

# Position Description

## Liaison Practitioner / Kaiwhakamahereroa Waranga

Reports to Clinical Manager – Assessment & Admissions

Service/Team Assessment & Admissions

### 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.

## Key Areas of Responsibility

Area of Responsibility	Performance Measures
<p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>• Provide assessment, treatment and case management of client/ tangata whaiora to achieve effective client outcomes and client satisfaction.</li> <li>• Facilitate consultation and liaison with clients/tangata whaiora and their family/whānau. Provides effective and professional interventions in complex scenarios.</li> <li>• Participate in the education and follow-up of the client/ tangata whaiora and family/ whanau and relevant others regarding his/her treatment plan.</li> <li>• Consults and liaises with clinical staff as appropriate and relevant others regarding treatment and management of clients/tangata whaiora</li> <li>• Undertakes clinical and non-clinical tasks as directed by the Clinical Manager which are within scope of practice</li> <li>• Is aware of how and when to seek assistance if tasks are outside scope of practice or knowledge level</li> <li>• Ensures that clinical practice and protocols follows organisational policies, procedures and systems</li> <li>• Ensures that all treatment documentation meets the criteria set by the organisation and has high multitasking and organisational ability</li> <li>• Identifies and contributes to the minimisation of clinical risk by ensuring that services are delivered in accordance with the</li> </ul>	<ul style="list-style-type: none"> <li>• Clinical treatment produces positive outcomes for clients/tangata whaiora which are in line with their treatment goals</li> <li>• Clients/tangata whaiora and family/whanau express satisfaction with consultation and intervention process</li> <li>• Clients/tangata whaiora and family/whanau express satisfaction with participation in education and level of follow up as per treatment plan</li> <li>• Clinical Manager and colleague's express satisfaction with treatment management consultation and communication.</li> <li>• Tasks are undertaken as directed in a timely manner; Clinical Manager expresses satisfaction with level of autonomy</li> <li>• Acknowledges own limitations and seeks assistance as required</li> <li>• Demonstrates the ability to follow organisations policies, procedures and systems.</li> <li>• Treatment documentation is accurate and up to date.</li> <li>• High levels of multitasking and organisational ability are displayed</li> <li>• Risk are identified, reported to senior staff and/or management and resolved as appropriate</li> </ul>

Area of Responsibility	Performance Measures
<p>organisational philosophy, policy, procedures and contracts</p> <ul style="list-style-type: none"> <li>• Liaises and maintains functional professional relationships with internal and external stakeholders in relation to treatment delivered</li> <li>• 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</li> <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> <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>	<ul style="list-style-type: none"> <li>• Internal and external stakeholders’ express satisfaction with relationships and level of consultation.</li> <li>• Clients and families report satisfaction with service received. Audit measures meet compliance with organisational policies, procedures.</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> <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>

Area of Responsibility	Performance Measures
<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>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/A&amp;A team members</li> <li>All Therapeutic Community Staff</li> <li>Other Odyssey employees</li> </ul>	<ul style="list-style-type: none"> <li>Clients/Tangata Whaiora and their Family/Whanau</li> <li>External organisations</li> <li>General Practitioners</li> </ul>

## Person Specification

### Qualifications, Knowledge and Experience

- Up to 1 year's relevant experience, including the management and treatment of residents/clients/tangata whaiora and their family/whānau
- Relevant Level 7 qualification e.g. Bachelors in AOD, Health Science, Nursing, Psychology
- Registration or a commitment to achieve registration with DAPAANZ, Social Work or other relevant professional body under the HPCA act
- 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 facilitating groups, including community-based groups
- Understanding of and interest in Odyssey's work
- Understanding of the Treaty of Waitangi and how it applies to own professional practice
- Motivational Interviewing, Clinical Assessment and Risk Management Expertise
- Knowledge of Te Reo and/or Tikanga Maori is desirable
- 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

- Client-centred and strengths-based approach
- Strong interpersonal and communication skills
- Ability to apply treatment and prevention measures that align with the philosophy of the Therapeutic Community Model
- Empathy and insight into the circumstances of clients/tangata whaiora
- Ability to work alongside family members, to guide and help build their strengths and resources
- Ability to establish and maintain effective relationships with a range of stakeholders
- Ability to work as an effective team member of a multi-disciplinary team
- Ability to effectively convey information to others, including strategies and information about alcohol and drug related issues
- Strong individual and group facilitation skills
- Ability to prioritise and work with limited supervision
- Ability to work under pressure, complete work on time and to a good standard
- Demonstrated cultural sensitivity and rainbow diversity awareness
- Willingness to consider other viewpoints and adjust decisions as appropriate
- Ability to deal with conflict and challenging situations
- Self-motivated and ability to take the initiative
- Ability to adapt to changing circumstances
- Ability to show discretion and tact
- High regard for confidentiality and security, including client information
- 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>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 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 - 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 whānau.</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> </ul>

		<ul style="list-style-type: none"> <li>• Understands the importance of whakapapa and different roles within whānau.</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 whānau.</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 accessing services identify with, and supports them to connect with and participate in communities of their choice.</li> <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;</b>	Participates in life-long learning, & personal and professional development, reflecting on & seeking ways	<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> </ul>

<p><b>personal development</b></p>	<p>to improve self/ team/service</p>	<ul style="list-style-type: none"> <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>
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