

Position Description

Senior Case Manager / Kaiwhakahaere Take Matua

Reports to Clinical Manager

Service/Team Alcohol and Other Drugs Treatment Court (AODTC)

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 a link between the justice system and addiction treatment services in order to achieve the best possible outcomes for the participants of the AODTC.
- Provide case management and support for participants in the AODTC.
- Establish meaningful, productive and professional therapeutic relationships with participants and their families/whānau through the delivery of evidence-based interventions and activities.
- Support the Clinical Manager in the delivery of effective clinical services and best practice by providing appropriate advice, guidance, and training to team members on clinical decisions as required.

Key Areas of Responsibility

Area of Responsibility	Performance Measures
<p>Clinical Leadership</p> <ul style="list-style-type: none"> • Support the Clinical Manager to deliver effective clinical services by providing support, advice and guidance to Case Managers on clinical decisions using best practice techniques. • Conduct training sessions and educate Case Managers and Peer Support Workers as required to assist the ongoing development of the team. • Orientate new staff and provide ongoing supervision and guidance to Case Managers and Peer Support Workers as required. • As directed by the Clinical Manager participate in and lead clinical service reviews for the programme. • Help to ensure that clinical practice follows organisational policies, procedures and systems through completing reviews and internal audits to ensure the service adheres to all clinical protocols. <p>Service Delivery</p> <ul style="list-style-type: none"> • Establish and maintain professional, therapeutic relationships with programme participants. • Manage the referral of participants through the assessment process after acceptance into the AODTC. • Develop individualised treatment and management plans to support the participants in their recovery. • Complete clinical risk assessments. 	<ul style="list-style-type: none"> • Clinical Manager and employee's express satisfaction with the clinical advice, guidance and decision-making support provided. • Training sessions are relevant, well conducted and aid in the development of the team. • Staff and Clinical Manager express satisfaction with the orientation, training, and support provided. <ul style="list-style-type: none"> • Therapeutic alliance is developed between participants and case manager. • Regularly meet with participants on caseload. • Participants receive support, guidance and information to assist them in achieving their goals. • HCC information is accurate, timely and meets all case note writing policy and procedural requirements and privacy

Area of Responsibility	Performance Measures
<ul style="list-style-type: none"> • Write up and input participant clinical case notes and reviews into Odyssey’s client database (HCC). • Link participants to appropriate services and natural supports and assist them through the process. • Measure and record progress against the treatment plan. This includes undertaking drug testing, completing SCRAM reports and attending to any matters relevant to the AODTC. • Report to the AODTC on the participant’s progress. • Regularly meet with participants to support their ongoing progress through the court. • Ensure participants have a comprehensive, collaborative discharge / continuing care plan prior to graduation from the AODTC. <p>Advocacy</p> <ul style="list-style-type: none"> • Ensure participants have access to responsive, effective, and efficient services and to any support for which they are eligible. • Challenge stigma and discrimination where needed. • Identify and participate in AODTC Team efforts to advocate for service gaps to be addressed. • Act in the best interest of the participant and the community <p>Relationship Management</p> <ul style="list-style-type: none"> • Develop and maintain appropriate relationships with internal and external stakeholders e.g., at the AOTDC, with businesses, health and justice sector staff, community and support groups, promoting consultation and partnership. • Regularly meet and liaise with key stakeholders. • Manage communications in line with relevant policies and guidelines as agreed for the AODTC. • Work with stakeholders to address identified gaps in service provision. • Engage families/whānau, in accordance with confidentiality and information sharing policies, in order to maximise participant success. <p>Health and Safety</p>	<p>act/confidentiality requirements; HCC case reviews are kept up to date.</p> <ul style="list-style-type: none"> • Referrals are made to appropriate services in a timely manner. • Service documentation standards are met. • Successfully motivates participants to engage with identified recovery support services. • Accurate and timely reports are sent to court. • AODTC monitoring and reporting requirements are met for each participant. • All participants leave the AODTC with an appropriate discharge / continuing care plan in place. <ul style="list-style-type: none"> • Participants express satisfaction with the advocacy and support provided. • Incidents of discrimination are challenged and reported to the Clinical Manager as appropriate. • Gaps in service provision are identified and advocated for. <ul style="list-style-type: none"> • Appropriate relationships are built and maintained with key stakeholders: satisfaction is expressed with the level of engagement and collaboration provided. • Regular multi-disciplinary meetings are scheduled and attended. <ul style="list-style-type: none"> • Up to date lists of potential service providers are maintained. • Evidence of progress made in addressing gaps in service provision. • Feedback from participants and their families/whānau reflect an inclusive process.

Area of Responsibility	Performance Measures
<ul style="list-style-type: none"> Identify and act on any potential risks to self or others, including participants, their family/whānau and other employees. 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>Treaty of Waitangi</p> <ul style="list-style-type: none"> Demonstrate knowledge and understanding of the Treaty of Waitangi and its application in this role. <p>Professional Development</p> <ul style="list-style-type: none"> Be proactive in own professional development and attend relevant organisational training as required. <p>General</p> <ul style="list-style-type: none"> Attend 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 	<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 the Treaty 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"> Regular attendance at team meetings and makes useful contributions. Work is undertaken and completed. Commitment and flexibility is demonstrated.

Key Relationships

Internal	External
<ul style="list-style-type: none"> AODTC Clinical Manager/team Other AOD Peer Support Workers Odyssey employees 	<ul style="list-style-type: none"> AODTC participants and their families/whānau AOD Clinicians Judges, Police, Defence Counsel, Community Probation Service AOD Treatment Court Coordinators, Judicial Officers, Criminal Court Registry staff Community treatment and ancillary service providers

Person Specification

Qualifications, Knowledge and Experience
<ul style="list-style-type: none"> • 2+ year’s relevant experience working with clients in a health care setting, including experience working in the court system • Knowledge of AOD treatment and models of practice • Relevant (level 7) qualification e.g. Bachelors in Social Science, Health or related discipline • Registration with DAPANNZ, Social Work or other professional body under the HPCA Act • Experience of working in the social services, AOD and/or mental health sectors • Knowledge of the Treaty of Waitangi and demonstrated understanding of biculturalism • Knowledge of tikanga Māori & the cultural norms, traditions and customs of Pacific peoples • Experience in working effectively with a wide range of stakeholders • Experience of working in a multi-disciplinary team • Experience and expertise in using Microsoft suite applications • Full Current New Zealand Drivers Licence
Skills and Abilities
<ul style="list-style-type: none"> • Strong interpersonal and communication skills • Good presentation skills and the ability to communicate effectively to different audiences • 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 and ability to take initiative • Resilience and the ability to adapt to changing circumstances • Ability to show discretion and tact • High regard for confidentiality and security, including client information • Ability to deal with conflict and challenging situations • Fluency in English • IT/word-processing skills • Ability to acknowledge own limitations and be proactive with own self-development

Ngā poupou | Pillars

Guiding Principles for employees and tāngata whai ora.

Whakawhirinaki Trust	Reliable and shows great integrity
Pono Honesty	Transparency and openness underpins 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 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 kaimahi will be proactive in developing and demonstrating these skills.

Skill	Description	Competency Level (Enhanced)
Working with people experiencing mental health and addictions	Is supportive of employees and clients/whai ora with mental health and addiction needs, focusing on their strengths	<ul style="list-style-type: none"> Builds and sustains trusting relationships with people accessing services. Works to support people to have hope for their recovery and wellbeing.
Working with Māori	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"> Works to ensure whānau Māori people can communicate in ways that work for them Demonstrates understanding that Māori people may use metaphors to describe their experiences Supports and participates in tikanga Māori practices, as consistent with the preferences of the whanau. Supports whānau Māori to access Māori-responsive services and have access to kaumātua, kaimahi Māori and cultural interventions (e.g., assessment, therapy).
Working with whānau	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"> Models effective whānau engagement. Explains to whānau their choices and options for involvement and support. Works alongside and in partnership with whānau in a manner that values their strengths and expertise, and fosters and promotes recovery and wellbeing. Ensures whānau have access to relevant information, education and resources about wellbeing, mental health and addiction. Facilitates whānau inclusion in a person’s recovery and wellbeing plans Facilitates whānau meetings that build support and understanding between whānau members. Provides support or therapy to whānau, or refers them to appropriate services and groups Collaborates with whānau services and others across all sectors to support whanau.
Working within communities	Recognises that people and whānau who experience mental	<ul style="list-style-type: none"> Contributes to communities to enhance their capacity to support the wellbeing of all people.

	health and addictions needs, are part of communities	<ul style="list-style-type: none"> • Works with people accessing services to support their access to good housing, education, employment, financial resources and community participation. • Demonstrates knowledge of evidence-based approaches to enhancing community connection, social inclusion and access to housing, education and employment. • Supports people to develop and maintain positive relationships and positive roles with their communities. • Demonstrates a comprehensive knowledge of community groups, services and resources Forms effective working relationships with key community groups and services.
Challenging discrimination	Challenges discrimination, & provides/ promotes a valued place for employees and clients/whai ora with mental health & addiction needs	<ul style="list-style-type: none"> • Promotes and models social inclusion and advocates for the elimination of discrimination relating to mental health and addiction. • Supports self-advocacy for people with experience of mental health and addiction needs. • Educates and supports others to recognise and address discrimination Promotes the positive aspects of working in mental health and addiction treatment services to external groups.
Applying law, policy and standards	Implements legislation, regulations, standards, codes and policies relevant to their role	<ul style="list-style-type: none"> • Informs and educates others about standards of practice that recognise the significance of te reo Māori, te ao Māori and Māori models of practice. • Applies legislation, regulations, standards, codes and policies in a way that protects and enhances the mana of people and whānau accessing services. • Informs and educates others to understand and adhere to legislation, regulations, standards, codes and policies.
Maintaining professional & personal development	Participates in life-long learning, & personal and professional development, reflecting on & seeking ways to improve self/ team/service	<ul style="list-style-type: none"> • Supports colleagues (including students) to achieve professional development goals and meet challenges. • Models values-informed practice. • Keeps up to date with best practice and participates in lifelong learning • Engages in ongoing professional development to ensure cultural responsiveness to the community.