

Position Description

Practitioner / Kaiwhakamahereroa Waranga

Reports to Clinical Manager

Service/Team Residential Services

About Us

Since 1980, we have supported thousands of New Zealanders whose lives are affected by alcohol, drug or other addiction challenges. 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, to feel hopeful about their future and to have meaningful relationships with friends and whānau.

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

Ngā Poupou | Our Pillars

Tika | Trust

Pono | Honesty

Kaitiaki | Responsibility

Manaaki | Concern

Aroha | Love

Position Purpose

- To provide assessment and treatment to (in partnership with) clients/tangata whaiora/rangatahi including family/whanau, whose lives are affected by alcohol and other drug use, dependency and co existing disorders. To provide comprehensive clinical assistance based on best practice, that is effective, of high quality and meets the needs of clients/tangata whaiora/rangatahi and the residential service.

Key Areas of Responsibility

Area of Responsibility	Performance Measures
<p>Service Delivery</p> <ul style="list-style-type: none"> • Provide assessment, treatment and management of clients/tangata whaiora/rangatahi to achieve effective client outcomes and client satisfaction • Facilitate consultation and liaison with clients/tangata whaiora/rangatahi and their family/whanau • Participates in the education and follow-up of the clients/tangata whaiora/rangatahi and family/ whanau and relevant others regarding treatment plans • Participate fully in multidisciplinary team meetings and integrated treatment planning • Undertake clinical and non-clinical tasks within own scope of practice as directed by the Clinical Manager as appropriate • Role model best clinical practice when undertaking individual and group clinical work with clients • Is aware of when and how to seek assistance if tasks are outside scope of practice or knowledge level • Facilitate groups and supervises support workers within this setting if they are co-facilitating • Ensure that all treatment documentation meets the criteria set by the organisation 	<ul style="list-style-type: none"> • Clinical treatment produces positive outcomes for clients/tangata whaiora/rangatahi which are in line with treatment goals • Clients/tangata whaiora/rangatahi and family/whanau express satisfaction • Clients/tangata whaiora/rangatahi and family/whanau express satisfaction with participation in education and level of follow up as per treatment plan • Senior staff express satisfaction with level of involvement • Senior staff express satisfaction with level of cooperation and collaboration • Work undertaken demonstrates best clinical practice; senior staff expressing satisfaction • Senior staff express satisfaction with the level of autonomy demonstrated • Facilitates groups with support workers and clients/tangata whaiora/rangatahi express satisfaction with groups • Treatment documentation complies with organisational policy and procedure and meets required audit standards

Area of Responsibility	Performance Measures
<ul style="list-style-type: none"> • Ensure that clinical practice follows organisational policies, procedures and systems and adheres to all clinical protocols. • Liaise and maintain functional professional relationships with internal and external stakeholders in relation to treatment delivered • Administer of medication as required to clients/whai ora/ rangatahi • Write client/whai ora or rangatahi clinical case notes and reviews, and input into the Odyssey client database (HCC). • Ensure the effective and timely assessment and management of risk in consultation as required with senior staff, on-call or and external liaison. <p>Health and Safety</p> <ul style="list-style-type: none"> • Identify and act on any potential risks to self or others, including client/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"> • Demonstrates an ability to follow organisations policies, procedures and systems • Internal and external stakeholders’ express satisfaction • Medication training is undertaken; competence is shown in medication allocation; meets all procedural guidelines in line with documented nursing & medication plans • 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 • Clinical practice follows organisation policies, procedures and systems in regard to risk assessment & management. Risk forms are timely and up-to-date in HCC • 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"> • Support Workers • Advanced Practitioner • Registered Nurse • Clinical Manager 	<ul style="list-style-type: none"> • Clients/tangata whaiora/rangitahi • Family/Whanau of Clients/Tangata Whaiora/rangitahi • External organisations • Medical and Dental Agencies • Other medical /health providers

Person Specification

Qualifications, Knowledge and Experience
<ul style="list-style-type: none"> • Proven skills and experience in supporting 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 • 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 • High regard for confidentiality and security, including client information • Understanding of and interest in Odyssey's work • Understanding of the Treaty of Waitangi and how it applies to own professional practice • Knowledge of Te Reo and/or Tikanga Maori is desirable

Skills and Abilities

- Ability to inspire and motivate clients/tangata whaiora and their family/whanau
- Client focused
- Demonstrated confidence in people and their abilities
- Strong interpersonal skills
- 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 work under pressure, complete work on time and to a high standard
- Ability prioritise and work with limited supervision
- Ability to take initiative and adapt to changing circumstances
- Demonstrated cultural sensitivity and rainbow diversity awareness
- Willingness to consider other viewpoints/ sources of information and adjust decisions as appropriate
- Positive attitude and self-motivated
- Ability to show discretion and tact
- Ability to deal with conflict and defuse challenging situations
- Fluency in English and strong communication skills
- Good IT/word-processing skills
- Ability to acknowledge own limitations and be proactive on 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 clients/whai ora and whānau

‘Let’s Get Real’ Skills

Skill	Description	Competency Level - Essential
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"> • Greets and welcomes people accessing services and their whānau appropriately, providing age and/or culturally appropriate, relevant & specific information • Works in partnership with people accessing services and is mindful of the impact of power differentials • 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 • Recognises people accessing services may be fearful or apprehensive and works to establish a safe and trusting connection and a comfortable physical environment
Working with Māori	Contributes to oranga and whānau ora for Maori employees and Māori clients/ whai ora	<ul style="list-style-type: none"> • Greets Māori people using te reo Māori greetings

	with mental health and addiction needs	<ul style="list-style-type: none"> • Respects and uses te reo Māori correctly & when appropriate • Respects Māori tikanga and spiritual practices, the importance of identity and the concepts of whakawhanaunga, manaaki, tino rangatiratanga and mana motuhake • Asks whai ora and whānau what they need and provides information in English and Māori • Understands the importance of whakapapa and different roles within whānau • Supports Māori whai ora to identify and involve people who are important to them
Working with whānau	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"> • Demonstrates understanding that in many cultures, a person’s identity is embedded and connected to whānau rather than their individual selves • Welcomes, establishes positive rapport and shares relevant information with whānau • Sensitive asks about support needs related to being a parent as appropriate to role
Working within communities	Recognises that people and whānau who experience mental health and addictions needs, are part of communities	<ul style="list-style-type: none"> • Understands ‘community’ in the broadest sense and that the concept of community is dynamic and evolving • Recognises that Māori whai ora may be supported within and contribute to wider social networks e.g. hapu, iwi • 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 • Has a basic understanding of mental health promotion, addiction harm reduction, suicide prevention and postvention principles

<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"> • Demonstrates understanding of the prevalence, impact and challenges of discrimination on people who have mental health or addiction needs, whanau services and communities • Works to develop awareness and challenges own beliefs that may lead to discriminatory behaviour
<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"> • Respects the relationship between government and tāngata whenua and upholds the principles of the Te Tiriti o Waitangi • Understand and adheres to legislation, regulations, standards, codes and policies appropriate to the role • 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 • Provides information to people about their rights and in a way that supports them to understand • Ensures people know about relevant feedback and complaints processes • Maintains and stores records in accordance with legal and professional standards
<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"> • Reflects on own work and practices to identify strengths and areas for further development • Seeks and takes learning opportunities to achieve professional development goals • Looks after own wellbeing and contributes to a safe and healthy workplace • Communicates effectively with a diverse range of people • Engages with colleagues to give and receive constructive feedback

		<ul style="list-style-type: none">• Works effectively in a team and understand team roles, different working styles and skill levels to contribute to the success of the team
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