



Position Description

Programme Coordinator

Reports to Clinical Manager, Stand Up! and Amplify!

Service/Team Te Puawai Aroha (TPA)

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 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 mārāma.

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

- Support the achievement of core business deliverables through effective programme coordination and delivery of the Te Puawai Aroha (TPA) programme each year for children, young people and their families/whānau.
- Promote the TPA programme to relevant external agencies and professionals.

Key Areas of Responsibility

Area of Responsibility	Performance Measures
<p>Programme Delivery</p> <ul style="list-style-type: none"> • Provide seamless access to the programme from initial referral, information provision to families and professionals, through programme enrolment. • Complete all tasks to deliver the TPA programme each year including, but not limited to: <ul style="list-style-type: none"> ○ Sourcing and hiring venues, organising catering and producing programme resources. ○ Arranging transportation for programme participants. ○ Organising whānau days and follow up groups. • Actively engage with relevant professionals and tāngata whai ora to reduce barriers to the TPA programme. • Ensure that all internal and external documentation meets the criteria set by the organisation. This includes records of contact, referral taking, data input, analysis and reporting. • Monitor and report anomalies on programme spend to the Clinical Manager as required. <p>Programme Promotion and Relationship Management</p> <ul style="list-style-type: none"> • Promote the TPA programme and encourage referrals through effective presentations and information sessions to other professionals and organisations in the sector. 	<ul style="list-style-type: none"> • The TPA programme is well planned, resourced and runs in a timely and cost-effective manner. • There are high referral rates into the programme and awareness of the programme amongst relevant professionals. • Referrals are completed and processed in a timely way. • Children, young people and family/ whānau express satisfaction with the programme; the programme is accessed within optimum timescales. • Line manager is satisfied with understanding shown and adherence to relevant organisational policies, procedures and systems. • Audits show compliance with relevant standards, policies and legislation. • Line manager is satisfied the programme content meets relevant contractual and organisational standards. • Programme is delivered within budget and any anomalies are reported. • Line manager and team members express satisfaction with the support provided. • Line manager is satisfied relevant service and programme data required for reporting purposes is collected/collated in a timely way. <ul style="list-style-type: none"> • Feedback indicates the TPA programme is well known amongst relevant organisations and professionals. • Associated professionals' express satisfaction with the level of information, cooperation and collaboration provided.

Area of Responsibility	Performance Measures
<ul style="list-style-type: none"> • Work in close collaboration with associated professionals (including those from AOD and MH providers) to ensure good access to the TPA programme and facilitate access to other Odyssey services as appropriate. • Raise the programme’s and Odyssey’s profile through the establishment of relationships and networks with other professional sector organisations. • Prepare service information and promotional material about TPA and disseminates appropriately within the community and ensure it remains up-to-date. <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, 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. <p>General</p> <ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Communications plan to promote the service is developed and implemented. • Line manager is satisfied that information/collateral about the service is current and relevant. <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 principle 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"> • 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

- At least 1 year's relevant experience working in AOD or Mental Health sectors, including experience of programme coordination and delivery
- Experience preparing and delivering presentations and training modules and/or workshops
- Experience of working with young people/rangatahi and their whānau
- Knowledge/awareness of alcohol and other drug treatment and recovery principles
- Knowledge/understanding of contract funding and compliance requirements in the AOD sector
- Demonstrated understanding of the principles of Te Tiriti o Waitangi and its application to this role
- Knowledge of the customs and culture of Pacific peoples
- Understanding of and interest in Odyssey's work
- Proven expertise in using Microsoft suite applications
- Full current NZ drivers license

Skills and Abilities

- Strong time management, organisational and planning skills
- Strong interpersonal and communication skills
- Able to show belief in people's strengths and abilities
- Ability to establish and maintain effective relationships with a range of stakeholders
- Ability to engage and drive a project
- Ability to work under pressure, complete work on time and to a good standard
- Ability to work with limited supervision
- Able to work independently and as part of a team
- Strong analytical and problem-solving skills
- 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)
- Demonstrated IT/word processing skills
- Ability to acknowledge own limitations and be proactive with own self-development

Key Relationships

Internal	External
<ul style="list-style-type: none"> • Clinical Manager, Stand Up! And Amplify! and other team members • Other Odyssey kaimahi 	<ul style="list-style-type: none"> • Tāngata whai ora and their whānau • External organisations working in partnership to support whānau, including (but not limited to) Community Mental Health Centres (CMHCs), other AOD providers and health professionals. • Key organisations that relate to service delivery such as key contacts for venue hire, catering and childcare services.

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.