Support Worker | Kaitautoko

Reports to Clinical Manager, Te Wairua Royal Oak

Service/Team Te Wairua Royal Oak

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 haumaru, 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.

Position Purpose

- Provide support to tāngata whai ora (people seeking wellness) and their whanau (family), 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 organisational policies and procedures.
- Support the effective functioning of the Te Wairua Service.

Key Areas of Responsibility

Area of Responsibility	Performance Measures
Service Delivery • Drive and accompany tāngata whai ora to appointments, external groups, day trips, activities and shopping using allocated vans and pool cars. • Complete general administration & facility support tasks as requested. • Administer medication as required to the tāngata whai ora. • Write case notes following interactions with tāngata whai ora and input into the Odyssey client database (HCC) in line with relevant policies and procedures. • Assist Practitioners & Advanced Practitioners with room set up, workbook preparation & co-facilitation for group sessions as required • Complete client check-ins as scheduled when the tāngata whai ora have experienced a significant situation related to physical, emotional or conflict-based issues.	• Tāngata whai ora are safely transported to scheduled appointments / activities on time in line with relevant policy, procedural and external outing guidelines. Vehicles are driven in line with Vehicle Transport Policy. • All allocated tasks are completed in line with instructions given and on time. Other employees and tāngata whai ora express satisfaction with the support provided and level of involvement. • Has completed medication training with Registered Nurse; medication is administered correctly and meets all procedural guidelines as per documented nursing & medication plans. • HCC information is accurate, timely and meets the case note writing policy and procedural requirements, and privacy act/ confidentiality requirements. • Sessions are set up on time and correctly and resource materials are prepared as required. • Employee engages actively in group co-facilitation process in line with Therapeutic Community (TC) guidelines. • Check-ins are completed in collaboration with the client and in line with TC guidelines. Appropriate tools in the community are used to address client issues during check in. • Client welfare (physical & emotional) escalations are managed well and escalated as required to the Practitioner or Advanced Practitioner level.

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.	• 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.
Te Tiriti o Waitangi • Demonstrate knowledge and understanding of Te Tiriti o Waitangi and its application in this role.	• Actions show knowledge and ability to apply the principle of Te Tiriti in the delivery of role.
Professional Development • Be proactive in own professional development. • Attend relevant organisational trainings as required.	• Has an individual development plan which is implemented. • Attends organisational training required for role.
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.	• Regular attendance at team meetings and makes useful contributions. • Work is undertaken and completed. • Commitment and flexibility are demonstrated.

Key Relationships

Internal	External
• Practitioners • Advanced Practitioner • Registered Nurse • Clinical Manager • 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). • 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.