

# ALCOHOL AND OTHER DRUG PEER SUPPORT SPECIALIST (Oranga Hinengaro – Mental Health & Addiction)



Responsible to: Oranga Hinengaro Senior Clinical Team Leader  
 Team: Oranga Hinengaro: Mental Health and Addiction Service  
 Service: Whānau Ora Service Delivery  
 Location: North/South Taranaki  
 Directly Supervising: Nil  
 Functional Relationships: Peer Support Clinical Lead  
 Service Delivery Teams  
 Tui Ora kaimahi  
 Whānau  
 Senior Leadership Team  
 Health & Safety and Quality & Risk Advisor  
 Committees: As required

## POSITION SUMMARY:

The role of the Peer Support Specialist is to act as a recovery coach, providing support and advocacy as someone who has gained strength and understanding through their own lived experience. The Peer Support Specialist will be required to model a recovery-oriented approach to working with Whānau Whaiora, Whānau, and their respective Community to embrace Whanau ora Outcomes. The Peer Support Specialist will be a member of the Alcohol and other Drugs (AoD) Service.

## REPORTING RELATIONSHIPS

Tui Ora Manager(s) / Team Leader(s)

All kaimahi will manifest through their everyday work *Ngā Ūara: Core Principles* across all internal and external stakeholder interactions:

<b>Wairuatanga</b> The expression of the intimate spiritual connection we have to our maunga, awa, moana, marae, tūpuna and atua. Must be maintained and nourished to help achieve wellbeing. Fundamental to the way in which we view the world.	<b>Whanaungatanga</b> The ability to form a connection with each other through sharing experiences and being open. To understand who we are and where we come from. A way of acknowledging our uniqueness and the strength that comes from working as a group.
<b>Kotahitanga</b> The message of unity, oneness, and harmony. This principle reflects the emerging spirit of sharing and embracing each other.	<b>Tino Rangatiratanga</b> Being and having control, oversight, and responsibility for ones' actions. Inspires us to a sense of self determination.
<b>Manaakitanga</b> The nurturing of relationships. Encouraging us to rise above personal attitudes and feelings while respecting and creating self-worth in others. Building unity through humility and the act of giving.	<b>Tikanga O Tui Ora</b> A guide to the way in which we unite as an organisation. Our responsibility to provide care under the auspices of tō tātou maunga.

Key Result Area	Expected Result
Service Delivery	<ul style="list-style-type: none"> <li>Peer support provides support for whānau to achieve their goals and recovery while engaged with mental health services and addiction in Taranaki</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Provide recovery-oriented peer support, tailored to individual Whānau Whaiora needs in consultation with Whānau Whaiora and wider AOD team.</li> <li>▪ Enhance social supports, community involvement and engagement with whānau/family.</li> <li>▪ Provide support with addressing social issues including obtaining housing (in the event of homelessness), accessing Work &amp; Income entitlements, seeking employment/training, and accessing health and social services.</li> <li>▪ Provide advocacy when engaging with other services including government agencies, health service providers and Non-Government Organisation (NGO) services as required</li> <li>▪ Support Whānau Whaiora to plan for a better future and achieve their goals in terms of work, friendships, and family connections to minimise the adverse impact of AOD use on their lives</li> <li>▪ Support access to appropriate services in crisis situations with clinical direction from AOD Specialist teams.</li> <li>▪ Complete all contractual reporting requirements</li> </ul>
<b>Ad hoc tasks</b>	<ul style="list-style-type: none"> <li>▪ A Business Continuity Event may require secondment to another role.</li> </ul>
<b>Relationships</b>	<ul style="list-style-type: none"> <li>▪ Key partnerships are maintained to generate stronger links to foster a sense of collaboration with care providers to enhance multi-disciplinary service delivery</li> <li>▪ Establish and maintain effective working relationships with kaimahi, whānau, communities and other external contacts</li> <li>▪ Develop and use collaborative relationships to facilitate the accomplishment of whānau goals and objectives under the guidance of the team.</li> </ul>
<b>Communication/Team Work</b>	<ul style="list-style-type: none"> <li>▪ Support an inclusive and positive work environment by listening and responding appropriately in all interactions.</li> </ul>
<b>Culture</b>	<ul style="list-style-type: none"> <li>▪ Keeping the organisation’s Ngā Uara: Core Principles at the forefront of own and others’ decision making and actions: <ul style="list-style-type: none"> <li>– Upholds ethics and values</li> <li>– Demonstrates integrity</li> <li>– Promotes and defends equal opportunities, builds diverse teams</li> <li>– Encourages organisational and individual responsibility towards the community and the environment.</li> </ul> </li> </ul>
<b>Quality</b>	<ul style="list-style-type: none"> <li>▪ Risk management, quality assurance, integrity and confidentiality through all work are evidenced</li> <li>▪ Standards are maintained to meet service level agreements/contract specifications.</li> </ul>
<b>Safe Environment</b>	<ul style="list-style-type: none"> <li>▪ Each kaimahi is expected to help maintain a safe and healthy workplace by: <ul style="list-style-type: none"> <li>– Following all company safe work, policies, procedures, rules, and work instructions</li> <li>– The proper use of all safety equipment and clothing provided (as applicable)</li> <li>– The early reporting to their manager of any pain or discomfort experienced at work</li> <li>– Taking an active role in the company’s treatment and rehabilitation plan, for an ‘early and durable return to work’ by following the company ‘Return to work –ACC’ and ‘Return to work – Non ACC Related’ procedures</li> <li>– Reporting all incidents, injuries, and hazards through the company Reportable Event procedure</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>▪ Working with Health and Safety Representatives, the Health &amp; Safety and Quality &amp; Risk Advisor, and managers to ensure compliance with Health and Safety requirements and the active development and promotion of a healthy work environment by: <ul style="list-style-type: none"> <li>– Actively identifying and reporting near misses or incidents</li> <li>– Supporting the Health and Safety Representative in their work area whenever required</li> </ul> </li> <li>▪ Reporting on Health and Safety events at team meetings.</li> </ul>
<b>Technology and Tools of the Job</b>	<ul style="list-style-type: none"> <li>▪ Able to apply and understand the use of technology; with demonstrable ability to use a desktop computer and related application software packages – including Microsoft office and Client Management Systems relevant to the role</li> <li>▪ Demonstrates confidence and is willing to embrace change as technology changes</li> <li>▪ Committed to maintaining the quality and accuracy of data entry.</li> </ul>
<b>Personal Development</b>	<ul style="list-style-type: none"> <li>▪ Professional/technical knowledge is maintained, and knowledge is shared with team</li> <li>▪ Appropriate technical development targets are agreed in the performance development review, and achievement is evidenced against these</li> <li>▪ A performance development plan is established annually and reviewed six-monthly</li> <li>▪ Commitment to attend the organisation’s cultural development programme.</li> </ul>
<b>Person Specification</b>	<ul style="list-style-type: none"> <li>▪ Gained or working toward minimum Level 4 Mental Health &amp; Addictions Framework training</li> <li>▪ Current Peer Support training, up to date Wrap Plan or ability to obtain (training provided)</li> <li>▪ DAPAANZ registered or in a position to work toward</li> <li>▪ Trained in Boundaries and Ethics</li> <li>▪ Full, clean NZ Driver Licence.</li> </ul>
<b>Experience and Skills</b>	<ul style="list-style-type: none"> <li>▪ Knowledge of and demonstrate an understanding of recovery approach in AOD Services in line with Service User, Consumer and Peer Workforce document Te Pou (2014)</li> <li>▪ Experience or ability to demonstrate an understanding of whānau goals and recovery outcomes</li> <li>▪ Understanding of Whānau Ora outcomes</li> <li>▪ Understanding of Māori models of health and the application of the Treaty of Waitangi in practice</li> <li>▪ Able to demonstrate practical understanding of the aspirations and challenges facing Māori communities</li> <li>▪ Experience in applying Tikanga Māori as it applies in the role is desirable</li> <li>▪ Well-developed written and oral communication skills with a working knowledge of Microsoft products/applications</li> <li>▪ Excellent interpersonal skills and able to work as part of a team</li> <li>▪ Excellent organisation skills and able to take responsibility for completion of tasks</li> <li>▪ Strong work ethic, demonstrated by a high level of integrity, reliability, efficiency, and self-management</li> <li>▪ Excellent attention to detail</li> <li>▪ Able to handle sensitive and confidential information.</li> </ul>

**NOTE:**

You will align outcomes/deliverables as per the Service Contract requirements that relate to your role.

The foregoing paragraphs are intended to describe the duties that the appointee will be expected to undertake in this position. However, the outlined key tasks should not be regarded as a complete and exhaustive list and

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do not prevent the addition, alteration, or deletion of duties from time to time in accordance with the needs of Tui Ora.

Tui Ora is a service provider and as such kaimahi are required to have a flexible approach to the work they are requested to undertake (within their professional/legal scope/boundaries) to ensure client needs are met and best practice customer service is upheld at all times and to contribute to the success of Tui Ora.

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Salary circa dependent upon skills and experience.

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**APPROVED:**

Authorised signature:	Kaimahi signature
Name:	Name:
Position:	Position:
Date:	Date: