



Job Title:	Peer Support Worker
Department:	Operations – Corrections Portfolio Role holders may be in the Drug Treatment Units within Prisons, Youth AoD Prison Programme or Te Waireka residential service
Responsible to:	Team/Clinical Manager
Purpose Statement:	<p>To work as part of an integrated Kaupapa Maori AOD/Mental Health service delivering alcohol and other drug assessment and treatment services that meet the needs of clients/whānau.</p> <p>Te Taiwhenua o Heretaunga delivers Alcohol and Other Drug Services in a range of settings. Peer Support Workers are assigned to Units/teams and locations based on team members skill and team resourcing needs.</p>
Mission:	<i>Mauri ora ki te Mana Māori</i> Realising Whānau Potential
Values:	<p>Whānaungatanga: We are customer driven / whānau led and actively foster and form positive relationships, partnerships, alliances and connections</p> <p>Kotahitanga: We are kaupapa driven and work with each other and others to enhance whānau potential</p> <p>Kaitiakitanga: We exhibit custodianship and are stewards of our resources to advance the kaupapa</p> <p>Whakamana: We are outcome focused and recognise, respect and uphold mana.</p>
Relationships:	<p>External Ara Poutama Aotearoa (Dept. of Corrections) services and staff, All Health and Social Services, Mental Health Teams, Probation Services, HBDHB – NASC and EMHS, Education and Housing Providers, Employment and Government Agencies, Other Social Service Providers</p> <p>Internal DTP Team Members, Clinical Manager, All other TToH Services</p>
VCA Role:	<p>HBRP DTP: Not a Children's Worker</p> <p>Rimutaka Prison DTP: Not a Children's Worker</p>

KEY ACCOUNTABILITIES

Kaupapa Te Taiwhenua o Heretaunga (TToH)

- Contribute to the delivery of effective, integrated, whānau-focused services as part of a team and individually.
- Work with manager and colleagues in a respectful and professional manner; always maintaining focus on the kaupapa and doing what it takes to advance the kaupapa.
- Develop knowledge of the wider support network that TToH offers whānau and promote whānau access to that support.
- Understand and promote all aspects of the TToH Kaupapa.
- Adhere to and apply TToH values in all aspects of TToH's work.
- Participate in TToH kaupapa activities, including karakia, waiata and marae noho.
- Take opportunities for cultural development to advance understanding, competence and contribution to the kaupapa.
- Participate in TToH systems (e.g. Recordbase, Management Operating System), to maintain focus and achievement of performance deliverables.
- Adhere to organisational and professional quality standards and work within team to promote continuous improvement of policies, procedures and practices.
- Participate in regular peer supervision and/or professional supervision.
- Work in a reflective manner and take opportunities for self-development.

Whānau Ora Practice

- Develop understanding of the communities that TToH works with.
- Be responsive to whānau needs and apply a holistic approach to aligning those needs, priorities and aspirations with the care and support they are offered.
- Apply Te Ao Māori world view, tikanga and TToH values, to establishing trust, building rapport, and working with whānau.
- Set high expectations of success in outcomes for whānau. Empower, motivate, and build whānau capability and connectedness; support whānau toward achieving independence.
- Build and maintain knowledge and understanding of TToH values and internal/external channels of care and support available for whānau.
- Work collaboratively with other TToH staff to enable the provision of flexible and integrated care and support for whānau.
- Build long-term relationships between TToH and whānau through contract activities, values-based support and cultural connection.

Role Specific Accountability

Programme Support

- Assist and support DTP delivery and take part in programme planning, implementation and evaluation where required.
- Co-Facilitate group sessions, activities and interventions including Aftercare.
- Provide support to facilitators during group sessions.
- Provide support to Clients as they enter and progress through the DTP and into Aftercare

Teamwork

- Become a resource to the integrated team. Work collaboratively; contribute and share knowledge, skills, abilities to achieve organisation and whānau goals.
- Initiate and nurture effective working relationships with team members, Corrections staff and other stakeholders.
- Manage workload in accordance with all relevant standards and contract requirements, meeting assigned milestones and targets.
- Carry out assigned duties as directed by Clinical Manager, remaining flexible and able to carry out different tasks or work in different teams as required.
- Prioritise attendance at team meetings to ensure consistent messaging and understanding, and delivery of care and support to whānau or colleagues.
- Provide support and training to others as required in areas of expertise as part of in-service training.

Professional

- Continue personal and professional development in order to enhance practice skills.
- Meet Health and Disability Sector Standards of Practice.
- Meet TToH standards; legislative, professional, contractual, ethical and organisational.
- Meet all Corrections Code of Conduct requirements including rules and regulations pertaining to working within a Prison.

Quality and Development

- Participate in service audits as requested.
- Participate with the team in continuous quality improvement processes.
- Contribute to all service/contracted objectives, targets, and outcomes.
- Ensure all requests for information related to audits are processed in a timely manner.

Networking and Sector Knowledge

- Maintain knowledge, understanding and current developments of relevant sector to inform service delivery.
- Identify and understand the local trends and barriers for whānau.

Health and Safety

- Work safely and keep others safe at work, maintaining familiarity with all health and safety policies and procedures.
- Promote and actively participate in health and safety, maintaining a safe workplace and ensuring that any safety equipment is always used correctly.

Other Duties

- Carry out additional duties from time to time as requested by management.
- The key accountabilities of the role may change from time to time so that TToH is able to adapt to changes in the business environment.

SITE-SPECIFIC ACCOUNTABILITIES

Drug Treatment Programmes and Youth AOD

Deliver high quality care and Mental Health support to Tangata Whaiora (person seeking wellness) residing in Drug Treatment Units.

Clients

- Develop Peer Support relationships with clients of the DTP
- Support Clients to achieve their Recovery and Whānau ora Plans.
- Support clients to recognise and develop their personal life skills.
- Assist with assessment, treatment and recovery plans, ensuring clients get appropriate support for treatment and other health needs such as, diabetes, hepatitis etc.
- Use your skills and knowledge and lived experience to support clients achieve their goals, monitoring, supporting and guiding clients towards their recovery.
- Ensure thorough handover alerts, updates and information is passed over to the team in de-briefs, meetings and client notes.
- Help build and maintain the Therapeutic Community and culture within the Unit/s.

Aftercare Support

- Assist with the development of Aftercare Plans.
- Support delivery of Aftercare programmes
- Where required, assist with access for clients to relevant community support services.
- Review and monitor Aftercare Plans.

Te Waireka Residential Therapeutic Community

Support wāhine to achieve their individual reintegrative needs by delivering life skills, educational sessions, programme and residential support using a responsive, flexible and holistic approach that gives wāhine the confidence to live fulfilling lives with their whānau.

Wahine Care

- Assist wāhine to:
 - Reconnect and strengthen relationships with their whānau / tamariki;
 - Recognise and develop appropriate life skills;
 - Implement kawa and tikanga into daily routines;
 - Access appropriate support services (eg. health, education, accommodation, employment, budgeting).
- Provide a thorough handover at the end of each shift (eg. alerts, risks, updates etc.).
- Supervise wāhine whānau visits.
- Monitor wāhine wellbeing and identify any changes in behaviour.

Assessment, Planning and Support

- Assist with the completion of comprehensive needs, safety and cultural assessments with wāhine.
- Develop agreed plans alongside wāhine (and their whānau where appropriate).
- Support and empower wāhine in their reintegration journey.

Programme Facilitation

- Deliver 1:1 and group activities, focusing on life skills and educational sessions.
- Provide facilitation support where needed.
- Manage any issues as they arise and identify when to escalate.

Aftercare Support

- Assist with the development of Aftercare Plans.
- Facilitate access for wāhine to engage with relevant community support services.
- Review and monitor Aftercare Plans.

PERSON SPECIFICATIONS

Qualifications

Essential:

- NZQA Level 4 Certificate in Peer Support, Health and Wellbeing (or relevant equivalent), or working towards
- Full Driver's Licence

Desirable:

- Diploma in Social Work, Mental Health or relevant field
- Experience working in a residential setting, with knowledge in domestic violence, justice, corrections, health promotion or relevant field
- First Aid Certificate

Skills, Knowledge and Experience

Essential:

- Lived experience pertaining to relevant programme and/or Recovery
- Knowledge of issues, resources and needs of clients
- Skills and motivation to coach and mentor clients and whānau towards independence
- Understanding of Tikanga and Te Reo Māori and applying in a work setting
- Conflict resolution, intervention and de-escalation skills
- Ability to monitor health and wellbeing and work proactively with whānau
- Enthusiasm, energy, initiative and a high degree of flexibility
- Relationship building skills and the ability to effectively engage with clients and whānau
- Good computer, communication and presentation skills – written, verbal and visual
- Experience and skills in supporting recovery, rehabilitation or reintegration
- Ability to adapt to the challenges of a new role and service

Desirable:

- Established relationships with relevant service networks
- Experience facilitating groups / educational sessions
- Service sector relevant skills
- Commitment to on-going education

PERSONAL ATTRIBUTES

Essential:

- Strong work ethic
- Able to carry out the physical aspects of the role
- Can do attitude
- Ability to effectively engage with whānau
- Team player
- Committed to whānau
- Confident, resilient and resourceful
- An openness to learn Tikanga and Te Reo Māori