

Position Description

Peer Support Team Leader (Haven) / Tautoko-a-aropā

Reports to Operations Manager, Community Services

Hours 20 hours per week

Service/Team Haven Cafe

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 people we support (tāngata whai ora) 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

- Connect with tāngata whai ora and provide individualised support with the goal of engagement, modelling hope for recovery and encouraging self-awareness about what works for the person, and to compliment the work of the Therapeutic Community.
- Provides leadership, guidance and support to Haven Peer Support Workers and role models best practice.
- Establish and maintain effective networks and relationships with external stakeholders and represents Haven in external forums as required.

Key Areas of Responsibility

Area of Responsibility	Performance Measures
<p>Service Delivery</p> <ul style="list-style-type: none"> • Welcome and orient tāngata whai ora and their family/whānau to services provided by Haven and ensure that all relevant information is communicated and their family/whānau as appropriate • Establish and maintain intentional relationships that are based on an equal power dynamic with tāngata whai ora • Work alongside the Haven security team to ensure that situations are managed well and also debrief sessions are arranged if necessary. • Ensure there is an integrated approach to peer care through networking and relationships with colleagues and external agencies. • Recognise and effectively manage escalating behaviour situations. • Collect information and data as required by the Operations Manager for reporting purpose. <p>Team Support</p> <ul style="list-style-type: none"> • Welcome and orientate new Peer Support Workers to Haven and ensure that they are aware of health & safety as well as other relevant policies and processes that happen within Haven. • Lead and guide the team of peer support workers from different organisations to ensure that they work effectively in collaboration and that adequate support is in place. 	<ul style="list-style-type: none"> • Collaborative relationships are created with tāngata whai ora. • Tāngata whai ora and whānau express satisfaction with the support provided. • Communication is consistent and appropriate with recovery expectations. • Progress is consistently monitored with feedback provided in line with recovery orientated language and communication. • Behaviour situations are recognised and managed with appropriate de-escalation techniques or escalated as appropriate. • Shows understanding and practice is in line with organisational/Haven policies, procedures and protocols. • Appropriate information sharing and boundaries are established, are recognised and consistently observed within the peer relationship. • Relevant information and data is collected, <ul style="list-style-type: none"> • New Peer Support Workers are appropriately inducted. • Appropriate leadership guidance and support is provided to Peer Support Workers. • Staff and management express satisfaction with the support provided. • Shares information and effectively role models approaches to establish and

Area of Responsibility	Performance Measures
<ul style="list-style-type: none"> Utilise and understand group dynamics, team processes and actively promote a positive team approach. Work cooperatively with colleagues in all aspects of service delivery. Share information and promote learning with colleagues. Provide ongoing guidance to Peer Support workers, in role modelling recovery and to establish relationships with tāngata whai ora. Participate in annual performance reviews of Odyssey Peer Support Workers and with the identification and coordination of relevant training. <p>Relationship Management</p> <ul style="list-style-type: none"> Promote Haven’s services by establishing relevant networks and relationships with external agencies, community groups and other stakeholders. Maintain relationships with external stakeholders that are part of the Haven collaboration. Represent Haven/Odyssey at external networking events as required. <p>Personal Disclosure</p> <ul style="list-style-type: none"> Understand how personal journeys to recovery can aid clients/whaiora engagement. Understand mutual sharing and learning is the basis of the peer relationship. Understand the boundaries surrounding which areas of past/current lived experience should and should not be shared. <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, family/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. 	<p>maintain relationships with tangata whai ora.</p> <ul style="list-style-type: none"> Proactively encourages positive collaboration and good team dynamics amongst all Peer Support Workers. <ul style="list-style-type: none"> Appropriate networks and relationships are established and maintained with all key stakeholders. Actions help raise the profile of Haven; other agencies express satisfaction with relationships established. <ul style="list-style-type: none"> Models best practice around sharing information about own recovery journey with tangata whai ora. Maintains professional boundaries at with tangata whaiora. <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

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 and attend relevant organisational training as required. <p>General</p> <ul style="list-style-type: none"> • Carry out any other duties or projects that may be delegated by the line manager, which are in keeping with the scope of the role. 	<p>requirements and is proactive in ensuring employees are compliant.</p> <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • Actions show knowledge and ability to apply the principles of the Treaty in the delivery of role. <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"> • Other work is undertaken and completed. Commitment and flexibility is demonstrated.

Key Relationships

Internal	External
<ul style="list-style-type: none"> • Odyssey Peer Support Workers • Operations Manager, Community Services • Consumer Advisor • Odyssey on call team • Other Odyssey employees 	<ul style="list-style-type: none"> • Lifewise, Mind & Body and Merge café managers • Lifewise, Mind and Body peers • Haven security team • Tāngata whai ora and their family/whānau • Other external organisations

Person Specification

Qualifications, Knowledge and Experience

Essential

- 2 years' experience in a peer-based role
- Lived experience as an alcohol or drug user and/or mental health concern
- Completed relevant training e.g. DHB approved Peer Support specialist training.
- Knowledge/awareness of Alcohol and other drug treatment and recovery principles
- Understanding of the Treaty of Waitangi and application of principles to this role
- Understanding of the cultural norms, traditions and practices of other cultures, especially Māori and Pacific peoples
- Knowledge of potential community resources and support networks
- Interest in Odyssey's work
- Full current New Zealand driver's licence

Preferred

- Relevant qualification (L4/L5) e.g. Mental Health & Care Certificate, Addictions Certificate
- Completed personal WRAP plan
- Experience of working in the social services, addictions and/or mental health sectors

Skills and Abilities

- Ability to be a positive role model with regards to lived experience & recovery
- Ability to utilise mutual sharing and learning as the basis of building a peer relationship
- Ability to create a shared peer relationship based on an equal power dynamic
- Ability to establish and maintain effective relationships with a range of people
- Strong interpersonal skills and ability to walk alongside
- Ability to work autonomously and as part of a multi-disciplinary team
- Ability to deal with conflict and defuse challenging situations
- Willingness to consider other viewpoints and adjust decisions as appropriate
- Positive attitude and self-motivated
- Ability to take the initiative and adapt to changing circumstances
- Ability to show discretion and tact, diplomacy and cultural awareness and model this to others
- High regard for confidentiality and security, including client information
- Fluency in English
- Ability to acknowledge own limitations and be proactive on own self-development

Ngā pou pou | Pillars

Guiding Principles for employees and tāngata whai ora.

Whakawhirinaki Trust	Reliable and shows great integrity
Pono Honesty	Transparency and openness underpins all actions
Haepapa Responsibility	Achieves and surpasses goals
Matapōpore 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 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
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.
Working with Māori	Contributes to oranga and whānau ora for Māori employees and Māori clients/ whai ora with mental health and addiction needs.
Working with whānau	Encourages and supports the wellbeing of whānau and ensures they have access to information, education and support including children.
Working within communities	Recognises that people and whānau who experience mental health and addictions needs, are part of communities.
Challenging discrimination	Challenges discrimination & provides/ promotes a valued place for employees and clients/whai ora with mental health & addiction needs.
Applying law, policy and standards	Implements legislation, regulations, standards, codes and policies relevant to their role.
Maintaining professional & personal development	Participates in life-long learning, & personal and professional development, reflecting on & seeking ways to improve self/ team/service.