

Peer Support Specialist | Tautoko-a-aropā

Reports to Team Leader – Wellbeing Hub

Service/Team Wellbeing Hub

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

Working from Odyssey's Wellness hub:

- Support tāngata whai ora, their whānau, and wider support networks by providing compassionate, strengths-based support. This includes contributing to the creation of a safe welcoming, and inclusive space, and drawing on prior lived experience to build connection and trust.
- Walk alongside tāngata whai ora as they navigate immediate challenges by supporting 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 tāngata whai ora.

Key Areas of Responsibility

Area of Responsibility	Performance Measures
Service Delivery • Establish and maintain intentional relationships with tāngata whai ora using, prior lived experience. • Providing a welcoming, culturally safe space for tāngata whai ora and their family/whānau. This includes using appropriate recovery orientated language and applying Te Tiriti o Waitangi principles as needed. • Ensure that all relevant information is communicated to tāngata whai ora about other service providers as appropriate. • Provide an integrated approach to peer care through appropriate networking and by maintaining strong relationships with colleagues and external agencies. • Recognise risk and effectively manage escalating behaviour situations. • Collect any information and data as required by the Team Leader/Operations Manager for reporting purposes.	• Team Leader observation and feedback from tāngata whai ora indicate that collaborative relationships are created and maintained. • Tāngata whai ora and whānau express satisfaction with the support provided. • Team Leader observes communication is clear and free of jargon to ensure information is understood. • Team Leader communication is consistent with recovery approaches and Peer Support competencies. • Team Leader is satisfied that tāngata whai ora progress is consistently monitored and feedback is provided in line with recovery orientated language and communication. • Team leader is satisfied that behaviour situations are recognised and managed with appropriate de-escalation techniques or are escalated as appropriate. • Team Leader is satisfied with understanding of and adherence to relevant organisational/service policies, procedures and protocols. • Team Leader is satisfied with the information collected that is needed for reporting purposes.
Personal Disclosure • Share personal recovery journey to aid tāngata whai ora engagement and mutual learning in the peer relationship. • Maintain appropriate boundaries and show good judgement regarding areas of past/current lived experience that can or cannot be shared.	• Team leader observes that appropriate information is shared, and boundaries are maintained within the peer relationship. • Team Leader is satisfied that Peer Support meets the best practice guidelines and demonstrates appropriate competencies.

Area of Responsibility	Performance Measures
Team Participation • Participate in team processes and actively promote a positive team culture. • Work cooperatively with colleagues in all aspects of service delivery. • Share information and support learning opportunities with colleagues.	• Team leader is satisfied with the level of engagement and support to team members. • Positive feedback is received from colleagues on information provided and/or support shown.
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.

Person Specification

Qualifications, Knowledge and Experience

Essential

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

Preferred

- Prior experience in a peer support role
- Relevant qualification (L4) e.g. Mental Health and Care Certificate, Addictions Certificate
- Completed personal WRAP plan
- Experience of working in the social services, addictions and/or mental health sectors
- Knowledge of te re Māori

Skills and Abilities

- Able to be a positive role model with regards to lived experience and recovery
- Able to share experiences and mutually learn within a peer relationship
- Able to create a shared peer relationship and walk alongside others within an equal power dynamic
- 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 awareness of diverse cultures, identities and experiences, including rainbow communities
- 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

Key Relationships

Internal	External
• Wellbeing Hub Team Leader and team members • Operations Manager, Community Services • Rostered on call manager/senior clinicians • Other Odyssey kaimahi	• Tāngata whai ora and their family/whānau • Ka Puta Ka Ora Emerge Aotearoa colleagues • Other external organisations

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.