

Position Description

Practitioner / Kaiwhakamahereroa Waranga

Reports to Clinical Manager, Take Charge Service

Service/Team Take Charge Team

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
| Love

Pono | Honesty

Kaitiaki | Responsibility

Manaaki | Concern

Aroha

Context

The Take Charge Team is based on the Individual Placement and Support (IPS) model. IPS is an evidenced based approach that supports people who experience a mild to moderate mental illness into employment and has been shown to be effective in a range of settings internationally.

This role will operate under IPS principles for youth (rangatahi) aged between 18-24, delivering group-based motivational workshops and support into employment or training.

The IPS model is based upon eight principles:

1. Competitive employment is the primary goal.
2. Everyone who wants it is eligible for employment support.
3. Job search is consistent with individual preferences.
4. Job search is rapid: beginning within one month.
5. Employment specialists and clinical teams work and are located together.
6. Employment specialists develop relationships with employers based upon a person's work preferences.
7. Support is time-unlimited and individualised to both the employer and the employee.
8. Welfare benefits counselling supports the person through the transition from benefits to work.

Position Purpose

To develop effective assessment and treatment strategies for young people who present in relation to their mental health, alcohol and drug issues, supporting rangatahi towards work and training.

To provide a quality service that is accessible, appropriate, and is in partnership with rangatahi and family/whanau.

Key Areas of Responsibility

Area of Responsibility	Performance Measures
<p>Service Delivery</p> <p>Supports the delivery of a meaningful service, working in partnership with rangatahi and their whānau. This involves:</p> <ul style="list-style-type: none"> • Delivering a service that honours Te Tiriti O Waitangi and diversity. • Operating a service that adheres to the principles of the IPS model. • Processing referrals to the service in a timely fashion. • Representing the interests of the rangatahi and their whānau within the team. • Monitoring responses and ensuring outcomes meet performance standards for the team and organisational standards, policies and procedures. • Facilitates groups in conjunction with peer support specialists and employment specialists • Processing escalations and providing training and awareness to other team members. • Acting as a clinical contact point for the team in partnership with the Take Charge clinical manager. • Establish and maintains effective networks and relationships for liaison and consultation with other mental health and addiction services, referring agencies and related services • Ensures that all treatment documentation meets the criteria set by the organisation. • Ensures that clinical practice follows organisational policies, procedures, and systems. • Identifies and contributes to the minimisation of clinical and non-clinical risk by ensuring that services are delivered in accordance with the organisation philosophy, policy, procedures and contracts. • Liaises and maintains functional professional relationships with internal and external stakeholders • Undertaking any other administrative tasks necessary to fulfil the duties of the role. 	<ul style="list-style-type: none"> • Feedback from rangatahi and whānau indicates that services are delivered in an inclusive and culturally appropriate way • Service audits against the IPS Fidelity Scale meet requirements. • Required service standards are met in line with contract • Accurate, up to date and relevant information is held securely for rangatahi • Relationships /networks with relevant sector providers and agencies are established; positive feedback is received from those agencies/providers. • Relevant information for reports is gathered. • 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

Area of Responsibility	Performance Measures
<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"> • 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
<p>Treaty of Waitangi Demonstrate knowledge and understanding of the Treaty of Waitangi and its application in this role.</p>	<p>Actions show knowledge and ability to apply the principles of the Treaty in the delivery of role</p>
<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. 	<ul style="list-style-type: none"> • Has an individual development plan which is implemented Attends organisational training required for role • 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"> • Clinical Manager, Take Charge • Employment Specialists and Peer Support Specialists within your team • Youth Service Operations Manager • GM Service Delivery • Other Odyssey employees 	<ul style="list-style-type: none"> • Rangatahi and their whānau • External and referral agency staff • Employers

Person Specification

Qualifications, Knowledge and Experience
<ul style="list-style-type: none"> • Has or is working towards a level seven (degree level) qualification in a relevant social service and/or youth area • Registration with a relevant professional body e.g. DAPAANZ, HPCA or Social Work or a commitment to gaining registration. • Holds knowledge of the effects related to the misuse of alcohol and other drugs, including methamphetamines and other current substances of use and abuse • Ability to identify cognitive and behavioural patterns and understanding of mental health issues • 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

- A passion and a heart for young people
- Ability to engage with young people and to motivate young people to set goals and action them
- Ability to work alongside family members to guide and strengthen the families' own strengths and resources
- Excellent written and oral communication skills
- Group facilitation skills
- Desire to engage inclusively with family/whanau and other
- Demonstrates a client centered and strength's based-approach
- Strong interpersonal and communication skills
- 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 adapt to changing circumstances
- 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 pou pou | Pillars

Guiding Principles for employees and tāngata whai ora .

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

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	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 whanau. • 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 with mental health and addiction needs	<ul style="list-style-type: none"> • Greets Māori people using te reo Māori greetings. • 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 whanau. • Sensitively 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.

		<ul style="list-style-type: none"> • Demonstrates understanding of the importance of social inclusion and community connections, has knowledge of the communities, people accessing services; identifies 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
Challenging discrimination	Challenges discrimination, & provides/ promotes a valued place for employees and clients/whai ora with mental health & addiction needs	<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
Applying law, policy and standards	Implements legislation, regulations, standards, codes and policies relevant to their role	<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.
Maintaining professional & personal development	Participates in life-long learning, & personal and professional development, reflecting on & seeking ways to improve self/ team/service	<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. • Works effectively in a team and understand team roles, different working styles and skill levels to contribute to the success of the team.