



Position Description

Youth Practitioner / Kaiwhakamahereroa Waranga

Reports to Clinical Manager

Service/Team Youth INtact

About Us

Since 1980, we have supported thousands of New Zealanders whose lives are affected by alcohol, drug or other addiction challenges. 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.

We are known for providing effective, evidence-based services that support wellbeing. We want tāngata whai ora (people seeking wellness) to have options to access the support they need in ways that work for them.

Tō Tātou Matakitenga | 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

Ka hangaia e mātou he whare haumarū, he whare tūmanako hoki e tīni ai te tangata, he wāhi whakaaroaro, he wāhi ako, he wāhi tūhono anō hoki, mei kore e puta tātou 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

Ensure the provision of high quality, evidence-based practice that meets stakeholder's requirements; developing effective assessment and treatment strategies for young people; and provide leadership and training around youth alcohol and other drug support.

Key Areas of Responsibility

Area of Responsibility	Performance Measures
<p>Service Delivery</p> <ul style="list-style-type: none"> • Engage young people in their recovery, working together with Youth Workers and Cultural Support • Provides youth friendly alcohol and drug assessment and treatment services, as per Waikato Youth AoD Model of Care • Provide duty clinical cover as required as the first point of contact for the service, receiving referrals and enquiries, gathering relevant information, and prioritising need • Ensures 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. • Clients are prioritised and supported appropriately and in a timely manner • Risk assessment, planning and management is demonstrated with positive client outcomes • In partnership with the client, development of an appropriate treatment plan that includes treatment goals, agreed interventions, and review dates • Maintenance of a client caseload • Clients are scheduled as often as clinically indicated Client's management is regularly discussed in team clinical reviews • Clients are supported to develop their own resource systems and networks to meet their needs • All client care is documented and all treatment/care is provided in accordance with service protocols and service pathways • Provision of ongoing assertive support and co working for clients in consultation and conjunction with other services • Family/whanau and caregivers are encouraged to participate and remain involved in the clients treatment with the client's consent 	<ul style="list-style-type: none"> • Adherence to Waikato Youth AoD Model of Care, with regard to assessment and treatment strategies • Young people report that they want to be involved in the service • Harm reduction is the demonstrated in all client care • Audit measures compliance with organisational policy and procedures. • Meets Accreditation and Certification Standards. • Risk Issues are identified, reported to senior staff and/or management and resolved as appropriate. • Internal and external stakeholder's express satisfaction.

Area of Responsibility	Performance Measures
<ul style="list-style-type: none"> • Provision of group facilitation and co facilitation as required <p>Leadership / Systems Support</p> <ul style="list-style-type: none"> • Develop a leadership / systems support plan according to section 4.1 of the Waikato Youth AoD Services Provider Specific Terms and Conditions together with Youth Operations Manager • Deliver, enable, and support the staff in the service to deliver the leadership/systems support plan. <p>Monitoring, Evaluation, and Review of Clinical Practice</p> <ul style="list-style-type: none"> • Participation in Supervision and Mentoring. • Utilise research and evidence based best practice to develop and implement therapeutic interventions used by the team. • With the Clinical Manager, analyse the quality and outcome related data and its application to service performance: <ul style="list-style-type: none"> ○ Evaluating effectiveness of actions taken ○ Collating, analysing and communicating data to use in decision making ○ Plans and implements new quality initiatives and quality improvement initiatives ○ Fidelity of model • Write and input participant/whai ora clinical case notes and reviews into Odyssey’s client database (HCC). 	<ul style="list-style-type: none"> • Plan is developed and signed off by General Manager Operations • Clarity around areas of proficiency in leadership/systems support plan. • Positive feedback from stakeholders of the leadership/systems support plan. • Effectiveness of leadership/systems support plan delivery is identified and used in development. <ul style="list-style-type: none"> • Can demonstrate analysis of satisfaction surveys, audits, complaints and incidents and can demonstrate the interface with quality improvement initiatives • Independent audit of quality and outcome related data and subsequent actions taken demonstrate effective service improvement initiatives • Clinical audit compliance • Supervision sessions are 100% attended • Goal attainment is measured at increasing levels <ul style="list-style-type: none"> • 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/whāi 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 and 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"> • Youth Workers • Cultural Support • Clinical Manager • Operations Manager • Youth INtact employees • Odyssey employees 	<ul style="list-style-type: none"> • Clients / rangatahi • Family / Whānau • External community agencies and other stakeholders

Person Specification

Qualifications, Knowledge and Experience
<ul style="list-style-type: none"> • Registered (DAPAANZ) AOD Practitioner or a registered health professional holding a HPCA / NCAC Counsellor status or a registered Social Worker • NZQA Level 7 or higher qualification in a relevant social service area • 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 • An understanding and knowledge of cultural norms, practices and traditions especially with regards to Maori and Pacific Peoples • An understanding of the Treaty of Waitangi and its relevance to the guidelines for practice • 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
- Creativity and proven experience innovating new solutions for young people
- Ability to work alongside family members to guide and strengthen the families' own strengths and resources
- Excellent written communication skills
- Group facilitation skills
- Desire to engage inclusively with family/whanau and other
- 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 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.
Matapopōre 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 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 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 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 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 whānau • Sensitively asks about support needs related to being a parent as appropriate to role

<p>Working within communities</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"> • 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

		<ul style="list-style-type: none">• 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
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