

Wellness Advisor

Position details

Reports To: Wellness Team Leader

Location: Generic

District/Service Centre: Leadership & Capability

Shift Work/Non Shift Work: Non shift work

Group: Safer People

Remuneration Range: Band G Police Employee/Band H Officer of Constable

Level Purpose: Individual Contributor

Employee Type: Both

Direct Reports: Nil

Delegated Financial Authority: Nil

Working at Police (who we are)

New Zealand Police delivers services that ensure communities are safe and feel secure, with less crime, road trauma and fewer victims. Police operates 24 hours a day in a complex environment actively preventing crime and crashes. With around 14,000 staff, we work from community-based police stations and large policing hubs, operate on land, sea and in the air, and respond to over 860,000 emergency calls every year.

Values:

Our values provide a guide to the way New Zealand Police work, operate and make decisions, and reflect what is important to us and the communities we serve.

- ▶ **Professionalism** Taking pride in representing New Zealand Police and making a difference in the communities we serve
- ▶ **Respect** Treating everyone with dignity, upholding their individual rights and honouring their freedoms
- ▶ **Integrity** Being honest and upholding excellent ethical standards
- ▶ **Commitment to Maori and The Treaty** Acting in good faith of, and respecting the principles of Te Tiriti O Waitangi – partnership, protection and participation
- ▶ **Empathy** Seeking understanding of, and considering the experience and perspective of those New Zealand Police serve
- ▶ **Valuing Diversity** Recognising the value different perspectives and experiences bring to making us better at what we do

Position overview (where you'll be working)

The Safer People Group, within People and Capability, supports the organisation to develop a strong wellness and safety culture.

The Safer People Group is made up of five key areas:

- Health and Safety: supporting Police to maximise safety and minimise risk to all employees
- Wellness: supporting the psychological and emotional wellbeing of employees
- Physical Education: supporting the physical fitness of employees and recruits to ensure they are fit for the job
- Medical clearance – ensuring recruits meet health requirements for the job
- Health Clinic at the Royal NZ Police College.

The Wellness Advisor provides core services and background operational activities as guided by the Safer People, The Strategy to Realisation, Support & Encourage Wellness Service Line 2019 document.

The purpose of the Wellness Advisor is to provide professionally guided health and wellness support and assistance to all Police employees and their families and NZ Police as an organisation. In doing so we apply the prevent, advise and respond practice framework

- Prevent : we protect staff from psychological harm by increasing awareness and capability and strengthening protective factors for resilience
- Advise :We ensure our people have access to professional support and advice when they experience difficulties at work or at home
- Respond : We coordinate and provide prompt response to incidents through implementation of the trauma support policy

Responsibilities (what you'll be doing)

The **Wellness Advisor** will:

1. Service Delivery

- Promotes awareness of health and wellness and the importance of self care with individual and groups
- Plans, implements and evaluates educational and other strategies, programmes and projects focused on prevention of and early intervention of identified wellness related problems
- Develops in conjunction with the Wellness team Leader and other Wellness Advisors information and resources or staff in response to common queries
- Provides assistance to employees and their families, usually on a short-term basis
- Assesses and refers employees and their families on to specialist services as required.
- Provides advice to management for example in relation to the selection of staff for special operations and applications for welfare transfers
- Monitors progress of any referrals made to ensure the employee and his/her family are satisfied with the service provided and the matter has been successfully resolved
- Responds to critical incidents and implements the Trauma policy in a timely manner, assessing needs, and coordinating trauma support services as required
- Provides psychosocial support to employees requiring workplace rehabilitation
- Acts as a source of expert information and advice on wellness related matters

- Provides information on and access to wellness related internal policies, provisions and services available to employees and their families.
- Responds, accurately and in a timely manner, to staff queries on wellness related matters
- Contributes to the development of wellness related policies
- Identifies and raises policies or practices, procedural gaps trends or issues which affect the wellbeing of staff recommending appropriate strategies to address matters raised
- Maintains case notes, records, service statistics and timesheets in a timely and accurate manner

2. Team Work

- Contributes in a positive manner to the setting of Safer People and Wellness service goals, plans and standards in line with the organisational goals, ethics and values as set out in Our Business.
- Contributes to the development of professional best practice and an effective Wellness service.
- Collaborates within Safer People to ensure seamless services are provided.
- Shares information appropriately and actively and constructively participates in supervision, case review and team meetings.
- Attempts to constructively resolve problems and conflicts.
- Is organisationally and professionally agile and constructively responds to changing service needs or direction.
- Maintains appropriate professional boundaries with Police staff, a high level of confidentiality and adheres to the Welfare Service Professional Code of Ethics and Practice

3. Customer Service

- Acts in a friendly, responsive and timely way towards people using the Wellness service
- Delivers a service that is confidential acceptable, readily available and accessible to employees
- Ensures that service delivery is responsive to the needs of Maori staff and integrates both the Treaty principles and Maori values and principles consistent with the spirit and substance of the Treaty of Waitangi.
- Assesses and analyses concerns, issues, needs and resources of employees and their families in relation to Wellness services and provides this information to Safer People to contribute to informing services and activities
- Plans, implements and evaluates strategies and programmes to respond to wellness concerns, issues and needs of employees and their families
- Complies with the Strategy to Realisation: Support and Encourage Wellness Line 2019 document..
- Uses discretion in an appropriate manner in dealing with problems
- Shows flexibility in approaches to different situations when it is apparent that a method or approach is inappropriate
- Sets priorities and manages own time effectively

All employees of New Zealand Police are expected to:

- ▶ Adhere to New Zealand Police standards of integrity and conduct
- ▶ Comply with legislative and statutory requirements within area of expertise, including employment and privacy legislation
- ▶ Model the New Zealand Police Values – Professionalism, Respect, Integrity, Commitment to Maori and The Treaty, Empathy and Valuing Diversity
- ▶ Respect diversity and demonstrate inclusiveness
- ▶ Understand the hazards in their work area and eliminate or minimise the associated risk

- ▶ Report all accidents, incidents and near misses in MyPolice in a timely fashion
- ▶ Actively participate in Wellness and Safety initiatives and training
- ▶ Perform other duties and participate in projects as required

Key relationships (who you'll be working with)

The **Wellness Advisor** can expect to build and maintain effective relationships with:

Internal	District Commanders, Area Managers HR Managers Police Supervisors Return to Work Coordinators, Health and Safety Advisors, PEOs, Medical Services, Police Chaplains, MPES
External	External service providers and relevant professional organisations NZ Police Association Welfare Fund NZ Police Association NZ Police approved psychologists, specialist health services, and social service organisations ACC CRM The Family Court

Position specific competencies: (how you'll deliver results)

To be successful in this role the **Wellness Advisor** will:

- ▶ Effectively communicate with our people, partners and community,
- ▶ Use critical thinking and problem-solving skills to make sound decisions and judgement
- ▶ Manage time, priorities and responsibilities for self and others
- ▶ Manage our administrative responsibilities and resources
- ▶ Coach our peers
- ▶ Know Our Business and how to deliver it.
- ▶ Know our contribution to achieving our targets.
- ▶ Know the legislation, policy and guidelines relevant to the role and how to access them
- ▶ Know how to identify and manage risk to personal safety and trust and confidence
- ▶ Know the impact of unconscious bias and how to manage our own biases.
- ▶ Know and understand the diverse cultures within our communities.
- ▶ Have experience in engaging with partners and stakeholders
- ▶ Have a breadth of experience in the core aspects of our role.
- ▶ Have the experience to apply creative and diverse thinking and show initiative.
- ▶ Have the experience to manage own health, waiora (well-being) and resilience.

- ▶ Enhance the Mana and waiora (well-being) of others, so that we can all be safe and feel safe.
- ▶ Seek clarity about the outcomes and activities we are expected to deliver.
- ▶ Seek opportunities to develop our own skills, knowledge and experience.
- ▶ Contribute honestly and openly to our progress and performance reviews.

Additional information: (what you need to know)

Required Qualifications:

- ▶ A tertiary qualification and registration as a Registered Nurse, Social Worker, or Occupational Therapist.
- ▶ 5 year's mental health experience or similar

Pre-Employment Checks

- ▶ A Non-core Police Vetting Check
- ▶ Drug and Alcohol testing

Work Environment

- ▶ Flexibility Options: Flexible work options available

