

Position Description

Kaimanaaki (Wellbeing Support)

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 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.

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 whānau 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 Māori, Kaiārahi (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 whānau, in partnership with Te Whatu Ora Counties Manukau and the consortium of services involved in the Counties Kia Ora Ake network. This involves:

- Supporting the establishment of strong 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 undertaking individual work with tamariki and their whānau as appropriate.
- Providing a quality service to tamariki and their whānau that is accessible, culturally appropriate, honours Te Tiriti o Waitangi and meet the wellbeing needs of tamariki and their whānau.

Key Areas of Responsibility

Area of Responsibility	Performance Measures
<p>Service Delivery</p> <ul style="list-style-type: none"> • Support the delivery of a meaningful service 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"> ○ Working in collaboration with other Kia Ora Ake team members to deliver whole school or classroom level programmes. ○ Working individually with tamariki and their whānau to support their wellbeing. This may include referring them to specialist providers, in consultation with the Clinical Manager or Wellbeing Practitioner. ○ Facilitating groups in conjunction with the Kia Ora Ake Wellbeing Practitioner. 	<ul style="list-style-type: none"> • Feedback from tamariki, their whānau and school staff indicates that the services and support provided are delivered in an inclusive and culturally appropriate way. • Tamariki and school staff express satisfaction with their involvement in groups. • Demonstrates understanding of and adheres to organisational policies and procedures that help minimise harm. • Clear and appropriate referral pathways are followed in a timely manner, for tamariki and their whānau. • Line manager and Wellbeing Practitioner express satisfaction with actions taken.

Area of Responsibility	Performance Measures
<ul style="list-style-type: none"> ○ Representing the interests of the tamariki and their whānau to school staff, and within the Kia Ora Ake team/consortium as appropriate. ○ Supporting harm/risk minimisation by adhering to all relevant organisational protocols and procedures, and by escalating issues as appropriate to the Wellbeing Practitioner or Clinical Manager. ○ Completing all documentation of client interactions in line with organisational policies and procedures, privacy act and client confidentiality requirements. ○ Undertaking any administrative tasks necessary to fulfil the duties of the role. ○ Writing up tāngata client case notes and reviews, and inputting into the Odyssey's client database (HCC). <p>Relationships and Partnerships</p> <ul style="list-style-type: none"> ● In liaison with relevant education staff and the wider Kia Ora Ake network: <ul style="list-style-type: none"> ○ Build and maintain positive relationships with school staff, and staff from other community providers. ○ Support school and health staff to understand the Kia Ora Ake service and content of the programme through the provision of relevant resources/information. ○ Work proactively to reduce stigma and discrimination for affected tamariki and their whānau. ● Provide schools with information about other available community resources/providers as appropriate. 	<ul style="list-style-type: none"> ● All administrative tasks assigned are completed in a timely manner and line manager expresses satisfaction. ● 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. <ul style="list-style-type: none"> ● Education/other staff from community providers report understanding and satisfaction with levels of communication and collaboration provided. ● Up to date information of available community resources and support services are maintained. ● School staff, tamariki and/or whanau report effective advocacy efforts to reduce stigma and discrimination. <ul style="list-style-type: none"> ● Schools express satisfaction with the information provided on available resources/providers in the community.

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 tamariki, 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"> 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.

Key Relationships

Internal	External
<ul style="list-style-type: none"> • Clinical Manager/Kia Ora Ake team members • Operations Manager - Youth Services • Youth Justice team members • Pou Tikanga • Consumer Advisor • Other Odyssey kaimahi 	<ul style="list-style-type: none"> • Tamariki and their whānau • Kia Ora Ake Providers Network • Participating schools (including Kura Māori and other educators) • School Cluster/Kahui Ako Leadership • Resource Teachers Learning and Behaviour (RTLb) • Special Education Needs Coordinators (SENCo) • Social Workers in Schools (SWis) • School counsellors and guidance networks • Mana Whenua in Tamaki Makaurau • Public Health Nurses, School-based Nurses and General Practitioners • Child and adolescent mental health services • Ministry of Education Learning Support Staff • Service Area Managers and Managers of Integrated Services

Person Specification

Qualifications, Knowledge and Experience

- At least two years' relevant experience working in an education, social services, addictions and/or mental health setting
- Experience of working with and advocating for young people (preferably tamariki) and whānau with mental health/wellbeing challenges.
- A relevant (level 4) qualification e.g. National Certificate Health and Care
- Demonstrated understanding of the principles of Te Tiriti o Waitangi and its application to this role
- Demonstrated understanding of health inequities experienced by Māori tamariki and whānau
- Knowledge of anti-racist processes and interventions, and an understanding of their importance
- Understanding of and interest in Odyssey's work
- Proven expertise in using Microsoft suite applications
- Full current NZ drivers license
- Knowledge of te reo/ tikanga Māori
- Knowledge of the customs and culture of Pacific peoples

Skills and Abilities

- Proven skills in working with people from a range of backgrounds and experiences
- Ability to motivate young people/rangatahi and their whānau
- Demonstrated positive regard and confidence in the ability of people to have a belief in themselves and their abilities
- 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
- Demonstrated cultural sensitivity and rainbow diversity awareness
- 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)
- Ability to diffuse conflict
- Demonstrated 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 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.