

Position Title: Recovery Facilitator
Reporting Manager: Service Manager
Tier: Level 5
Division: Mental Health & Wellbeing
Location: Taupo

Who we are

HealthCare NZ provides a wide array of health and human services to people throughout New Zealand. We serve people in their homes and communities as well as in specialised treatment settings. We help people gain access to needed services and provide oversight and management services for people who have disabilities, ensuring they receive vital services, are safe, well-cared for and live as independently as possible.

HealthCare NZ's vision is to be a leader in community support and a partner in community wellbeing. Since 1988 we have been caring, supporting, and empowering people in need to live independently, safely, and well in their community. Our commitment is to provide a way of working with those we support, stakeholders, business partners and staff based on our values - respect, support, and excellence.

We are committed to ensuring our services are delivered to Maori clients in a manner that recognises and respects Maori values and beliefs. As an organisation we recognise our obligation to Te Tiriti o Waitangi and acknowledge Maori as tangata whenua who have unique values, social structures, and worldviews.

We work with a range of partners in local and central Government, public and private sector agencies, and community groups to advise on delivering effective and efficient healthcare now and in the future.

Recovery Facilitator

Why You're Here

As a Recovery Facilitator, your role is to deliver a person-centred support service for people living with mental illness in the community. You will provide support in relation to family and whanau, community living, education, employment, and self-management of their wellbeing.

The purpose of the Recovery Facilitator is to empower people to achieve their goals and aspirations through developing a therapeutic, collaborative, and respectful relationship, taking a holistic, strengths-based approach.

You will manage a caseload of people and work in partnership to support, encourage and facilitate improvement of their health and wellbeing so they can thrive.

What You'll be Doing

Building Relationships & Networks

- Maintain professional and respectful relationships with HealthCare NZ colleagues, other agencies, and stakeholders
- Attend and contribute to meetings in a respectful and punctual manner, as requested by the Service Manager
- Work in partnership with other agencies such as the DHB, Work and Income, HealthCare NZ, community providers and other stakeholder partners to address people's needs

People - Centred

- Participate in initial assessments and reviews
- Work in partnership with the person and their family/whanau/friends identified by the person in the development of the recovery plan, goals, and objectives
- Support people with their recovery plan to ensure their needs are met in line with identified goals and action plans
- Ensure risk management plans are developed, followed, and regularly reviewed
- Advocate where appropriate for the person's recovery needs to reflect choice and to challenge stigma and discriminatory behaviours
- Work in partnership with services to enable the person's recovery goals to be achieved

Concern for Quality & Standards

- Setting high standards of performance excellence for self; and assuming responsibility and accountability for successfully completing assignments and tasks Exercise professional judgement in reporting issues that may require further discussion or input from others. Escalate concerns to the Service Manager (as appropriate)
- Contribute to the development and implementation of improved processes/systems and provide advice consistent with organisational plans, policies, and values
- Assist with the reporting, investigation, and resolution of complaints, incidents, and Sentinel events
- Continually look for opportunities to add value to the products and services we deliver to our customers
- Participate positively in training as required, applying your learning to your role in order to improve our services

Administration

- Complete Recordbase (mental health electronic health record) and all other documentation in an accurate and timely manner, as per Mental Health and Well-Being policy and processes
- Document reportable events and activities into Recordbase in a timely manner so that PRIMHD reporting requirements are met
- Provide information to your Manager in a timely manner to enable any complaints to be addressed effectively and closed appropriately

Workforce Management

- Support the orientation of new staff, as buddy/mentor when requested to contribute to a positive team ethos and culture

Continues Improvement

- Originating action to improve existing situations and processes, identifying improvement opportunities, generating ideas, and implementing solutions
- Consistently maintaining high levels of activity / productivity; operating with drive, effectiveness, and determination over extended periods of time

The Rules that are Important

- Comply with all company policies, guidelines, and procedures
- Behave in a manner consistent with the values and conduct standards of the organisation
- Embrace and promote a working environment that is culturally diverse and safe

- Promote and support initiatives that contribute to a safe and healthy working environment for employees, visitors, contractors, and the people we support
- Ensure compliance with health and safety policy and procedures, including accident and incident reporting, investigation, hazard management, induction, employee participation, visitor, and contractor management
- Take the direction of your manager and the business to undertake any other reasonable tasks which are within your ability to complete

The Skills, Knowledge and Experience You'll Need

- National Certificate in Mental Health Support Work (level 4) or equivalent (or willingness to undertake within one year of employment)
- Full NZ drivers' licence and clean Police check
- Team player with the ability to work autonomously
- Attention to detail with excellent documentation skills
- Ability to keep clear boundaries

Desirable

- More than two years' experience working with people with mental health and addictions issues
- Additional training in topics relevant to providing mental health support services
- Some experience working with people with mental health and addictions issues
- An understanding and working knowledge of De-escalation and distraction techniques
- Current First Aid Certificate

Who You will be Leading:

- There are no direct reports for this position

Key Relationships

- Internal: Mental Health and Well-Being colleagues/team administrators; National Manage; Staff of other HealthCare NZ entities and HealthCare NZ shared services staff
- **Committees & Groups:**
- External: People using services and their families/whanau; DHB clinical teams and key workers; Primary health services; Social and community agencies; Government departments

Agreement:

I agree to the outline of the role in this job description and recognise that the contents may need to be amended from time to time to reflect changing business requirements.

I, as job holder, allow my Manager to gather information from third parties where necessary for the purpose of performance management.

Name: _____

Signature: _____ Date: ____ / ____ / ____

