Experience of working in the social services, AOD and/or mental health sectors</li> <li>• Experience and expertise in using Microsoft suite applications</li> <li>• Full Current New Zealand Drivers Licence</li> <li>• Prior experience of working in the court system is preferred</li> </ul> |
| Skills and Abilities  |

- Strong interpersonal and communication skills
- Good presentation skills and the ability to communicate effectively to different audiences
- Ability to establish and maintain effective relationships with a range of stakeholders
- 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 and ability to take initiative
- Resilience and the ability to adapt to changing circumstances
- Ability to show discretion and tact
- High regard for confidentiality and security, including 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 - 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 whanau.</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 with mental health and addiction needs           | <ul style="list-style-type: none"> <li>• Greets Māori people using te reo Māori greetings.</li> <li>• Respects and uses te reo Māori correctly &amp; when appropriate.</li> <li>• Respects Māori tikanga and spiritual practices, the importance of identity and the concepts of whakawhanaunga, manaaki, tino rangatiratanga and mana Motuhake.</li> <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 whanau.</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</li> </ul>   |

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|--|---|--|
|  |   | <p>accessing services. identify with, and supports them to connect with and participate in communities of their choice.</p> <ul style="list-style-type: none"> <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 addiction 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>• 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>   |