

Position Description

Youth Consumer Advisor | Kaitohutohu Kiritaki Taiohi

Reports to

Service Improvement Lead

Collaborates closely with

Operations Manager – Youth Services

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 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.

Position Purpose

- Represent the lived experience perspectives of rangatahi (youth aged 13- 24) and strengthen the youth voice across Odyssey's Youth Services in Tāmaki Makaurau.
- Lead and support co-design, service improvement, and engagement initiatives to help ensure that services reflect the rights, needs, preferences, and aspirations of young people – especially Māori, Pasifika, Rainbow, and populations which experience inequitable health outcome.

Key Areas of Responsibility

| Area of Responsibility | Performance Measures |
|--|---|
| <p>Youth representation and advocacy</p> <ul style="list-style-type: none"> • Represent youth perspectives in service planning, quality forums, and review of youth-related policies and procedures. • Advocate for equity and accessibility of rangatahi in service delivery within Odyssey. • Liaise with other Youth Consumer Advisors (YCA's) nationally in order to share experiences and stay updated on national discussions, issues and solutions relevant to Odyssey's youth services. <p>Co-Design and engagement</p> <ul style="list-style-type: none"> • Lead and support co-design processes with rangatahi to improve service access, communication, and engagement within Odyssey's youth services. • Establish and chair an Odyssey Youth Advisory Group (YAG) whose purpose is to provide structured youth input into organisational planning and decision-making. • Develop and promote youth participation strategies within Odyssey. <p>Service Improvement</p> <ul style="list-style-type: none"> • Gather, analyse, and present youth feedback to inform youth service improvements. • Collaborate with clinical, cultural, operational, and support teams to action identified improvements. • Create opportunities for youth-led projects and peer-to-peer initiatives. • Participate in recruitment processes for Youth service kaimahi as required. | <ul style="list-style-type: none"> • Evidence of youth perspectives informing policy and service decisions. • Positive feedback from rangatahi and kaimahi (employees) on the effectiveness of advocacy activities. • Active functioning of the Youth Advisory Group (regular meetings, documented input, outcomes tracked). • Increased youth participation in co-design initiatives. • Documented improvements in access, communication, and engagement. • Regular collection and reporting of youth feedback. • Demonstrated improvements in service responsiveness and safety. • Documented examples of Youth-led projects and initiatives. |

| Area of Responsibility | Performance Measures |
|---|--|
| <p>Health and Safety</p> <ul style="list-style-type: none"> • Identify and act on any potential risks to self or others, including tāngata whai ora, rangatahi, 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. <p>Te Tiriti o Waitangi</p> <ul style="list-style-type: none"> • Demonstrate knowledge and understanding of Te Tiriti o Waitangi and its application in this role. <p>Professional Development</p> <ul style="list-style-type: none"> • Be proactive in own professional development. • Attend relevant organisational trainings as required. • Regular professional supervision <p>General</p> <ul style="list-style-type: none"> • Carry out any other duties that may be delegated by the line manager, which are in keeping with the scope of the role. | <ul style="list-style-type: none"> • 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. <ul style="list-style-type: none"> • Actions show knowledge and ability to apply the principles of Te Tiriti in the delivery of role. <ul style="list-style-type: none"> • Has an individual development plan which is implemented. • Attends organisational training required for role. <ul style="list-style-type: none"> • Work is undertaken and completed. • Commitment and flexibility are demonstrated. |

Key Relationships

| Internal | External |
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| <ul style="list-style-type: none"> • Service Improvement Lead/team members • Operations Manager Youth Services • Youth Clinical Managers • Kaimahi in Odyssey's Youth Services • Consumer Advisor • Quality Manager • Other Odyssey kaimahi | <ul style="list-style-type: none"> • Odyssey Youth tāngata whai ora • Other Youth NGO ad DHB Consumer Advisors • Youth Advisory Groups • Youth focused Community Groups • Youth focused Cultural Groups |

Person Specification

| Qualifications, Knowledge and Experience |
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| <ul style="list-style-type: none"> • Relevant experience, including experience advocating for change; personal lived experience of addictions and/or mental health concerns (and a willingness to share this experience in their work); and experience of planning or developing youth activities or programmes with the direct involvement of rangatahi/youth • Experience of presenting to different audiences and/or of training others • Knowledge of issues faced by rangatahi impacted by addictions/mental health concerns • Understanding of Te Tiriti o Waitangi principles • Understanding of and interest in Odyssey's work • Experience and expertise in using Microsoft suite applications • Full current New Zealand Drivers Licence • A relevant qualification is preferred e.g. L4 Cert in Mental Health or willingness to pursue an agreed relevant pathway • Understanding of tikanga Māori and knowledge of Pacific culture/customs is desirable |
| Skills and Abilities |
| <ul style="list-style-type: none"> • Strong interpersonal skills • Good written and oral communication skills, including ability to write adequate records and reports • Able to bring a Lived experience perspective to organisational policies or reports • Presentation and training skills • Able to establish and maintain effective relationships and networks with a range of stakeholders • Able to work under pressure, complete work on time and to a good standard • Able 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 to changing circumstances • Able to show discretion and tact • High regard for confidentiality and security, including client information • Fluency in English • Demonstrated IT/word-processing skills • Able 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.

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| 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. |