



Mental Health Clinician | Nāhi ā Rēhita

Reports to	Peer Manager
Hours	20 hours per week
Service/Team	Odyssey Community Café

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 mārama.

We create hopeful and safe spaces for change with opportunities to reflect; learn and connect so that people can move towards a brighter future.

Odyssey Community Café

The Odyssey Community Café is a peer-lead community café where people can drop in for coffee, connection, and support in a safe, inclusive space. Trained kaimahi (employees) will be available to provide intentional peer support for mental health and addiction-related distress, offering peer-led conversations, safety planning, navigation, and warm handovers to other services when needed.

Grounded in lived experience, Te Ao Māori, and relational practice, the Odyssey Community Café aims to create a calm alternative to clinical environments where people are listened to without judgement and supported to regain stability. By complementing local health and social services through early intervention and strong community relationships, the Community Café aims to provide appropriate support, help reduce stigma, and strengthen wellbeing.

Position Purpose

- Support the creation of a welcoming and inclusive space that supports the wellbeing of tāngata whai ora within a community café setting.
- Provide clinical expertise as part of a coordinated, peer-led, recovery-focused service for people experiencing mental health distress and/or increased vulnerability. This involves:
 - Delivering timely clinical assessments, therapeutic intervention, collaborative safety planning and/or clinical advice, working alongside Odyssey's peer team and Kaiārahi Māori.
 - Providing clinical guidance and advice to colleagues to ensure the provision of quality services to tangata whai ora.
- Identify and manage risk, and facilitate the timely escalation, referral and/or connection of tāngata whai ora to other appropriate specialist services as appropriate.

Key Areas of Responsibility

Area of Responsibility	Performance Measures
Clinical support and therapeutic engagement ○ Support tāngata whai ora visiting the Odyssey Community Café who may be experiencing anxiety, distress, psychological crisis and/or other mental health difficulties by: ○ Welcoming and engaging them in a warm, respectful and non-judgemental manner. ○ Establishing supportive, respectful relationships while maintaining professional boundaries. ○ Providing brief, person-centred interventions appropriate to the person's needs, role scope and peer-led service model, using active listening, validation, grounding, emotional regulation and other appropriate brief interventions. ○ Assisting tāngata whai ora to identify strengths, protective factors, coping strategies and immediate support needs, and determine practical next steps following their visit, such as connecting them with other relevant services.	• Line manager expresses satisfaction with the quality and appropriateness of the clinical knowledge, interventions and support provided to tāngata whai ora and colleagues. • Line manager, colleagues and tāngata whai ora express satisfaction with the referrals/signposting provided to other relevant services. • Demonstrates appropriate knowledge of and adherence to the peer-led model and clinical protocols / practice guidelines for the Community Café. • Line manager expressed satisfaction with the accuracy and timeliness of client information/case reviews recorded in

Area of Responsibility	Performance Measures
• Share clinical knowledge and expertise with colleagues to support the appropriateness of interventions and care for tāngata whai ora. • Write and input tāngata whai ora clinical case notes into the client database (Recordbase) in accordance with organisational requirements. • Maintain confidentiality in relation to client information in line with privacy and confidentiality policies/protocols. Risk Assessment and crisis response • Undertake timely assessments of the immediate wellbeing and safety of tangata whai ora and de-escalate where risk indicators are identified, including suicidal ideation, self-harm, violence, vulnerability, abuse, intoxication, acute mental distress or significant deterioration. • Develop appropriate safety plans to manage identified risks in collaboration with the tangata whai ora, and their whānau or colleagues as appropriate. • Escalate acute or escalating risks to relevant person/agencies in line with organisational policies and procedures e.g. to the Peer Manager and/or other emergency/acute mental health services when required; adjust these plans as required. Clinical coordination and referral • Develop and maintain collaborative working relationships with external community mental health teams, primary care staff, emergency services, addiction services and other relevant providers. • Support tāngata whai ora to connect with other appropriate services where additional and/or ongoing support is required. This includes facilitating the referral where consent is given by the tangata whai ora. • Participate in multidisciplinary discussions as appropriate to help to support a holistic, wrap around approach for tangata whai ora. • Maintain awareness of local crisis pathways and available community resources in and form accessible to tāngata whai ora and colleagues.	• Line manager expresses satisfaction with the engagement and relationships established with stakeholders – tāngata whai ora, colleagues, external agency staff • Line manager is satisfied with timeliness and accuracy of tāngata whai ora case notes; client records comply with case note writing policy and procedures, and privacy act/confidentiality requirements. • Line manager is satisfied with the risk assessments, actions and safety plans put in place to address/mitigate risk and maintain a safe environment. • Tāngata whai ora, their whānau (as applicable) and colleagues express satisfaction with the planning and support provided. • Demonstrates knowledge and adherence to relevant organisational policies and procedures. • Line manager is satisfied that acute risks are escalated appropriately in line with agreed organisational protocols, including to external specialist services where required. • Relevant crisis and non-crisis service providers express satisfaction with the working relationships established and levels of collaboration shown. • Line manager is satisfied that appropriate services are identified and timely connections are made for tangata whai ora consent; tāngata whai ora /their whānau express satisfaction with the referrals made on their behalf. • An up-to-date database of crisis support providers is maintained and is available to tāngata whai ora and kaimahi working within Community Café.

Area of Responsibility	Performance Measures
Café Operations and Team Support - Support the day-to-day operation of the Odyssey Community Café on a rostered basis. This includes: - Preparation, presentation and sale of food to customers in line with relevant policies and food safety standards. - Providing barista services and sale of coffee and other beverages to customers. - Helping to maintain the general tidiness and presentation of the cafe area. Health and Safety - Identify Health and Safety risks to self and others including tāngata whai ora, whanau and 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 a positive team meeting. - Carry out any other duties that may be delegated by the line manager, which are in keeping with the scope of the role.	- Café Manager expresses satisfaction with the standard of food preparation and presentation and adherence to relevant policies and standards and policies. - Customers express satisfaction with the café services provided. - Risks (including Health and Safety, compliance and maintenance) are identified and reported; - Plans are put in place to resolve and/or mitigate potential problems or are escalated to line manager as required; line manager is satisfied with how situations are recognised and managed. - Demonstrates understanding and compliance with organisational and legislative health and safety requirements. - 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 Manager and team • Operations Managers • Quality Manager • Consumer Advisor • Other Odyssey Service Managers/Clinical Managers and teams • Other Odyssey kaimahi	• Tāngata whai ora and their whānau • Café customers • Specialist Mental Health and Addiction Service providers • Medical services • Emergency or Crisis Liaison Support staff

Person Specification

Qualifications, Knowledge and Experience
• At least 2 years' relevant experience working as a clinician/practitioner in the social services, health, addictions or mental health sectors • Experience working with people with mental health and/or addiction challenges • Relevant qualification (L7) e.g. Bachelors of Health Science, Psychology, Nursing • Clinical registration with a relevant professional body e.g. Daapanz, SWRB • Experience of training and advising others • Understanding the importance of equity of access to health care and outcomes • Demonstrated understanding of the principles of Te Tiriti o Waitangi and its application to this role • Knowledge of Māori tikanga and the customs and culture of Pacific peoples • Proven expertise in using Microsoft suite applications • Full current NZ driver's license • Post Graduate Certificate in Health Sciences (Mental Health Speciality) is desirable • Experience of working in a café/hospitality setting would be useful
Skills and Abilities
• Strong interpersonal and relationship management skills • Ability to establish and maintain effective relationships with a wide range of stakeholders including people from challenging backgrounds and life experiences • Good written/verbal communication skills • Demonstrated awareness of diverse cultures, identities and experiences, including rainbow communities • Ability to work under pressure, complete work on time and to a good standard • Ability to assess risk and de-escalate conflict • Ability to work with limited supervision • Adaptable, flexible and able to respond to changing situations • Openness and willingness to consider other viewpoints and adjust decisions as appropriate • Self-motivated and able to take the initiative • Ability to show discretion and tact • High regard for security and confidentiality, including of client information • Fluency in English (written and spoken) • 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.