

Position Description



Peer Support Specialist / Tautoko-a-aropā

Reports to

Peer Manager

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, to feel hopeful about their future and to have meaningful relationships with friends and whānau.

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 Matakitea | 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-led community café where people can drop in for coffee, connection, and support in a safe, inclusive space. Trained kaimahi (employees) are 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

- Contribute to the creation of a safe, welcoming and inclusive community café space, drawing on prior lived experience to build connection and trust.
- Support tāngata whai ora, their whānau, and wider support networks by providing compassionate, strengths-based intentional peer support within a wider multi-disciplinary team.
- Walk alongside tāngata whai ora as they navigate immediate challenges and support them to develop practical strategies that aid stabilisation, recovery, and ongoing wellbeing.
- Practice cultural safety and show appropriate understanding of Te Tiriti o Waitangi principles when working alongside Māori tangata whai ora.

Key Areas of Responsibility

Area of Responsibility	Performance Measures
Peer Services • Support the maintenance of a friendly, respectful and inclusive Community Hub environment where people can seek support without judgement. • Provide peer services to tangata whai ora. This includes: ○ Establishing and maintaining intentional relationships with tāngata whai ora drawing on prior lived experience while maintaining appropriate professional boundaries in line with relevant organisational policies. ○ Providing a culturally safe space for tāngata whai ora and their family/ whānau, using appropriate recovery-oriented language and applying Te Tiriti principles as needed. ○ Sharing personal recovery journeys to aid tāngata whai ora engagement and mutual learning in the peer relationship.	• Line manager and tāngata whai ora express satisfaction with the collaborative relationships established. • Tāngata whai ora and whānau provide positive feedback about the support provided. • Line manager is satisfied with recovery approaches and language used. • Line manager observes that appropriate information is shared and boundaries are maintained within the peer relationship. • Demonstrates appropriate understanding of and adherence to relevant organisational policies and procedures.

Area of Responsibility	Performance Measures
• Provide support and relevant information to tāngata whai ora about other service providers as appropriate. • Work cooperatively with colleagues in all aspects of service delivery. This includes sharing information and learnings with colleagues. • Support the collection of information and data required by the Peer Manager for reporting purposes. • Write and input tāngata whai ora clinical case notes into the client database (Recordbase) in accordance with organisational requirements. Community Hub Café • 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 and act on any potential risks to self or others, including tāngata whai ora, family/whānau and other kaimahi. • Recognise and effectively manage behavioural situations using appropriate de-escalation techniques and/or escalate to the Peer Manager/ external services as necessary, in line with agreed protocols. • 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 the Te Tiriti o Waitangi and its application in this role.	• Colleagues provide positive feedback on information shared and/or support shown. • Line manager is satisfied with the information collected for service reports. • 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. • 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 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 principles of Te Tiriti in the delivery of role.

Area of Responsibility	Performance Measures
Professional Development - Be proactive in own professional development and attend relevant organisational training as required. General - Participate in team processes and actively promote a positive team culture. - Carry out any other duties that may be delegated by the line manager, which are in keeping with the scope of the role.	- Has an individual development plan which is implemented. - Attends organisational training required for role. - Manager is satisfied with the level of engagement and support to team members. - Other work is undertaken and completed. Commitment and flexibility is demonstrated.

Key Relationships

Internal	External
- Peer Manager - Peer Support team - Café Lead - Kaiarahi Māori - Operations Managers - Rostered on call manager/senior clinicians - Other Odyssey kaimahi	- Tāngata whai ora and their family/whānau - Mental Health and Addiction services - Emergency services - Customers - Other external organisations and community providers

Person Specification

Qualifications, Knowledge and Experience

- 1+ year's relevant work experience, including experience in a Peer Support role working with people with mental health and/or alcohol and other drug use challenges
- Lived experienced of mental health and/or alcohol or drug use challenges
- Completed or willing to complete relevant training e.g. Intentional Peer Support training
- Awareness of alcohol and other drug treatment and recovery principles
- Understanding of professional boundaries and how they can be maintained in a peer setting
- Understanding of Te Tiriti o Waitangi and application of principles to this role
- Knowledge of Māori tikanga and the customs and cultures of Pacific peoples
- Knowledge of available community resources, agencies and/or support networks
- Full current New Zealand driver's licence

Preferred

- Completed personal WRAP plan
- Relevant qualification (L4) e.g. Mental Health & Care Certificate, Addictions Certificate
- Hospitality experience, preferably gained in a café setting and/or as a barista

Skills and Abilities

- Able to be a positive role model with regards to lived experience & recovery
- Able walk alongside others within an equal power dynamic
- Able to create and share experiences and mutually learn within a peer relationship
- Able to establish and maintain effective relationships with a range of people
- People and strengths focused
- Self-motivated and able to work autonomously
- Able to deal with conflict and defuse challenging situations
- Openness and willingness to consider other viewpoints
- Able to take the initiative and adapt to changing circumstances
- Able to show discretion, tact and cultural sensitivity and model this to others
- High regard for confidentiality and security, including client information
- Fluency in English
- Basic IT/word-processing skills
- Able to acknowledge own limitations and be proactive on own self-development

Ngā poupou | Pillars

Guiding Principles for kaimahi and tāngata whai ora.

Whakawhirinaki Trust	Reliable and shows great integrity
Pono Honesty	Transparency and openness underpins 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 clients/whai ora and whānau.