

# Position Description

## Clinical Manager / Kaiwhakahaere Haumanu

Reports to	Operations Manager Specialist Services
Responsible for	Cultural Support, Peer Support Worker, Practitioners, Aftercare Practitioner, Advanced Practitioner
Service/Team	Auckland Drug Treatment Programme

### 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

- Provide effective leadership and management of the DTP team and services, ensuring the delivery of appropriate programmes that are based on best clinical practice and high-quality standards.
- Ensure effective quality and risk management systems are in place and are adhered to.

## Key Areas of Responsibility

Area of Responsibility	Performance Measures
<p><b>Deliver appropriate programmes and services, in line with the organisation’s values and philosophy and the requirements of the Department of Corrections This includes ensuring:</b></p> <ul style="list-style-type: none"> <li>• Programmes and services are delivered in a timely and appropriate way for Participants and whanau.</li> <li>• Clinical practices are appropriate, minimise potential risks and are in line with organisational standards, policies and procedures</li> <li>• Relevant data is recorded and held on recipients, in line with organisational policies and procedures</li> <li>• The effectiveness and impact of programmes and services are regularly monitored and evaluated, in collaboration with the Quality Manager, and plans are developed and actioned to achieve continuous improvement</li> <li>• Complaints are dealt with effectively In line with the organisation’s complaints Policy</li> <li>• Provides line manager with clinical/other reports as required</li> </ul> <p><b>Effectively lead, manage, develop and support team members so that they consistently deliver high quality, professional programmes. This includes:</b></p> <ul style="list-style-type: none"> <li>• Leading the recruitment and orientation of new employees to the DTP, and ensuring they attend all core training</li> <li>• Providing ongoing advice, support and guidance though ad hoc and regular one-on-one catch ups, team meetings and annual performance reviews</li> </ul>	<ul style="list-style-type: none"> <li>• Required service standards are met in line with each service delivery contract</li> <li>• Appropriate/ best practice Therapeutic Community &amp; other agreed models of service delivery are consistently applied across all programmes</li> <li>• Programme outcomes are regularly measured through ongoing monitoring and feedback from recipient surveys and external audits</li> <li>• Accurate, up to date and relevant information is held securely for programme participants</li> <li>• Complaints are dealt with appropriately</li> <li>• Required reports are produced in a timely manner</li> </ul> <ul style="list-style-type: none"> <li>• Feedback from and performance of new employees indicates an effective induction process</li> <li>• Effective team performance is achieved through appropriate and timely support, coaching, training etc. of team members</li> <li>• Feedback from employees indicates they are supported in a positive and productive way</li> <li>• Annual staff turnover of team is below 30%</li> </ul>

Area of Responsibility	Performance Measures
<ul style="list-style-type: none"> <li>• Providing or facilitating access to regular cultural and clinical supervision</li> <li>• Supporting appropriate training, professional development or study to ensure employees have the skills to deliver the core functions of the DTP programme</li> <li>• Adhering to relevant HR policies and procedures</li> </ul> <p><b>Effectively manage programme resources, which includes keeping costs within budget and approving expenditure in line organisational financial delegated authorities</b></p> <p><b>Identify and act on any potential risks associated with programme participants and employees</b></p> <ul style="list-style-type: none"> <li>• Write tāngata whai ora or rangatahi clinical case notes and reviews, and input into the Odyssey client database (HCC).</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 tāngata whai ora, 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>	<ul style="list-style-type: none"> <li>• Operates within budget parameters and delegated authorities</li> <li>• Risks (including Health and Safety, compliance and maintenance) are effectively managed/ appropriate plans in place to resolve and/or mitigate potential problems; issues are escalated to relevant manager as required</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>• 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>

Area of Responsibility	Performance Measures
<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> <p><b>Professional Development</b></p> <ul style="list-style-type: none"> <li>• Be proactive in own professional development.</li> <li>• 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>	<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"> <li>• Has an individual development plan which is implemented</li> <li>• Attends organisational training required for role</li> </ul> <ul style="list-style-type: none"> <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>• Ops Manager – Specialist Services</li> <li>• DTP team members</li> <li>• GM Service Delivery</li> <li>• Other CMs</li> <li>• Quality Manager</li> <li>• Consumer Advisor</li> <li>• Cultural Advisory Team</li> <li>• P&amp;C Manager/Advisor</li> <li>• Other Odyssey employees</li> </ul>	<ul style="list-style-type: none"> <li>• Participants and their whānau</li> <li>• Therapeutic Community employees/prisoners</li> <li>• Department of Corrections staff</li> <li>• External agencies and providers, including and other NGOs</li> </ul>

## Person Specification

### Qualifications, Knowledge and Experience

- Relevant tertiary qualification (level 7) e.g. Bachelor in AOD, Nursing, Social Work, or related degree
- Registration with an appropriate professional body e.g. DAPAANZ
- At least 3 years relevant experience, including (ideally) experience of delivering or managing clinical programmes in alcohol and drug rehabilitation within a prison environment
- Conversant with mental health recovery and AOD concepts, models and frameworks, including the Therapeutic Community model
- Experience of leading and managing staff to achieve high performance
- Experience of facilitating staff training
- Experience of health and safety and risk management, including identification, mitigation and resolution; knowledge of the Health and Safety at Work Act
- Fully conversant with other relevant legislation, standards and regulations and their practical application
- Knowledge of relevant agencies and services
- Knowledge of NZ public sector funding processes
- Demonstrated knowledge of Treaty of Waitangi and Te Reo Māori/Tikanga
- 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

- Demonstrated leadership skills, which includes the ability to motivate, engage, provide clear direction and adapt leadership style to fit individual needs
- Effective and demonstrable problem-solving skills
- Proven ability to take a continuous quality approach to systems and therapeutic programmes, including monitoring and evaluating results
- A strong client and service focus
- Ability to take initiative and adapt to changing circumstances
- Strong interpersonal and communication skills (verbal and written)
- 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 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.

<b>Tika   Trust</b>	Reliable and shows great integrity
<b>Pono   Honesty</b>	Transparency and openness underpins all actions
<b>Kaitiaki   Responsibility</b>	Achieves and surpasses goals
<b>Manaaki   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 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 - Leadership
<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>• Develops/fosters person and whānau-centred services</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>• Fosters relationships/partnerships with Māori groups</li> <li>• Enables Māori people to access Māori responsive services</li> <li>• Enables employees to operate in culturally appropriate ways for Māori</li> <li>• Fosters an environment that supports a whānau Māori-centred approach, integrates manaaki,</li> </ul>

		whakawhanaunga and key principles such as tino rangatiratanga and mana motuhake
<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>• Supports the inclusion of the whānau perspectives in the development and delivery of services/ programmes;</li> <li>• Promotes the importance of whānau relationships in recovery and wellbeing</li> <li>• Fosters relationships/partnerships with whānau-focused/led groups and services</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>• Supports relationships, networks and collaboration between health/social service providers, community groups &amp; others</li> <li>• Involves community groups in responses to people with mental health and addiction needs</li> <li>• Supports employees to receive appropriate training</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>• Supports an organisational culture that is non-discriminatory</li> <li>• Promotes/supports people with lived experience</li> <li>• Contributes or leads programmes/ policies that seek to eliminate stigma and discrimination</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>• Supports the application of the principles of Tiriti o Waitangi in service delivery</li> <li>• Ensures employees adhere to relevant legislation, regulations, standards, codes and policies</li> <li>• Supports the development of systems that respect the rights of people/whānau</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>• Supports people to reach their full potential</li> <li>• Support an organisational culture of learning and professional development</li> <li>• Supports access to supervision, including cultural supervision</li> </ul>