

Position Description

Assistant Clinical Manager

Reports to	Clinical Manager - AOD Services, Auckland South Prison
Service/Team	AOD Services Auckland South Prison

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 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 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

Assist the Clinical Manager as the second in charge to deliver effective AOD Service and programmes in Auckland South Prison, which involves:

- Providing advanced assessment and treatment in partnership with tāngata whai ora, whose lives are affected by alcohol and other drug use dependency.
- Ensuring programmes are culturally safe, based on best clinical practice and high-quality standards.
- Providing clinical leadership to team members on clinical decisions and best practice approaches and supporting Advanced Practitioners to do the same.
- Being the main point of contact for team members, Serco, staff and other key stakeholders in the Clinical Manager's absence and support the Clinical Manager to deliver programmes that engage and support tāngata whai ora to achieve their recovery goals.
- Understanding the importance of Odyssey's and Serco's Health and Safety Policies and protocols and ensure these are adhered to minimise risks to self and others.
- Maintaining knowledge and understanding of the relevance and importance of Te Tiriti o Waitangi and its application to Odyssey's AOD Services.

Key Areas of Responsibility

Area of Responsibility	Performance Measures
<p>Service delivery & clinical leadership</p> <ul style="list-style-type: none"> • Support the delivery of appropriate programmes and services, in line with Te Tiriti o Waitangi obligations, the organisation's values and philosophy, and the requirements of Serco and Ara Poutama. This includes: <ul style="list-style-type: none"> ○ Upholding the bi-cultural nature of the programme and promoting culturally safe practice, in close collaboration with the Kaiarahi Māori, and relevant members of the Service Improvement team as required. ○ Providing advanced assessment, treatment and management of tāngata whai ora in response to complex scenarios within the AOD Service to achieve effective outcomes and client satisfaction in line with the Ara Poutama model of care. ○ Promoting clinical best practice techniques that are based on research and /or evidence. ○ Ensuring treatment documentation and clinical practices are of a consistently high standard and in line with organisational policies, procedures and systems and adheres to all clinical protocols, including case note taking in HCC. ○ Facilitating consultation and liaison with tāngata whai ora, Serco employees, whānau and other key stakeholders as required. 	<ul style="list-style-type: none"> • Demonstrates expertise in the Ara Poutama model of care in group and individual work with tāngata whai ora. • Line manager expresses satisfaction with the cultural and clinical interventions, decision making and support provided to team members and programme participants. • Clinical treatment produces positive outcomes for tāngata whai ora, which are in line with treatment goals. • Best practice standards are maintained and organisational and Corrections procedures, policies and protocols are adhered to. • Line Manager and kaimahi express satisfaction with the clinical training, direction, guidance and advice provided. • Feedback from line manager and audit processes indicate organisational standards, procedures and protocol are being met. • HCC information meets all case note writing policy and procedural requirements and privacy act/confidentiality requirements; HCC case reviews are kept up to date.

Area of Responsibility	Performance Measures
<ul style="list-style-type: none"> ○ Liaising with and maintaining functional and professional relationships with internal stakeholders regarding treatment delivered. ○ Participating in the education and follow-up with tāngata whai ora and other relevant stakeholders regarding treatment plans. ○ Co-facilitate AOD groups as required. <p>Management and programme support</p> <ul style="list-style-type: none"> ● Support the Clinical Manager with the effective management of the programme and team. This involves: <ul style="list-style-type: none"> ○ Acting for the Clinical Manager when they are absent from site or is on leave, for team members, Serco Management and other key stakeholders. ○ Participating in the recruitment, induction, training of new team members and supporting their ongoing development and continued high performance as required. ○ Dealing with tāngata whai ora complaints, in close liaison with the Clinical Manager, Quality Manager and members of the P&C team as appropriate. ○ Identifying and contributing to the minimisation of clinical and non-clinical risk by ensuring services are delivered in accordance with Odyssey and Serco policies, procedures, and contracts. ○ Helping to ensure relevant programme data is recorded and held on recipients, in line with organisational policies and procedures. ○ Supporting the maintenance of high levels of tāngata whai ora engagement and high graduation rates. ○ Assisting with programme monitoring and evaluations, in collaboration with the Clinical Manager and Quality Manager, and supporting the implementation of continuous improvement plans. ○ Supporting clinical service reviews for the AOD programme as required. 	<ul style="list-style-type: none"> ● Tāngata whai ora, corrections employees, and other internal and external stakeholders' express satisfaction with the level of consultation and liaison provided. ● Tāngata whai ora, their whānau and other stakeholders' express satisfaction with their participation in education and level of follow up as per the treatment plan. <ul style="list-style-type: none"> ● Line manager and Serco Management express satisfaction with the service and management support provided. ● Feedback from and performance of new kaimahi indicates an effective induction and training process. ● Feedback from kaimahi indicates they feel supported in a positive and productive way. ● Tāngata whai ora complaints are effectively dealt with. ● Tāngata whai ora successfully complete the AOD programme. ● Team members understand and adhere to Odyssey and Serco policies and protocols. ● Accurate, up to date and relevant information is held securely for programme participants. ● Line manager and Quality Manager express satisfaction with contributions to evaluations, reviews and to progressing continuous improvement projects. ● Line manager and other senior managers express satisfaction with contribution to service reviews.

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 and other kaimahi. Be familiar with and abide by the organisation’s and Serco’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 Tirit 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 training as required. <p>General</p> <ul style="list-style-type: none"> Attend and contribute actively to AOD service 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 or Serco staff as required. Demonstrates understanding and compliance with organisational, corrections’ 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. <p>Actions show knowledge and ability to apply the principles of Te Tiriti in the delivery of the role.</p> <ul style="list-style-type: none"> Has an individual development plan which is implemented. Attends organisational training require for the role. <ul style="list-style-type: none"> Regularly attends team meetings and makes useful contributions. Work allocated is undertaken and completed. Commitment and flexibility is demonstrated.

Key Relationships

Internal	External
<ul style="list-style-type: none"> • Clinical Manager – AOD Service & team • Operations Manager - Specialist Services • GM, Operations • Other Clinical Managers and Advanced Practitioners • Quality Manager • Consumer Advisor • P&C Manager/team • Te Ngāhere team & other Therapeutic Community kaimahi • Other Odyssey kaimahi 	<ul style="list-style-type: none"> • Serco staff • Department of Corrections • Programme clients/ tāngata whai ora and their whānau • Relevant external organisations and professionals

Person Specification

Qualifications, Knowledge and Experience

- 3-4 years relevant experience, including experience in a senior AOD role delivering or managing clinical programmes in alcohol and drug rehabilitation, preferably within a prison environment.
- Relevant Level 7 qualification (degree level) e.g. Bachelors in AOD, Health Science, Nursing, Psychology
- Registration with DAPAANZ, Social Work or other professional body under the HPCA Act
- Expertise in Motivational Interviewing, clinical assessment and risk management
- Demonstrated knowledge and interest in Odyssey, it's philosophy and therapeutic models of care
- Experience of leading individuals or teams to achieve high performance
- Knowledge of effects related to the use/misuse of alcohol and other drugs
- Understanding and knowledge of Māori tikanga and the cultural norms, practices and traditions of Pacific Peoples
- Understanding of te Tiriti o Waitangi and how it applies to own professional practice
- Experience and expertise in using Microsoft suite applications
- High regard for confidentiality and security, including client information
- Full and valid New Zealand driver's licence
- Experience of working in a Corrections setting is highly desirable
- Knowledge of Te Reo is desirable
- Relevant post graduate qualification would be advantageous

Skills and Abilities

- Demonstrated leadership skills, which includes the ability to motivate, engage, provide direction and adapt leadership style to fit individual needs
- Maturity in judgement and decision making
- Ability to empower and motivate others to reflect on their lives and make positive decisions
- Sound clinical decision-making skills
- Client-centred with strong people skills
- 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 and in a team environment
- Demonstrated cultural sensitivity and rainbow diversity awareness
- Willingness to consider other viewpoints and adjust decisions as appropriate
- Self-motivated and ability to take initiative
- 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 | 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 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 tāngata 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.

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 (eg, 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.

		<ul style="list-style-type: none"> • Facilitates whānau inclusion in a person’s recovery and wellbeing plans Facilitates whānau meetings that build support and understanding between whānau member.s • 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 health and addictions needs, are part of communities	<ul style="list-style-type: none"> • Contributes to communities to enhance their capacity to support the wellbeing of all people. • 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.