

Position Description

Advanced Practitioner / Kaiwhakamahereroa Waranga Tuatahi

Reports to Cincial Manager Te Wairua Northland

Service/Team Community Hub Northland

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 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

- To deliver safe & effective assessment & admission clinical services to Odyssey clients, through the provision of high quality, evidence-based practice that meets stakeholder requirements.
- To provide active pre-admission case management to help prepare individuals to undertake treatment within the residential facility and to understand the expectations of the Therapeutic Community. This would also include the provision of treatment education and support to the individual's family / Whanau.
- To facilitate pre-treatment, post treatment and continuing care groups to help educate clients about Odyssey's Therapeutic Community and to further prepare individuals for the transition into residential treatment and their transition into the community.
- Supporting the delivery of effective clinical services and best practice by providing advice on clinical decisions as required

Key Areas of Responsibility

Area of Responsibility	Performance Measures
<p>Service Delivery</p> <ul style="list-style-type: none"> • Actively assists team members to deliver effective clinical services by providing advice on clinical decisions using best practice techniques. Conducts training sessions as required to assist the development of the team • Provides assessment, treatment and case management of client/ tangata whaiora to achieve effective client outcomes and client satisfaction • Facilitates consultation and liaison with clients/tangata whaiora and their family/whanau • Participates in the education and follow-up of the client/ tangata whaiora and family/whanau and relevant others regarding his/her treatment plan • Consults and liaises with clinical staff as appropriate and relevant others regarding treatment and management of clients/tangata whaiora • Undertakes clinical and non-clinical tasks as directed by the Clinical Manager which are within scope of practice • Provides effective and professional interventions in complex scenarios • Is aware of how and when to seek assistance if tasks are outside scope of practice or knowledge level • Ensures that all treatment documentation meets the criteria set by the organisation and 	<ul style="list-style-type: none"> • Clinical Manager and employee's express satisfaction with the accuracy and level of clinical decision support. Training sessions are relevant, well conducted and aid in the ongoing development of the team. • Clinical treatment produces positive outcomes for clients/tangata whaiora which are in line with their treatment goals • Clients/tangata whaiora and family/whanau express satisfaction • Clients/tangata whaiora and family/whanau express satisfaction with participation in education and level of follow up as per treatment plan • Clinical staff and relevant others express satisfaction • Tasks are undertaken as directed in a timely manner • Clinical Manager expresses satisfaction with level of autonomy • Audit demonstrates compliance with organisational policy and procedures • Demonstrates the ability to follow organisations policies, procedures and systems • Audit measures compliance with organisational policy and procedures. • Meets Accreditation and Certification Standards

Area of Responsibility	Performance Measures
<p>has high multitasking and organisational ability</p> <ul style="list-style-type: none"> Ensures that clinical practice follows organisational policies, procedures and systems Is familiar with and adheres to clinical protocols and contributes towards the ongoing development of best practice. Identifies and contributes to the minimisation of clinical risk by ensuring that services are delivered in accordance with the organisational philosophy, policy, procedures and contracts Liaises and maintains functional professional relationships with internal and external stakeholders in relation to treatment delivered Write tāngata whai ora or rangatahi clinical case notes and reviews, and input into the Odyssey client database (HCC). Supports clients and their families to access appropriate community support/cultural connectedness that will assist recovery. Ensures all assessment tools are collated per policy and followed up as per guidelines <p>Health and Safety</p> <ul style="list-style-type: none"> Identify and act on any potential risks to self or others, including tāngata whai ora, whānau and other employees Be familiar with and abide by the organisation’s health and safety policies and reporting procedures, ensuring others do the same as required Follow safe work practices, which includes the effective use of safety equipment, identification of workplace hazards and taking action to reduce or eliminate these. 	<ul style="list-style-type: none"> Risk issues are identified, reported to senior staff and/or management and resolved as appropriate Internal and external stakeholders express satisfaction Clients report satisfaction with service received <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> Risks (including Health and Safety, compliance and maintenance) are identified and reported Plans are put in place to resolve and/or mitigate potential problems as required Issues are escalated to relevant manager as required Demonstrates understanding and compliance with organisational and legislative health and safety requirements and is proactive in ensuring employees are compliant Follows correct protocols when using safety equipment Workplace hazards are identified and plans are put in place to reduce /eliminate these or the matter is escalated to the relevant authority

Area of Responsibility	Performance Measures
<p>Treaty of Waitangi</p> <ul style="list-style-type: none"> • Demonstrate knowledge and understanding of the Treaty of Waitangi and its application in this role <p>Professional Development</p> <ul style="list-style-type: none"> • Be proactive in own professional development. • Attend relevant organisational training as required. <p>General</p> <ul style="list-style-type: none"> • Attend and contribute actively to team meetings • Carry out any other duties that may be delegated by the line manager, which are in keeping with the scope of the role. 	<p>Actions show knowledge and ability to apply the principles of the Treaty in the delivery of role</p> <ul style="list-style-type: none"> • Has an individual development plan which is implemented • Attends organisational training required for role <ul style="list-style-type: none"> • Regular attendance at team meetings and makes useful contributions • Work is undertaken and completed. Commitment and flexibility is demonstrated.

Key Relationships

Internal	External
<ul style="list-style-type: none"> • Operations Management Team • All Therapeutic Community employees • Pou Whanau team • Odyssey employees 	<ul style="list-style-type: none"> • Clients/Tangata Whaiora and their Family/Whanau • External organisations • General Practitioners

Person Specification

Qualifications, Knowledge and Experience

- Proven skills and experience in the management and treatment of residents/clients/tangata whaiora and their family/whanau
- Level 7 qualification (degree level) in a relevant area (or working towards) e.g. Bachelors in AOD, Health Science, Nursing, Psychology
- A registered DAPAANZ practitioner or working towards this or social work/HPCA act registration
- Knowledge and interest in the philosophy of the organisation and its therapeutic models of care
- Commitment to achieving and maintaining high quality standards
- Experience of working in the social services, addictions and/or mental health sectors
- Experience and expertise in using Microsoft suite applications
- Understanding of and interest in Odyssey's work
- Full Current New Zealand Drivers Licence

Skills and Abilities

- Ability to apply style of treatment and prevention which align with the philosophy of the Therapeutic Community Model
- Has empathy and insight into client/tangata whaiora circumstances and adjusts management skills effectively
- Ability to inspire and motivate clients/tangata whaiora and their family/whanau
- Has the ability to use strategies to inform others about alcohol and drug related issues
- Excellent one to one and group facilitation skills and willingness to facilitate internal and community based groups
- Ability to diffuse challenging situations
- Ability to work as an effective team member of a multi-disciplinary team
- Strong interpersonal and communication skills
- 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
- 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 | Our Pillars

Our Pillars are the foundation of our work, guiding how we work together and with each other.

Tika Trust	Reliable and shows great integrity
Pono Honesty	Transparency and openness underpins all actions
Kaitiaki Responsibility	Achieves and surpasses goals
Manaaki Concern	Empathic and interested in the wellbeing of others
Aroha Love	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 (Enhanced)
Working with people experiencing mental health and addictions	Is supportive of employees and clients/whai ora with mental health and addiction needs, focusing on their strengths	<ul style="list-style-type: none"> Builds and sustains trusting relationships with people accessing services. Works to support people to have hope for their recovery and wellbeing
Working with Māori	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"> Works to ensure whānau Māori people can communicate in ways that work for them Demonstrates understanding that Māori people may use metaphors to describe their experiences Supports and participates in tikanga Māori practices, as consistent with the preferences of the whānau Supports whānau Māori to access Māori-responsive services and have access to kaumātua, kaimahi Māori and cultural interventions (eg, assessment, therapy)

<p>Working with whānau</p>	<p>Encourages and supports the wellbeing of whānau and ensures they have access to information, education and support including children</p>	<ul style="list-style-type: none"> • Models effective whānau engagement • Explains to whānau their choices and options for involvement and support Works alongside and in partnership with whānau in a manner that values their strengths and expertise, and fosters and promotes recovery and wellbeing • Ensures whānau have access to relevant information, education and resources about wellbeing, mental health and addiction • Facilitates whānau inclusion in a person's recovery and wellbeing plans Facilitates whānau meetings that build support and understanding between whānau members • Provides support or therapy to whānau, or refers them to appropriate services and groups Collaborates with whānau services and others across all sectors to support whānau
<p>Working within communities</p>	<p>Recognises that people and whānau who experience mental health and addictions needs, are part of communities</p>	<ul style="list-style-type: none"> • Contributes to communities to enhance their capacity to support the wellbeing of all people • Works with people accessing services to support their access to good housing, education, employment, financial resources and community participation • Demonstrates knowledge of evidence-based approaches to enhancing community connection, social inclusion and access to housing, education and employment • Supports people to develop and maintain positive relationships and positive roles with their communities • Demonstrates a comprehensive knowledge of community groups, services and resources Forms effective working relationships with key community groups and services
<p>Challenging discrimination</p>	<p>Challenges discrimination, & provides/ promotes a valued place for employees and clients/whai ora with mental health & addiction needs</p>	<ul style="list-style-type: none"> • Promotes and models social inclusion and advocates for the elimination of discrimination relating to mental health and addiction • Supports self-advocacy for people with experience of mental health and addiction needs • Educates and supports others to recognise and address discrimination Promotes the positive aspects of working in mental health and addiction treatment services to external groups

<p>Applying law, policy and standards</p>	<p>Implements legislation, regulations, standards, codes and policies relevant to their role</p>	<ul style="list-style-type: none"> • Informs and educates others about standards of practice that recognise the significance of te reo Māori, te ao Māori and Māori models of practice • Applies legislation, regulations, standards, codes and policies in a way that protects and enhances the mana of people and whānau accessing services • Informs and educates others to understand and adhere to legislation, regulations, standards, codes and policies
<p>Maintaining professional & personal development</p>	<p>Participates in life-long learning, & personal and professional development, reflecting on & seeking ways to improve self/team/service</p>	<ul style="list-style-type: none"> • Supports colleagues (including students) to achieve professional development goals and meet challenges • Models values-informed practice • Keeps up to date with best practice and participates in lifelong learning • Engages in ongoing professional development to ensure cultural responsiveness to the community