

# Position Description

## Clinical Manager / Kaiwhakahaere Haumanu

**Reports to** Operations Manager – Adult Services and Family Centre

**Responsible for** Registered Nurse, Advanced Practitioner, Practitioners, Support Workers

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

### Tō Tātou Matakiteinga | 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

- Provide effective leadership and management of the team and service, ensuring the delivery of appropriate programmes that are culturally safe, are based on best clinical practice and high-quality standards.
- Function as an effective member of the Family Centre & Adult team, with a commitment to maintaining and developing clinical skills, knowledge and expertise.
- Ensure effective quality, health and safety, and risk management systems are in place and are adhered to.
- Effectively manage service-based budgets and resources.
- Maintain knowledge and understanding of the relevance and importance of Treaty of Waitangi to the organisation and apply to this service.

## Key Areas of Responsibility

Area of Responsibility	Performance Measures
<p><b>Leadership in Service Delivery</b>            Providing inclusive leadership to ensure that programmes and services are safe, professional and are in line with Treaty of Waitangi obligations, the organisation’s values and philosophy, best practice, and the requirements of the service. This includes ensuring:</p> <ul style="list-style-type: none"> <li>• Programmes and services are delivered in a timely and appropriate way for clients/tāngata whai ora and their whānau.</li> <li>• Clinical practices are appropriate, minimise potential risks, are culturally appropriate, and are in line with organisational standards, policies and procedures.</li> <li>• Relevant client/tāngata whai ora data is recorded and held on in line with organisational policies and procedures</li> <li>• The effectiveness and impact of programmes and services are regularly monitored and evaluated, in collaboration with the Quality Manager, and plans are developed and actioned to achieve continuous improvement</li> <li>• Complaints are dealt with effectively In line with the organisation’s policies and procedures.</li> <li>• Client/tāngata whai ora clinical case notes and reviews are accurately recorded and entered into Odyssey client database (HCC) in a timely manner.</li> <li>• Effectively manage programme resources, which includes keeping costs within budget and approving expenditure in line with organisational financial delegated authorities.</li> </ul>	<ul style="list-style-type: none"> <li>• Required service standards are met in line with each service delivery contract</li> <li>• Tāngata whai ora and their whānau express satisfaction with the services provided.</li> <li>• Appropriate/ best practice Therapeutic Community &amp; other agreed models of service delivery are consistently applied across all programmes</li> <li>• Programme outcomes are regularly measured through ongoing monitoring and feedback from recipient surveys and external audits</li> <li>• Accurate, up to date and relevant information is held securely for clients/ tāngata whai ora</li> <li>• Complaints are dealt with appropriately.</li> <li>• Operates within budget parameters and delegated authorities</li> <li>• HCC information is accurate, timely and meets all policy, procedural and privacy act / confidentiality</li> </ul>

Area of Responsibility	Performance Measures
<ul style="list-style-type: none"> <li>• Providing line manager with clinical/other reports as required.</li> </ul> <p><b>Team Management</b> Effectively lead, manage, develop and support team members so that they consistently deliver high quality, professional programmes. This includes:</p> <ul style="list-style-type: none"> <li>• Leading the recruitment and orientation of new employees to the service, and ensuring they attend all core training.</li> <li>• Providing ongoing advice, support and guidance through ad hoc and regular one-on-one catch ups, team meetings and annual performance reviews.</li> <li>• Providing or facilitating access to regular cultural and clinical supervision and ensure employees attend all core training.</li> <li>• Supporting appropriate training, professional development or study to ensure employees have the skills to deliver the core functions of the programme.</li> <li>• Adhering to organisational HR policies and procedures.</li> </ul> <p><b>Health and Safety</b></p> <ul style="list-style-type: none"> <li>• Identify and act on any potential risks to self or others, including clients/tāngata whai ora, whānau and other employees in line with organisational policies and escalate as required.</li> <li>• Be familiar with and abide by the organisation's health and safety policies and reporting procedures, ensuring others do the same as required.</li> <li>• Follow safe work practices, which includes the effective use of safety equipment, identification of workplace hazards and taking action to reduce or eliminate these.</li> </ul>	<p>requirements; HCC case reviews are kept up to date</p> <ul style="list-style-type: none"> <li>• Required reports are produced in a timely manner</li> </ul> <ul style="list-style-type: none"> <li>• Feedback from and performance of new employees indicates an effective induction process</li> <li>• Effective team performance is achieved through appropriate and timely support, coaching, training etc. of team members</li> <li>• Feedback from employees indicates they are supported in a positive and productive way</li> <li>• Annual staff turnover of team is below 30%</li> </ul> <ul style="list-style-type: none"> <li>• Risks (including Health and Safety, compliance and maintenance) are identified and reported</li> <li>• Plans are put in place to resolve and/or mitigate potential problems as required</li> <li>• Issues are escalated to relevant manager as required</li> <li>• Demonstrates understanding and compliance with organisational and legislative health and safety requirements and is proactive in ensuring employees are compliant</li> <li>• Follows correct protocols when using safety equipment</li> <li>• Workplace hazards are identified and plans are put in place to reduce/eliminate these or the matter is escalated to the relevant authority</li> </ul>

Area of Responsibility	Performance Measures
<p><b>Treaty of Waitangi</b></p> <ul style="list-style-type: none"> <li>• Demonstrate knowledge and understanding of the Treaty of Waitangi and its application in this role/team.</li> </ul> <p><b>Professional Development</b></p> <ul style="list-style-type: none"> <li>• Be proactive in own professional development.</li> <li>• Attend relevant organisational training as required.</li> </ul> <p><b>General</b></p> <ul style="list-style-type: none"> <li>• Attend and contribute actively to team meetings.</li> <li>• Carry out any other duties that may be delegated by the line manager, which are in keeping with the scope of the role.</li> </ul>	<ul style="list-style-type: none"> <li>• Actions show knowledge and ability to apply the principles of the Treaty in the delivery of role/team.</li> <li>• Has an individual development plan which is implemented</li> <li>• Attends organisational training required for role</li> <li>• Regular attendance at team meetings and makes useful contributions</li> <li>• Other work is undertaken and completed as required. Commitment and flexibility are demonstrated.</li> </ul>

## Key Relationships

Internal	External
<ul style="list-style-type: none"> <li>• Operations Manager</li> <li>• Family centre and Adult/Young Adults Services employees</li> <li>• GM Operations</li> <li>• Other Clinical Managers</li> <li>• Service Improvement Lead/team</li> <li>• Consumer Advisor</li> <li>• Organisational Development and Support team</li> <li>• Other Odyssey employees</li> </ul>	<ul style="list-style-type: none"> <li>• Clients/whai ora and their whānau</li> <li>• External agencies and providers, including other NGOs</li> </ul>

## Person Specification

### Qualifications, Knowledge and Experience

- At least 3 years relevant experience, including experience of delivering or managing clinical programmes in an alcohol and other drugs (AOD) or mental health care environment
- Relevant tertiary qualification (level 7) e.g. Bachelor, in Social Work, Health Science, Psychology, AOD, Nursing or related degree
- Registration with an appropriate professional body e.g. SWRB, dapaanz, or any other relevant professional body under the HPCA Act
- Demonstrated knowledge of Te Tiriti o Waitangi and Te Reo Māori/Tikanga
- Knowledge of the cultural customs and traditions of Pacific peoples
- Conversant with mental health recovery and AOD concepts, models and frameworks, including the Therapeutic Community model
- Experience of leading and supporting others to achieve high performance
- Experience of health and safety and risk management, including identification, mitigation and resolution; knowledge of the Health and Safety at Work Act
- Knowledge of relevant agencies and services
- Understanding of and interest in Odyssey's work
- Experience and expertise in Microsoft suite applications
- Full Current New Zealand Drivers Licence
- Knowledge of NZ public sector funding processes is desirable
- Experience of facilitating staff training is preferred

### Skills and Abilities

- Strong interpersonal skills and the ability to establish and maintain effective relationships with a wide range of stakeholders
- Demonstrated leadership skills, which includes the ability to motivate, engage, provide clear direction and adapt leadership style to fit individual needs
- Ability to show discretion, tact and diplomacy
- Ability to deal with conflict and challenging situations
- Cultural sensitivity and rainbow diversity awareness
- A strong client and service focus
- Effective and demonstrable problem-solving skills
- Proven ability to take a continuous quality approach to systems and therapeutic programmes, including monitoring and evaluating results
- Willingness to consider other viewpoints/ sources of information and adjust decisions as appropriate
- Self-motivated, ability to take the initiative and adapt to changing circumstances
- High regard for confidentiality and security, including information, documentation and overall organisational management
- Ability to work under pressure, complete work on time and to a good standard
- Fluency in English
- IT/word-processing skills
- Ability to acknowledge own limitations and be proactive with own self-development

## Ngā Pou pou | Our Pillars

Our Pillars are the foundation of our work, guiding how we work together and with each other.

<b>Whakawhirinaki   Trust</b>	Reliable and shows great integrity
<b>Pono   Honesty</b>	Transparency and openness underpins all actions
<b>Haepapa   Responsibility</b>	Achieves and surpasses goals
<b>Matapōpore   Concern</b>	Empathic and interested in the wellbeing of others
<b>Aroha   Love</b>	Genuinely collaborative, supportive and able to work as part of a close-knit team, including with clients/whai ora and whānau

## ‘Let’s Get Real’ Skills

The table below outlines the ‘Let’s Get Real’ framework skill level and competencies that are relevant to this role. Odyssey is committed to supporting employees to meet these competencies with the expectation that employees will be proactive in developing and demonstrating these skills.

<b>Skill</b>	<b>Description</b>	<b>Competency Level (Leadership)</b>
<b>Working with people experiencing mental health and addictions</b>	Is supportive of employees and clients/whai ora with mental health and addiction needs, focusing on their strengths	<ul style="list-style-type: none"> <li>• Develops/fosters person and whānau-centred services</li> </ul>
<b>Working with Māori</b>	Contributes to oranga and whānau ora for Maori employees and Māori clients/ whai ora with mental health and addiction needs	<ul style="list-style-type: none"> <li>• Fosters relationships/partnerships with Māori groups</li> <li>• Enables Māori people to access Māori responsive services</li> <li>• Enables employees to operate in culturally appropriate ways for Māori</li> <li>• Fosters an environment that supports a whānau Māori-centred approach, integrates manaaki, whakawhanaunga and key principles such as tino rangatiratanga and mana motuhake</li> </ul>
<b>Working with whānau</b>	Encourages and supports the wellbeing of whānau and ensures they have access to information, education and support including children	<ul style="list-style-type: none"> <li>• Supports the inclusion of the whānau perspectives in the development and delivery of services/programmes</li> <li>• Promotes the importance of whānau relationships in recovery and wellbeing</li> <li>• Fosters relationships/partnerships with whānau-focused/led groups and services</li> </ul>

<p><b>Working within communities</b></p>	<p>Recognises that people and whānau who experience mental health and addictions needs, are part of communities</p>	<ul style="list-style-type: none"> <li>• Supports relationships, networks and collaboration between health/social service providers, community groups &amp; others</li> <li>• Involves community groups in responses to people with mental health and addiction needs</li> <li>• Supports employees to receive appropriate training</li> </ul>
<p><b>Challenging discrimination</b></p>	<p>Challenges discrimination, &amp; provides/ promotes a valued place for employees and clients/whai ora with mental health &amp; addiction needs</p>	<ul style="list-style-type: none"> <li>• Supports an organisational culture that is non-discriminatory</li> <li>• Promotes/supports people with lived experience</li> <li>• Contributes or leads programmes/ policies that seek to eliminate stigma and discrimination</li> </ul>
<p><b>Applying law, policy and standards</b></p>	<p>Implements legislation, regulations, standards, codes and policies relevant to their role</p>	<ul style="list-style-type: none"> <li>• Supports the application of the principles of Treaty of Waitangi in service delivery</li> <li>• Ensures employees adhere to relevant legislation, regulations, standards, codes and policies</li> <li>• Supports the development of systems that respect the rights of people/whānau</li> </ul>
<p><b>Maintaining professional &amp; personal development</b></p>	<p>Participates in life-long learning, &amp; personal and professional development, reflecting on &amp; seeking ways to improve self/ team/service</p>	<ul style="list-style-type: none"> <li>• Supports people to reach their full potential</li> <li>• Support an organisational culture of learning and professional development</li> <li>• Supports access to supervision, including cultural supervision</li> </ul>