

# Position Description

## Wellbeing Practitioner

**Reports to** Clinical Manager – Youth Justice and Kia Ora Ake

**Service/Team** Kia Ora Ake

### 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 whaanau, 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 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, whaanau 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 tāngata, 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.**

## Context

Kia Ora Ake is a locally co-designed tamariki hinengaro wellbeing approach for Te Whatu Ora Counties Manukau and is part of the national Mana Ake programme. Mana Ake is a school based holistic wellbeing approach providing support to primary and intermediate school aged tamariki, their whaanau and schools.

Te Whatu Ora Counties Manukau recognises the Mana Whenua i Taamaki Makaurau view of ahi kaa, ahi teretere, ahi matao, and ahi kaaro – and the need for any approach to tamariki health to prioritise mana whenua who are ahi kaa.

The Odyssey Kia Ora Ake team will support the Kia Ora Ake approach by working with schools, kura Maaori, Kaiaarahi (clinical staff), workforce development agencies, Ministry of Education staff and the wider Kia Ora Ake Providers' Network.

## Position Purpose

Support the development and delivery of a meaningful service for tamariki and their whaanau, in partnership with Te Whatu Ora Counties Manukau and the consortium of services involved in the Counties Kia Ora Ake network. This involves:

- Building excellent relationships with and resources for primary and intermediate schools and school communities in the Counties Manukau region.
- Supporting the introduction of whole of school programmes, group or classroom level programmes and/or by undertaking individual work with tamariki and their whaanau using a Kia Ora Ake approach.
- Providing a quality clinical service that is accessible culturally appropriate, honours Te Tiriti o Waitangi and meets the wellbeing needs of tamariki and their whaanau.

## Key Areas of Responsibility

Area of Responsibility	Performance Measures
<p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>• Supports the delivery of a meaningful service in partnership with the Kia Ora Ake Consortium and Te Whatu Ora Counties Manukau that honours Te Tiriti o Waitangi and diversity and adheres to the Kia Ora Ake model of care. This involves:               <ul style="list-style-type: none"> <li>○ Processing referrals to the service in a timely fashion.</li> <li>○ Acting as a clinical contact point for the team, in partnership with the Clinical Manager.</li> <li>○ Working in collaboration with other Kia Ora Ake team members to deliver whole school or classroom level programmes.</li> <li>○ Facilitating groups in conjunction with the Kaimaanaki.</li> <li>○ Representing the interests of tamariki and their whaanau to school staff and within the Kia Ora Ake team/ consortium as appropriate.</li> <li>○ Monitoring progress and ensuring clinical interventions and outcomes for tamariki and their whaanau meet all organisational standards, policies and procedures.</li> <li>○ Managing identified clinical and non-clinical risks, escalating as appropriate, and providing training and advice to other team members as required.</li> <li>○ Completing all treatment documentation in line with organisational standards and policies.</li> <li>○ Undertaking any other administrative tasks necessary to fulfil the duties of the role.</li> </ul> </li> </ul> <p><b>Relationships and partnerships</b></p> <ul style="list-style-type: none"> <li>• In liaison with relevant education staff and the wider Kia Ora Ake network:               <ul style="list-style-type: none"> <li>○ Build and maintain positive relationships with school staff, staff from other community providers and referral agencies.</li> <li>○ Support school and health staff to understand the Kia Ora Ake service and content of the programme through the provision of relevant resources and information.</li> <li>○ Work proactively to reduce stigma and discrimination for affected tamariki and their whaanau.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Feedback from tamariki and whaanau indicates that services are delivered in an inclusive and culturally appropriate way.</li> <li>• Feedback from schools indicates referrals are dealt with efficiently and within expected timeframe.</li> <li>• Audits of clinical practices demonstrate compliance with organisational policy and procedures; required clinical standards are met in line with contract.</li> <li>• Clear and appropriate referral pathways are followed in a timely manner, for tamariki and their whaanau. Accurate, up to date and relevant information is held securely for tamariki and their whaanau on Odyssey’s client record system (HCC) in line with the organisation’s case note writing policy and procedure, and privacy act confidentiality requirements; HCC case reviews are kept up to date.</li> </ul> <ul style="list-style-type: none"> <li>• Relationships with relevant sector providers, external agencies, wider Kia Ora Ake network are grown and maintained.</li> <li>• Relevant sector providers and external agencies report understanding and satisfaction with the Kio Ora Ake programmes delivered.</li> <li>• Demonstrates up to date knowledge of available community resources and support services.</li> </ul>

Area of Responsibility	Performance Measures
<p>○ Provide schools with information about other available community resources/ providers as appropriate.</p> <p><b>Health and Safety</b></p> <ul style="list-style-type: none"> <li>● Identify and act on any potential risks to self or others, including tamariki, whaanau and other kaimahi (employees).</li> <li>● Be familiar with and abide by the organisation’s health and safety policies and reporting procedures, ensuring others do the same as required.</li> <li>● Follow safe work practices, which includes the effective use of safety equipment, identification of workplace hazards and taking action to reduce or eliminate these.</li> </ul> <p><b>Te Tiriti o Waitangi</b></p> <ul style="list-style-type: none"> <li>● Demonstrate knowledge and understanding of Te Tiriti o Waitangi and its application in this role.</li> <li>● Understand the importance of equal and equitable opportunity to access health care and outcomes by taangata whenua, with differing levels and types of service provision to meet needs.</li> <li>● Work in partnership with Mana Whenua i Taamaki Makaurau.</li> </ul> <p><b>Professional Development and practice</b></p> <ul style="list-style-type: none"> <li>● Be proactive in own professional development and attend all relevant organisational /other training as required.</li> </ul>	<ul style="list-style-type: none"> <li>● Activities undertaken with stakeholders tackle the challenges of stigma and discrimination that tamariki and their whaanau may face.</li> <li>● Schools express satisfaction with the information provided on available resources/ providers in the community.</li> </ul> <ul style="list-style-type: none"> <li>● Risks (including Health and Safety, compliance, and maintenance) are identified and reported.</li> <li>● Plans are put in place to resolve and/or mitigate potential problems as required.</li> <li>● Issues are escalated to the relevant manager as required.</li> <li>● Demonstrates understanding and compliance with organisational and legislative health and safety requirements and is proactive in ensuring employees are compliant.</li> <li>● Follows correct protocols when using safety equipment.</li> <li>● Workplace hazards are identified, and plans are put in place to reduce/eliminate these, or the matter is escalated to the relevant authority.</li> </ul> <ul style="list-style-type: none"> <li>● Actions show knowledge and ability to apply the principles of Te Tiriti in the delivery of the role.</li> <li>● Respect, sensitivity and cultural capability is evident in interpersonal relationships with taangata whenua, local iwi/hapu.</li> <li>● Demonstrates understanding of Maori as mana taangata whenua, maataawaka and taangata whenua.</li> </ul> <ul style="list-style-type: none"> <li>● Has an individual development plan which is implemented.</li> <li>● Attends organisational training required for role.</li> <li>● Demonstrates understanding of and complies with relevant cultural and professional standards.</li> </ul>

Area of Responsibility	Performance Measures
<ul style="list-style-type: none"> <li>• Maintain knowledge of and adhere to relevant culturally safety and professionally safety standards.</li> </ul> <p><b>General</b></p> <ul style="list-style-type: none"> <li>• Maintain positive functional and professional relationships with colleagues.</li> <li>• Attend and contribute actively to team meetings.</li> <li>• Carry out any other duties that may be delegated by the line manager, which are in keeping with the scope of the role.</li> </ul>	<ul style="list-style-type: none"> <li>• Line manager express satisfaction with support shown to team members.</li> <li>• Regular attendance at team meetings and makes useful contributions.</li> <li>• Work is undertaken and completed.</li> <li>• Commitment and flexibility are demonstrated.</li> </ul>

## Key Relationships

Internal	External
<ul style="list-style-type: none"> <li>• Clinical Manager/Kia ora Ake team members</li> <li>• Youth Justice team members</li> <li>• Operations Manager</li> <li>• Pou Tikanga</li> <li>• Consumer Advisor</li> <li>• Other Odyssey kaimahi</li> </ul>	<ul style="list-style-type: none"> <li>• Tamariki and their whaanau</li> <li>• Kia Ora Ake Provider Network</li> <li>• Participating schools (including Kura Maaori and other Educators</li> <li>• School Cluster / Kahui Ako Leadership</li> <li>• Resource Teachers Learning &amp; Behaviour (RTLb)</li> <li>• Special Education Needs Coordinators (SEnCo)</li> <li>• Social Workers in Schools (SWiS)</li> <li>• School counsellors and guidance networks</li> <li>• Mana Whenua i Taamaki Makaurau</li> <li>• Public Health Nurses, School-based Nurses and General Practitioners</li> <li>• Child and adolescent mental health services</li> <li>• Ministry of Education Learning Support staff</li> <li>• Service Area Managers and Managers of Integrated Services</li> <li>• Whaaraurau Infant Child and Adolescent Mental Health workforce development agency</li> <li>• Other Community service providers</li> </ul>

## Person Specification

### Qualifications, Knowledge and Experience

- At least 2 years' relevant experience, including clinical experience working with people who have experienced mental health and addiction issues.
- A relevant qualification (level 7) e.g. Bachelors in AOD, health sciences, social work
- Fully registered under the HPCA Act 2003, as a DAPAANZ practitioner, social worker, or full member of NZAC (meeting the criteria and accredited by NZAC to work within Mental Health and Addictions services scope or practice).
- Experience of facilitating groups and training others
- Experience of working in the social services, addictions and/or mental health sectors
- Knowledge o Te Tiriti o Waitangi and its practical application in health settings
- Knowledge of Maaori Tikanga and of Pacific cultures and customs
- An interest in Odyssey and its work
- Experience and expertise in using Microsoft suite applications.
- Full Current New Zealand Driver's license

### Skills and Abilities

- Strong interpersonal and excellent communication skills (written and verbal)
- Proven relationship management skills using a partnership approach and ability to establish and maintain effective relationships with a range of stakeholders e.g. tamariki, their whānau, colleagues, other agencies
- Ability to deal with and manage situations of conflict or crisis
- Ability to analyse data and utilise to make service improvements
- 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 adapt to changing circumstances
- Ability to show discretion and tact
- High regard for confidentiality and security, including client information
- 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.

<b>Whakawhirinaki   Trust</b>	Reliable and shows great integrity
<b>Pono   Honesty</b>	Transparency and openness underpins all actions
<b>Haepapa   Responsibility</b>	Achieves and surpasses goals
<b>Matpōpore   Concern</b>	Empathic and interested in the wellbeing of others
<b>Aroha   Love</b>	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 - Essential
<b>Working with people experiencing mental health and addictions</b>	Is supportive of employees and clients/whai ora with mental health and addiction needs, focusing on their strengths	<ul style="list-style-type: none"> <li>• Greets and welcomes people accessing services and their whānau appropriately, providing age and/or culturally appropriate, relevant &amp; specific information.</li> <li>• Works in partnership with people accessing services and is mindful of the impact of power differentials.</li> <li>• Demonstrates understanding and respect of diversity and cultural awareness through appropriate use of language and culturally specific resources, particularly for Māori whai ora and whanau.</li> <li>• Recognises people accessing services may be fearful or apprehensive and works to establish a safe and trusting connection and a comfortable physical environment.</li> </ul>
<b>Working with Māori</b>	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"> <li>• Greets Māori people using te reo Māori greetings.</li> <li>• Respects and uses te reo Māori correctly &amp; when appropriate.</li> <li>• Respects Māori tikanga and spiritual practices, the importance of identity and the concepts of whakawhanaunga, manaaki, tino rangatiratanga and mana motuhake</li> <li>• Asks whai ora and whānau what they need and provides information in English and Māori.</li> </ul>



		<ul style="list-style-type: none"> <li>• Understands the importance of whakapapa and different roles within whānau</li> <li>• Supports Māori whai ora to identify and involve people who are important to them.</li> </ul>
<b>Working with whānau</b>	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"> <li>• Demonstrates understanding that in many cultures, a person’s identity is embedded and connected to whānau rather than their individual selves.</li> <li>• Welcomes, establishes positive rapport and shares relevant information with whanau.</li> <li>• Sensitive asks about support needs related to being a parent as appropriate to role.</li> </ul>
<b>Working within communities</b>	Recognises that people and whānau who experience mental health and addictions needs, are part of communities	<ul style="list-style-type: none"> <li>• Understands ‘community’ in the broadest sense and that the concept of community is dynamic and evolving.</li> <li>• Recognises that Māori whai ora may be supported within and contribute to wider social networks e.g. hapu, iwi.</li> <li>• Demonstrates understanding of the importance of social inclusion and community connections, has knowledge of the communities, people accessing services; identifies with and supports them to connect with and participate in communities of their choice.</li> <li>• Has a basic understanding of mental health promotion, addiction harm reduction, suicide prevention and postvention principles</li> </ul>
<b>Challenging discrimination</b>	Challenges discrimination, & provides/ promotes a valued place for employees and clients/whai ora with mental health & addiction needs	<ul style="list-style-type: none"> <li>• Demonstrates understanding of the prevalence, impact and challenges of discrimination on people who have mental health or addiction needs, whanau services and communities.</li> <li>• Works to develop awareness and challenges own beliefs that may lead to discriminatory behaviour</li> </ul>
<b>Applying law, policy and standards</b>	Implements legislation, regulations, standards, codes and policies relevant to their role	<ul style="list-style-type: none"> <li>• Respects the relationship between government and tāngata whenua and upholds the principles of the Te Tiriti o Waitangi.</li> <li>• Understand and adheres to legislation, regulations, standards, codes and policies appropriate to the role.</li> <li>• 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</li> <li>• Provides information to people about their rights and in a way that supports them to understand.</li> <li>• Ensures people know about relevant feedback and complaints processes.</li> <li>• Maintains and stores records in accordance with legal and professional standards.</li> </ul>
<b>Maintaining professional &amp;</b>	Participates in life-long learning, & personal and	<ul style="list-style-type: none"> <li>• Reflects on own work and practices to identify strengths and areas for further development.</li> </ul>

<p><b>personal development</b></p>	<p>professional development, reflecting on &amp; seeking ways to improve self/team/service</p>	<ul style="list-style-type: none"> <li>• Seeks and takes learning opportunities to achieve professional development goals</li> <li>• Looks after own wellbeing and contributes to a safe and healthy workplace.</li> <li>• Communicates effectively with a diverse range of people.</li> <li>• Engages with colleagues to give and receive constructive feedback.</li> <li>• Works effectively in a team and understand team roles, different working styles and skill levels to contribute to the success of the team.</li> </ul>
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