

Position Description

Peer Support Specialist | Tautoko-a-aropā

Reports to Peer Support Manager

Service/Team Peer Support

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

Connect with the tāngata whai ora in our residential services (Adult Services and Family Centre), and provide individualised support with the goal of engagement, modelling hope for recovery, encouraging self-awareness about what works for the person, and to compliment the work of the Therapeutic Community.

Key Areas of Responsibility

Area of Responsibility	Performance Measures
Service Delivery • Establish and maintain intentional relationships with tāngata whai ora in Odyssey's Adult Services and Family Centre and ensure that all relevant information is communicated prior and during their entry to these residences. • Welcome and orient the tāngata whai ora and their family/whānau to the services provided by Odyssey. • Implement and follow peer support plans with individual tangata whai ora, which include modes of support, relapse prevention and wellness planning. • Work with the tāngata whai ora to identify significant goals and ensure these goals (and milestones) are documented in their recovery plans. Identify primary motivators that will encourage tāngata whai ora to identify and achieve their own goals. • Liaise with family/whānau as appropriate and ensure there is an integrated approach to peer care for each tangata whai ora through networking and relationships with colleagues and external agencies. • Monitor the progress of the tāngata whai ora and provide immediate and specific feedback as appropriate. • When working with tāngata whai ora: ○ Ensure the language used is recovery orientated at all times. ○ Recognise and effectively manage escalating behaviour situations as appropriate. ○ Understand the boundaries regarding the areas of past/current lived experience that should and should not be shared and seek advice as required.	• Line manager and tāngata whai ora express satisfaction with the collaborative relationships that are created and maintained. • Line manager expresses satisfaction with the timeliness, relevance and way information is communicated to tāngata whai and their whānau. • Tāngata whai ora and whānau express satisfaction with the orientation process provided. • Line manager is satisfied with the peer support plans developed, the level of tāngata whai ora engagement achieved and the timely way plans are then implemented. • External stakeholders, including tāngata whai ora and whānau express satisfaction with the process, support and appropriateness of the cultural approach offered. • Line manager is satisfied that appropriate goals/milestones are set and documented, in collaboration with tāngata whai ora; tāngata whai ora express satisfaction with the ongoing encouragement provided to meet their stated goals. • Line manager is satisfied with the monitoring of progress, and that the feedback provided is in line with recovery orientated language and communication. • Line manager and colleagues express satisfaction that communications are consistent and appropriate with recovery expectations. • Line manager is satisfied that concerning behaviour situations are recognised and managed with appropriate de-escalation techniques or are escalated as appropriate.

Area of Responsibility	Performance Measures
• Write up and input tāngata whai ora clinical case notes and reviews into Recordbase. 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.	• Information entered onto Recordbase is accurate, timely and meets all case note writing policy and procedural requirements and privacy act/confidentiality requirements; Recordbase reviews are kept up to date. • 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
• Peer Support Manager/ team • Adult Services and Family Centre • Clinical Managers/ team members • Consumer Advisor • Other Odyssey kaimahi	• Tāngata whai ora and their family/whānau • Relevant external stakeholder organisations • Relevant clinical and medical providers

Person Specification

Qualifications, Knowledge and Experience
• Up to 1 years' experience in a peer-based role or similar • Lived experience of recovery from an addiction challenge e.g. with drugs or alcohol • An interest and/or knowledge of Māori tikanga and the customs and cultures of Pacific peoples • Completion of specialist or intentional peer support training • Experience in using Microsoft suite applications • Understanding of and interest in Odyssey's work • Full current New Zealand driver's licence <i>Preferred</i> • Relevant qualification (L4/L5) e.g. Mental Health & Care Certificate, Addictions Certificate • Completed a personal WRAP plan • Knowledge/awareness of Alcohol and other drug treatment and recovery principles • Knowledge of potential community resources and support networks • Experience of working in the social services, addictions and/or mental health sectors
Skills and Abilities
• A willingness to embrace change and mutually learn • Ability to be a positive role model with regards to lived experience & recovery • Ability to establish and maintain relationships with a range of stakeholders • Strong people skills and ability to adapt communication approach to different situations • Ability to create a shared peer relationship based on an equal power dynamic • Ability to show appropriate judgement and maintain professional boundaries • Ability to work under pressure, complete work on time and to a good standard • Ability to diffuse conflict • Willingness to embrace diverse cultures, identities and experiences, including rainbow communities • Willingness to consider other viewpoints and adjust decisions as appropriate • Self-motivated and able to work with limited supervision • Ability to show discretion, tact and maintain confidentiality, including client information • Fluency in English (written and spoken) • 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.