



Position Description

Support Worker / Kaitoko

Reports to Clinical Manager, Adult

Service/Team Adult 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 noho herekore i ngā waranga me ngā wero nui 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 support to (and in partnership with) clients/tāngata whaiora (people seeking wellness) and family/whānau whose lives are affected by alcohol and other drug use, dependency and co existing disorders.
- Provide effective, high-quality assistance that reflects best practice approaches and meets the needs of clients/tāngata whaiora in Adult Services.

Key Areas of Responsibility

Area of Responsibility	Performance Measures
<p>Service Delivery</p> <ul style="list-style-type: none"> • Drive and accompany clients / whai ora to appointments, external groups, day trips, activities and shopping using allocated vans and pool cars. • Complete general administration & facility support tasks as requested. • Administer medication as required to clients/whai ora • Write and input client/whai ora clinical case notes into the Odyssey client database (HCC) • Assist Practitioners & Advanced Practitioners with room set up, workbook preparation & co-facilitation for group sessions as required • Complete client check-ins as scheduled when the clients have experienced a significant situation related to physical, emotional or conflict-based issues. 	<ul style="list-style-type: none"> • Clients / whai ora are safely transported to scheduled appointments / activities on time in line with relevant policy, procedural and external outing guidelines. Vehicles are driven in line with Vehicle Transport Policy. • All allocated tasks are completed in line with instructions given and on time. Other employees & client's whai ora express satisfaction of support provided and involvement. • Has completed medication training with Registered Nurse; Medication allocation is completed correctly and 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. • Sessions are set up on time and correctly and resource materials are prepared as required. Employee engages actively in group co-facilitation process in line with Therapeutic Community (TC) guidelines. • Check-ins are completed in collaboration with the client and in line with TC guidelines. Appropriate tools in the community are used to address client issues during check in. • Client welfare (physical & emotional) escalations are managed well and escalated as required to Practitioner or Advanced Practitioner level.

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. <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. 	<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>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"> • Practitioners • Advanced Practitioner • Registered Nurse • Clinical Manager 	<ul style="list-style-type: none"> • Clients/tāngata whaiora • Family/Whanau of clients/tāngata whaiora • Applicable external organisations • Medical and Dental Agencies • Other medical /health providers

Person Specification

Qualifications, Knowledge and Experience
<ul style="list-style-type: none"> • 1+ year’s relevant experience as a Support Worker or similar role • A relevant health related qualification (level 4 certificate minimum) • 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 • An interest in Māori and Pasifika peoples customs and cultural norms • Full current New Zealand driver’s licence
Skills and Abilities
<ul style="list-style-type: none"> • Strong interpersonal 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 high standard • Ability prioritise and work with limited supervision • 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 take initiative and 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 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.

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 employees 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.