

# Position Description

## Practitioner / Kaiwhakamahereroa Waranga

**Reports to** Clinical Manager  
**Service/Team** 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 clinical assessment and treatment utiliaing the Therapeutic Community model in partnership with Drug Treatment Programme participants/tangata whaiora whose lives are affected by alcohol and other drug use,dependency.

## 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 support to DTP programme participants, to achieve effective outcomes and satisfaction.</li> <li>• Deliver services in accordance with the organisational philosophy, policies and procedures, and according to the requirements of the Department of Corrections.</li> <li>• Facilitate consultation and liaison with programme clients.</li> <li>• Participates in the education and follow-up of the programme clients regarding their treatment plan and learning</li> <li>• Participate fully in team meetings and is involved in integrated treatment planning.</li> <li>• Undertake clinical and non-clinical tasks within own scope of practice as directed by the Clinical manager.</li> <li>• Role model best clinical practice when undertaking individual, group and therapeutic community clinical work with programme participants.</li> <li>• Ensure that clinical practice &amp; protocols follows organisational and Department of Corrections policies, procedures and systems.</li> <li>• Identify and contribute to the minimisation of clinical and non-clinical risk by ensuring that services are delivered in accordance with organisational and Department of Corrections, procedures and protocols.</li> <li>• Liaise and maintain functional professional relationships with internal and external stakeholders in relation to the treatment delivered.</li> <li>• Write up and input participant’s clinical case notes and reviews into the Odyssey client database (HCC).</li> </ul>	<ul style="list-style-type: none"> <li>• Clinical treatment produces positive outcomes and achievement of treatment goals.</li> <li>• Clinical Manager and Department of Corrections staff express satisfaction with knowledge of and adherence to relevant policies, procedures and quality framework.</li> <li>• Clinical Manager and programme clients express satisfaction with level of involvement, cooperation and collaboration.</li> <li>• Demonstrates best clinical practice; senior staff express satisfaction with treatment planning and participant learning.</li> <li>• Clinical Manager expresses satisfaction with decision making and level of autonomy.</li> <li>• Audits demonstrates compliance with organisational policies, procedures and systems; meets accreditation and certification standards.</li> <li>• Clinical practice and group work is of a consistently good standard.</li> <li>• Is familiar with and adheres to organisation and Corrections policies, procedures and systems in regard to risk assessment &amp; management. Risk forms are completed in timely manner and kept up-to-date in HCC.</li> <li>• Internal and external stakeholder’s express satisfaction with relationships.</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> </ul>

Area of Responsibility	Performance Measures
<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> <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>• 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 or member of Corrections 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> <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 DTP</li> <li>• DTP team members</li> <li>• Other DTP and ITP employees</li> <li>• Other Odyssey employees</li> </ul>	<ul style="list-style-type: none"> <li>• Prisoners, programme participants and their whānau</li> <li>• Therapeutic Community participants</li> <li>• Department of Corrections staff</li> <li>• External agencies and providers, including and other NGOs</li> </ul>

## Person Specification

Qualifications, Knowledge and Experience
<ul style="list-style-type: none"> <li>• Up to year's relevant work experience in a health or mental health/AOD setting</li> <li>• Relevant qualification (level 7) e.g. Bachelors in Health Science, Psychology, Occupational Therapy, Counselling</li> <li>• Demonstrated understanding of Maori Tikanga and Pacific cultural norms</li> <li>• Experience of developing and sustaining effective relationships with clients/tangata whaiora</li> <li>• Experience of working in the social services, health or mental health/AOD sectors</li> <li>• Understanding of and interest in Odyssey's work</li> <li>• Experience and expertise in using Microsoft suite applications</li> <li>• Full Current New Zealand Drivers Licence</li> <li>• Previous experience working in a correction's or justice-based environment is preferred</li> <li>• Knowledge and understanding of the Therapeutic Community Model is desirable</li> <li>• Knowledge of te reo is an advantage</li> </ul>
Skills and Abilities
<ul style="list-style-type: none"> <li>• Ability to establish and maintain effective relationships with a range of stakeholders</li> <li>• Ability to prioritise and work with limited supervision</li> <li>• Self-motivated and a positive attitude</li> <li>• Ability to deal with conflict and defuse challenging situations</li> <li>• Understanding of risk management</li> <li>• Strong interpersonal and communication skills</li> <li>• Fluency in English and clear, concise written skills</li> <li>• Ability to work under pressure, complete work on time and to a good standard</li> <li>• Demonstrated cultural sensitivity and rainbow diversity awareness</li> <li>• Willingness to consider other viewpoints and adjust decisions as appropriate</li> <li>• Ability to show initiative &amp; adapt to changing circumstances</li> <li>• Ability to show discretion and tact</li> <li>• High regard for confidentiality and security, including client information</li> <li>• Good IT/word-processing skills</li> <li>• Ability to acknowledge own limitations and be proactive with own self-development</li> </ul>

## Ngā Poupou | Our Pillars

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

<b>Wakawhirinaki   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.

<b>Skill</b>	<b>Description</b>	<b>Competency Level - Essential</b>
<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</li> </ul>

		<p>whakawhanaunga, manaaki, tino rangatiratanga and mana motuhake</p> <ul style="list-style-type: none"> <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 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> </ul>

		<ul style="list-style-type: none"> <li>• Maintains and stores records in accordance with legal and professional standards</li> </ul>
<p><b>Maintaining professional &amp; personal development</b></p>	<p>Participates in life-long learning, &amp; personal and professional development, reflecting on &amp; seeking ways to improve self/team/service</p>	<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>