

# Position Description

## Support Worker / Kaitoko

**Reports to** Clinical Manager

**Service/Team** Residential

### 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.**

### Ngā Poupou | Our Pillars

**Tika** | Trust

**Pono** | Honesty

**Kaitiaki** | Responsibility

**Manaaki** | Concern

**Aroha** | Love

## Position Purpose

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

## Key Areas of Responsibility

Area of Responsibility	Performance Measures
<ul style="list-style-type: none"> <li>• Driving and accompanying clients / whai ora /rangatahi to appointments, external groups, day trips, activities and shopping using allocated vans and pool cars. For Support Workers based at the Family Centre this responsibility may also extend to the transporting of children to day care and childminding activities as required.</li> <li>• Completing general administration &amp; facility support tasks as requested. For Support Workers based at Youth Residential this responsibility may also include supporting clients / rangatahi with meal preparation, cooking, some cleaning tasks and organising rooms for new admissions.</li> <li>• Administering of medication as required to clients/whai ora/ rangatahi</li> <li>• Writing and inputting of clients/whai ora/ rangatahi clinical case notes into the Odyssey client database (HCC)</li> <li>• Assisting Practitioners &amp; Advanced Practitioners with room set up, workbook preparation &amp; co-facilitation for group sessions as required</li> <li>• Completing client check-ins as scheduled when the clients have experienced a significant situation related to physical, emotional or conflict-based issues.</li> </ul>	<ul style="list-style-type: none"> <li>• Clients / whai ora /rangatahi 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.</li> <li>• All allocated tasks are completed in line with instructions given and on time. Other employees &amp; client's whai ora / rangatahi express satisfaction of support provided and involvement.</li> <li>• Medication training completed by Registered Nurse. Medication allocation is completed correctly and meets all procedural guidelines in line with documented nursing &amp; medication plans.</li> <li>• HCC information is accurate, timely and meets all case note writing policy and procedural requirements and privacy act/confidentiality requirements</li> <li>• 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.</li> <li>• 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 &amp; emotional) escalations are managed well and escalated as required to Practitioner or Advanced Practitioner level.</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 client/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 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>• Liaison Practitioners</li> <li>• Advanced Practitioner</li> <li>• Registered Nurse</li> <li>• Clinical Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Clients/tangata whaiora/rangitahi</li> <li>• Family/Whanau of clients/tangata whaiora/rangitahi</li> <li>• Applicable external organisations</li> <li>• Medical and Dental Agencies</li> <li>• Other medical /health providers</li> </ul>

## Person Specification

Qualifications, Knowledge and Experience
<ul style="list-style-type: none"> <li>• Ideally, previous practical experience as a Support Worker or similar role</li> <li>• A relevant health related qualification (level 4 certificate minimum)</li> <li>• Experience of working in the social services, addictions and/or mental health sectors</li> <li>• Experience and expertise in using Microsoft suite applications</li> <li>• Understanding of and interest in Odyssey's work</li> <li>• Full current New Zealand driver's licence</li> </ul>
Skills and Abilities
<ul style="list-style-type: none"> <li>• Strong interpersonal skills</li> <li>• Ability to establish and maintain effective relationships with a range of stakeholders</li> <li>• Ability to work under pressure, complete work on time and to a high standard</li> <li>• Ability prioritise and work with limited supervision</li> <li>• Demonstrated cultural sensitivity and rainbow diversity awareness</li> <li>• Willingness to consider other viewpoints/ sources of information and adjust decisions as appropriate</li> <li>• Positive attitude and self-motivated</li> <li>• Ability to take initiative and 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>• Ability to deal with conflict and defuse challenging situations</li> <li>• Fluency in English and strong communication skills</li> <li>• Good IT/word-processing skills</li> <li>• Ability to acknowledge own limitations and be proactive on 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>Tika   Trust</b>	Reliable and shows great integrity
<b>Pono   Honesty</b>	Transparency and openness underpins all actions
<b>Kaitiaki   Responsibility</b>	Achieves and surpasses goals
<b>Manaaki   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 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	Competency Level - Essential
<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	<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> </ul>

	<p>mental health and addiction needs</p>	<ul style="list-style-type: none"> <li>• Respects Māori tikanga and spiritual practices, the importance of identity and the concepts of whakawhanaunga, manaaki, tino rangatiratanga and mana motuhake</li> <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>
<p><b>Working with whānau</b></p>	<p>Encourages and supports the wellbeing of whānau and ensures they have access to information, education and support including children</p>	<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>
<p><b>Working within communities</b></p>	<p>Recognises that people and whānau who experience mental health and addictions needs, are part of communities</p>	<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>
<p><b>Challenging discrimination</b></p>	<p>Challenges discrimination, &amp; provides/ promotes a valued place for employees and clients/whai ora with mental health &amp; addiction needs</p>	<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>

<p><b>Applying law, policy and standards</b></p>	<p>Implements legislation, regulations, standards, codes and policies relevant to their role</p>	<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> <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>