

Position Description

Practitioner (including Continuing Care) / Kaiwhakamahereroa Waranga

Reports to	Clinical Manager, AOD service
Service/Team	AOD Service, 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 and feel hopeful about their future. Our services encourage stronger connections with friends and whānau and enable meaningful participation in the community.

Our pillars – trust, honesty, responsibility, concern and 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 tāngata ki te pou tokomanawa
Ka tū mana motuhake; Ka nohore kore I ngā waranga me ngā wero mui 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

E hangaia e mātou he whare tumanako me ngā wāhi haumarua ka āhei i a tāngata te eke ki angitu kia whaiwhakaaro ai, kia puawai, katahi ano hoki, ka herea ai te muka tāngata ki a ia anō, ko te mea kē ka puta te ira tāngata 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 clinical assessment and treatment utilizing the Ngā Pou Tohutoho model of care, in partnership with tāngata whaiora whose lives are affected by alcohol and other drug use, dependency.
- Engage and provide professional aftercare clinical services to programme and community based tāngata whaiora in order to support treatment gains.
- Support the delivery of the AOD service to tāngata whai ora in line with te Tiriti obligations, the organisation's values and philosophy, relevant policies and procedures, cultural practices, and the requirements of Serco/ the Department of Corrections.

Key Areas of Responsibility

Area of Responsibility	Performance Measures
AOD service delivery • Provide assessment, treatment and management of tāngata whai ora utilizing the Ngā Pou Tohutohu model of care, to achieve effective outcomes and satisfaction, in collaboration with peer and cultural team members. • Facilitate consultation and liaison with programme tāngata whai ora. • Participate in the education and follow-up of Tāngata whai ora regarding their treatment plan and learning. • Participate fully in team meetings and in integrated treatment planning. • Ensure that clinical practice & protocols follows organisational Serco and Department of Corrections policies, procedures and systems. • Liaise and maintain effective functional professional relationships with Participants / tāngata whai ora, whānau and kaimahi in relation to the treatment delivered. • Write up and input participant's clinical case notes and reviews into the Odyssey client database (HCC).	• Clinical treatment produces positive outcomes, which are in line with treatment goals and plans. • Clinical Manager and colleagues expresses satisfaction with knowledge of and adherence to relevant models of care, policies, procedures, cultural practices and quality framework. • Clinical Manager and tāngata whai ora express satisfaction with level of involvement, inputs and support provided to achieve desired outcomes. • Demonstrates best clinical practice; senior kaimahi expressing satisfaction with treatment planning, participant learning, and the level of autonomy shown. • Audits demonstrate compliance with organisational policies, procedures and systems and meet accreditation and certification standards. • Clinical practice and group work is of a consistently good standard. • Participants / tāngata whai ora, whānau and kaimahi express satisfaction with level of liaison and consultation. • HCC information is accurate, timely and 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
After care/ continuing care support • Liaise and consult with continuing care whai ora, and their whānau wherever appropriate, clinical and other relevant agencies regarding the development and implementation of aftercare plans. • Provide continuing care assessments and facilitate the development of continuing care plans, including post treatment relapse prevention and maintenance plans for tāngata whai ora in accordance with individual needs. • Liaise and maintain professional relationships with internal and external stakeholders regarding whai ora treatment. • Coordinate information sharing between services to support aftercare participants to maintain pro-social changes in line with their continuing care & maintenance plans in the prison and community. • Navigate aftercare participants/tāngata whai ora towards post-treatment support options, including additional AOD interventions, counselling and parenting courses as required; provide support and counselling appropriate to individual needs. • Facilitate and co-facilitate continuing care group maintenance sessions in the prison and within the community in line with best clinical practice.	• Aftercare services produce positive treatment outcomes for tāngata whai ora in the community in line with their continuing care plans. • Internal and external stakeholders' express satisfaction with relationships established, communication, levels of collaboration and information provided. • Continuing care participants/tāngata whai ora express satisfaction with post treatment support, group sessions and counselling provided.
Health and Safety • Identify and act on any potential risks to self or others, including tāngata whai ora, whānau and other kaimahi (employees). • 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	• 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; risk forms are completed in timely manner and kept up-to-date in HCC. • Issues are escalated to relevant manager as required. • Demonstrates understanding and compliance with organisational and legislative health and safety requirements.

Area of Responsibility	Performance Measures
hazards and taking action to reduce or eliminate these. Te Tiriti o Waitangi - Demonstrate knowledge and understanding of Te Tiriti o Waitangi and its application in this role. Professional Development - Be proactive in own professional development. - Attend relevant organisational training as required. General - 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.	- Adheres to relevant Serco and Corrections policies and security/ safety protocols. - 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 Actions show knowledge and ability to apply the principles of te Tiriti in the delivery of role. - Has an individual development plan which is implemented. - Attends organisational training required for role. - Regular attendance at team meetings and makes useful contributions. - Work is undertaken and completed. Commitment and flexibility is demonstrated.

Key Relationships

Internal	External
- Clinical Manager, AOD Service - Other AOD Service team members - Te Ngāhere team members - Other After care/continuing care Practitioners - Other Odyssey kaimahi	- Programme tāngata whai whai ora, graduates and their whānau - Serco staff - Department of Corrections staff - External agencies and providers, including and other NGOs

Person Specification

Qualifications, Knowledge and Experience

- Up to one year's relevant work experience in a health, mental health or addictions setting
- A relevant qualification (level 7) e.g. Bachelors n Health Science, Social Work, Psychology, Occupational Therapy, Counselling
- Registration with or eligibility and a willingness to work towards registration with a relevant professional body e.g. DAPAANZ, Social Work
- Demonstrated interest in and understanding of Māori tikanga and Pacific cultural norms
- Knowledge of Te Tiriti o Waitangi and its application in a health care setting
- Experience of developing and sustaining effective relationships with clients/tāngata whai ora
- Understanding of and interest in Odyssey's work
- Experience and expertise in using Microsoft suite applications
- Full Current New Zealand Drivers Licence
- Previous experience working in a Corrections or justice-based environment is preferred
- Knowledge and understanding of the Therapeutic Community Model and traditional Māori health care models is desirable
- Knowledge of Te Reo is an advantage

Skills and Abilities

- Ability to prioritise and work with limited supervision
- Positive attitude and self-motivated
- Ability to deal with conflict and defuse challenging situations
- Understanding of risk management
- Fluency in English
- Clear, concise written 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
- 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 show initiative & adapt to changing circumstances
- Ability to show discretion and tact
- High regard for confidentiality and security, including client information
- Good 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.

Wakawhirinaki 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 kaimahi to meet these competencies with the expectation that kaimahi will be proactive in developing and demonstrating these skills.

Skill	Description	Competency Level – Essential
Working with people experiencing mental health and addictions	Is supportive of kaimahi and clients/whai ora with mental health and addiction needs, focusing on their strengths	• Greets and welcomes people accessing services and their whānau appropriately, providing age and/or culturally appropriate, relevant & specific information. • Works in partnership with people accessing services and is mindful of the impact of power differentials. • Demonstrates understanding and respect of diversity and cultural awareness through appropriate use of language and culturally specific resources, particularly for Māori whai ora and whānau. • Recognises people accessing services may be fearful or apprehensive and works to establish a safe and trusting connection and a comfortable physical environment.

Working with Māori	Contributes to oranga and whānau ora for Maori kaimahi and Māori clients/ whai ora with mental health and addiction needs	• Greets Māori people using te reo Māori greetings. • Respects and uses te reo Māori correctly & when appropriate. • Respects Māori tikanga and spiritual practices, the importance of identity and the concepts of whakawhanaunga, manaaki, tino rangatiratanga and mana Motuhake. • Asks whai ora and whānau what they need and provides information in English and Māori • Understands the importance of whakapapa and different roles within whānau. • Supports Māori whai ora to identify and involve people who are important to them.
Working with whānau	Encourages and supports the wellbeing of whānau and ensures they have access to information, education and support including children	• Demonstrates understanding that in many cultures, a person's identity is embedded and connected to whānau rather than their individual selves. • Welcomes, establishes positive rapport and shares relevant information with whānau. • Sensitive asks about support needs related to being a parent as appropriate to role.
Working within communities	Recognises that people and whānau who experience mental health and addictions needs, are part of communities	• Understands 'community' in the broadest sense and that the concept of community is dynamic and evolving. • Recognises that Māori whai ora may be supported within and contribute to wider social networks e.g. hapu, iwi. • Demonstrates understanding of the importance of social inclusion and community connections, has knowledge of the communities that the people accessing services identify with, and supports them to connect with and participate in communities of their choice. • Has a basic understanding of mental health promotion, addiction harm reduction, suicide prevention and postvention principles.
Challenging discrimination	Challenges discrimination, & provides/ promotes a valued place for kaimahi and clients/whai ora with mental health & addiction needs	• Demonstrates understanding of the prevalence, impact and challenges of discrimination on people who have mental health or addiction needs, whanau services and communities. • Works to develop awareness and challenges own beliefs that may lead to discriminatory behaviour.
Applying law, policy and standards	Implements legislation, regulations, standards,	• Respects the relationship between government and tāngata whenua and

	codes and policies relevant to their role	upholds the principles of the Te Tiriti o Waitangi. • Understand and adheres to legislation, regulations, standards, codes and policies appropriate to the role. • Upholds the principles set out in the UN Convention of the Rights of the Person, including the right to autonomy, self-determination, to be free from coercion and to be treated in a non-discriminatory way. • Provides information to people about their rights and in a way that supports them to understand. • Ensures people know about relevant feedback and complaints processes. • Maintains and stores records in accordance with legal and professional standards.
Maintaining professional & personal development	Participates in life-long learning, & personal and professional development, reflecting on & seeking ways to improve self/ team/service	• Reflects on own work and practices to identify strengths and areas for further development. • Seeks and takes learning opportunities to achieve professional development goals. • Looks after own wellbeing and contributes to a safe and healthy workplace. • Communicates effectively with a diverse range of people. • Engages with colleagues to give and receive constructive feedback. • Works effectively in a team and understand team roles, different working styles and skill levels to contribute to the success of the team.