

Position Description

Whānau Support Specialist | Kaitoko

Reports to Clinical Manager, AODTC

Service/Team Alcohol and Other Drug Treatment Court (AODTC)

About Us

Since 1980, we have supported thousands of New Zealanders whose lives are affected by alcohol, drug or other addiction challenges. We provide effective, evidence-based services that support wellbeing. 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 and feel hopeful about their future. Our services encourage stronger connections with friends and whānau and enable meaningful participation in the community.

Our pillars – whakawhirinaki | trust, pono | honesty, haepapa | responsibility, matapōpore | concern, and aroha | love – are the foundation of our work, guiding how we work together and with others.

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 mārāma.

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

- Support the family/whānau of AODTC participants to become more actively involved in their recovery by walking alongside them and providing culturally appropriate, safe and effective support.
- Work collaboratively with other members of the AODTC team to deliver a high quality and responsive service to all stakeholders.

Key Areas of Responsibility

Area of Responsibility	Performance Measures
Service Delivery • Establish relationships with AODTC participants' whānau, with the objective of providing information, support and encouraging their engagement in the participants' recovery journey. This includes: ○ Providing information and advice to whānau around AODTC processes and their potential support involvement in the AODTC. ○ Providing education to whānau members about AOD use and recovery, including treatment services participants may be involved in. ○ Contributing to treatment planning by supporting the involvement of whānau in this process, and by acting as the liaison between whānau and participants. • Support whānau to engage with appropriate community-based supports where the need is identified. • Write up and input notes of whānau contact and case reviews with participants into the Odyssey's client database (Recordbase). • Build and maintain good working relationships with key external stakeholders and agencies in the AODTC, including other AOD providers, judges, court coordinators, judicial officers, defence counsel, police and community probation service. • Actively engage in personal recovery as a whānau member to someone with addictions challenges and demonstrate respect for the recovery journey of others.	• Family/whānau express satisfaction with support and educational information provided. • Appropriate education and follow up is provided to whānau. • Proactive input is provided at meetings to discuss participant/whānau support plans. • Line manager expresses satisfaction with support provided to whānau and levels of involvement in planning meetings and group facilitation. • Colleagues express satisfaction with level of cooperation and collaboration provided. • Recordbase information is accurate, timely and meets all case note writing policy and procedural requirements and privacy act/confidentiality requirements. Recordbase case reviews are kept up to date. • Other external stakeholders express satisfaction with inputs and support provided. • Professional standards are maintained and role modelling is provided of recovery.

Area of Responsibility	Performance Measures
Health and Safety - Identify and act on any potential risks to self or others, including tāngata whai ora, whānau and/or other kaimahi. - 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. Te Tiriti o Waitangi - Demonstrate knowledge and understanding of Te Tiriti o Waitangi and its application in this role. Professional Development - Be proactive in own professional development. - Attend relevant organisational trainings as required. General - Work cooperatively with colleagues 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.	- 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. - Actions show knowledge and ability to apply the principle of Te Tiriti in the delivery of role. - Has an individual development plan which is implemented. - Attends organisational training required for role. - Regular attendance at team meetings and makes useful contributions. - Work is undertaken and completed. - Commitment and flexibility are demonstrated.

Key Relationships

Internal	External
- Clinical Manager/members of AODTC team - Operations Manager – Specialist Services - Whānau Lead - Other Odyssey kaimahi	- AODTC participants and their family/whānau - Wider AODTC stakeholders e.g. judges, police, defence counsel, Community Probation Service, AODTC coordinators, judicial officers, Criminal Court registry staff

Person Specification

Qualifications, Knowledge and Experience

- 1-2 year' relevant work experience, including experience of working with tāngata whai ora and their whānau in a health care setting
- Lived experience of supporting whānau/and or others on a recovery journey from alcohol, other drugs and/or mental illness
- Demonstrated understanding of Te Tiriti o Waitangi and its application to this role
- Knowledge of tikanga Māori and the customs and culture of Pacific peoples
- Demonstrated awareness and self-reflections of recovery journeys and strategies for maintaining resilience and wellness
- Experience of working in the social services, addictions and/or mental health sectors
- Understanding of and interest in Odyssey's work
- Proven expertise in using Microsoft suite applications
- Full current NZ drivers license
- A relevant (L3 level) qualification and/or training in peer or whānau support is desirable
- Direct experience of the justice/court system is desirable

Skills and Abilities

- Ability to be a positive role model with regards to lived experience and recovery
- Ability to use mutual sharing and learning of lived experience as the basis of building relationships
- Strong interpersonal, influencing 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 awareness of diverse cultures, identities and experiences, including rainbow communities
- Willingness to consider other viewpoints and adjust decisions as appropriate
- Self-motivated, able to take the initiative and adapt decisions as appropriate
- Ability to show discretion and tact
- High regard for security and confidentiality, including client information
- Fluency in English (written and spoken)
- Ability to diffuse conflict
- Demonstrated 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 underpin all actions.
Haepapa Responsibility	Achieves and surpasses goals.
Matapōpore 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.