

Position Description

Night Support Worker | Po Kaitautoko

Reports to Clinical Manager, Family Centre

Service/Team Family Centre

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

- Provide support to tāngata whai ora (people seeking wellness) whose lives are affected by alcohol and other drug use or dependency.
- Provide effective assistance that meets the needs of the tāngata whai ora, in line with required standards and support the well-functioning of the residential service and the Therapeutic Community (TC) model of care.
- Ensure the overnight safety and security the tāngata whai ora living at the residential site.

Key Areas of Responsibility

Area of Responsibility	Performance Measures
Night Support Services • Complete regular bed checks as scheduled and record that clients are in their rooms according to the allocation sheet. Attend to issues or escalate as required. • Provide security for the facility by being awake and vigilant throughout the night which includes completing and recording checks at scheduled intervals for the facility as required. Attend to or escalate issues in accordance with organisational policies and procedures. • Provide support to tāngata whai ora and whānau as required, to achieve effective client outcomes and client satisfaction. • Understand when and how to seek assistance if tasks or issues are outside scope of practice or knowledge level and to escalate as appropriate. • Complete general administration & facility support tasks as requested. • Administer medication as required to tāngata whai ora. • Address issues with tāngata whai ora as they arise and/or escalate to on-call as required. • Write case notes following interactions with tāngata whai ora and input into the Odyssey client database (Recordbase) in line with relevant policies and procedures.	• Bed check monitoring and recording is completed at scheduled intervals; tāngata whai ora issues are dealt with in line with TC and relevant organisational policies and procedures. • Remains awake and vigilant for full shift and all security checks completed as required; issues are escalated as required to on-call team in line with organisational policies and procedures. • Tāngata whai ora express satisfaction with the support provided. • Team and on-call employee's express satisfaction with situations where assistance is sought, or issues are escalated. • All tasks are completed in line with instructions given and on time; other employees and tāngata whai ora express satisfaction of support provided and involvement. • Has completed medication training with the Registered Nurse; medication is dispensed correctly and meets all procedural guidelines in documented nursing & medication plans. • Appropriate tools of the TC are used to address client issues; client welfare issues (physical or emotional) are managed well and escalated to on-call as required. • Information on HCC is accurate, timely and meets all policy and procedural requirements for case notes, and privacy act/confidentiality requirements.

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 principles 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 Managers • Practitioners • Advanced Practitioner • Registered Nurse • Other Odyssey kaimahi	• Tāngata whai ora and their whānau • Applicable external organisations • Medical and Dental Agencies • Other medical/health providers

Person Specification

Qualifications, Knowledge and Experience
• 1+ years relevant experience, including working in a Social Services, addictions and/or mental health care setting (as a Support Worker or similar role) • Has completed or is committed to completing a relevant health related qualification (level 4 certificate) • Experience of working with people from different backgrounds and cultures • Demonstrated understanding of the principles of Te Tiriti o Waitangi and its application to this role • Understanding of and interest in Odyssey's work • Proven expertise in using Microsoft suite applications • Full current NZ drivers license • Knowledge of te reo/ tikanga Māori • Knowledge of the customs and culture of Pacific Peoples
Skills and Abilities
• Strong interpersonal 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 cultural sensitivity and rainbow diversity awareness • 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.