

# Position Description

## Youth Practitioner / Kaiwhakamahereroa Waranga

**Reports to** Clinical Manager, Youth Community Team

**Service/Team** Whakatakapokai

### About Us

Since 1980, we have supported thousands of New Zealanders whose lives are affected by alcohol, drug or other addiction challenges. 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 relationships with friends and whānau.

We are known for providing effective, evidence-based services that support wellbeing. We want tāngata whai ora (people seeking wellness) to have options to access the support they need in ways that work for them.

### 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 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 haumarū ka āhei I a tangata te eke ki angitu kia whaiwhakaaro ai, kia puawai, katahi ano hoki, ka herea ai te muka tangata ki a ia anō, ko te mea kē ka puta te ira tangata 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

- Promote positive youth development through providing support to young people/rangatahi whose lives are influenced by alcohol and other drugs.
- Work within the Whakatakapokai Youth Justice Residences to provide therapeutic interventions via group and individual modalities.
- Provide comprehensive, high quality clinical assistance, which is evidence-based, represents best practice and meets the needs to young people/rangatahi.
- Maintain knowledge and be able to demonstrate an understanding of the relevance and importance of the Treaty of Waitangi to the organisation and to own clinical practice.

## Key Areas of Responsibility

Area of Responsibility	Performance Measures
<p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>• Provide holistic youth-friendly therapeutic interventions in line with the Whakatakapokai programme that promotes the positive development of young people, using appropriate assessment and treatment models. This involves:               <ul style="list-style-type: none"> <li>○ Gathering relevant information and prioritising needs.</li> <li>○ Working collaboratively with each young person/rangatahi, to develop an appropriate goal plan that includes review dates and assists them to achieve positive outcomes.</li> <li>○ Providing ongoing, proactive case support, which includes working with young people/rangatahi through 1:1 and group sessions as appropriate.</li> <li>○ Advocating for young people/ rangatahi by working effectively with Oranga Tamariki and other service providers, families and community groups.</li> <li>○ Making recommendations or referring the young people/rangatahi to other services to help them achieve positive outcomes.</li> <li>○ Ensuring that clinical practices are followed in line with organisational policies, procedures, and systems.</li> <li>○ Providing clinical interventions that meet the therapeutic needs of young people/rangatahi.</li> <li>○ Managing risks through adherence to relevant organisational policies, procedure, or standards, and escalating to the Clinical Manager as required.</li> <li>○ Utilising holistic models of health and wellbeing, that are aligned with best practise in all aspects of service delivery and review.</li> <li>○ Completing all documentation and administration as required.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Assessments are completed in line with approved assessment tools and interventions and plans are developed in partnership with young people/ rangatahi.</li> <li>• A range of activities and interventions are used that meet the therapeutic needs of young people/rangatahi.</li> <li>• Proactive case support is provided and co working with young people/ rangatahi occurs.</li> <li>• Young people/rangatahi are referred/ receive appropriate support from Oranga Tamariki and other providers as required.</li> <li>• All support is documented in line with relevant organisational policies procedures and systems.</li> <li>• Risk assessment, planning and management is demonstrated with positive client outcomes.</li> <li>• Harm reduction is the demonstrated in all client care.</li> <li>• All documentation and administration is completed in a timely manner and in line with clinical policies and procedures.</li> <li>• The young people/rangatahi express satisfaction with services provided.</li> <li>• Clinical file audit measures are met.</li> <li>• Family/whānau and/or caregivers engaged and remain involved in the young person/</li> </ul>

Area of Responsibility	Performance Measures
<ul style="list-style-type: none"> <li>○ Engaging the family/whānau and/or care givers of the young person/rangatahi as appropriate in their ongoing treatment, care and to support the achievement of agreed goals.</li> <li>● Meet organisational requirements and undertake activities that enhances professional development by:               <ul style="list-style-type: none"> <li>○ Adhering to policies and procedures.</li> <li>○ Undertaking performance development and reviews.</li> <li>○ Maintaining client/rangatahi records.</li> <li>○ Attending supervision.</li> <li>○ Participating in quality initiatives.</li> <li>○ Participating in team planning and training.</li> </ul> </li> </ul> <p><b>Relationship Management</b></p> <ul style="list-style-type: none"> <li>● Establish and maintain effective networks and relationships for liaison and consultation purposes with Ministry of Justice, Oranga Tamariki and relevant DHB staff, and other service providers. This involves:               <ul style="list-style-type: none"> <li>○ Helping to establish and maintain appropriate systems for relationship management.</li> <li>○ Building and maintaining appropriate professional relationships and networks.</li> <li>○ Facilitating referral pathways as appropriate.</li> <li>○ Regular consultation with key stakeholders.</li> </ul> </li> </ul> <p><b>Health and Safety</b></p> <ul style="list-style-type: none"> <li>● Identify and act on potential risks (clinical or non-clinical) to self or others, including young people/rangatahi, whānau or other 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>Treaty of Waitangi</b></p> <p>Demonstrate knowledge and understanding of the Treaty of Waitangi and its application in this role.</p>	<p>rangatahi recovery goals with their consent.</p> <ul style="list-style-type: none"> <li>● All Odyssey policies and procedures are upheld.</li> <li>● All performance development requirements are met and accurate records maintained.</li> <li>● Supervision is undertaken in accordance with service policy and requirements.</li> <li>● Proactive involvement in quality initiatives and continuous improvement.</li> <li>● Participates and contributes to the development and implementation of team planning.</li> </ul> <ul style="list-style-type: none"> <li>● Effective systems and processes are set up and maintained which enable liaison and consultation to occur.</li> <li>● Relationships are proactively and effectively established and maintained with Oranga Tamariki, DHB and other relevant service providers.</li> <li>● Up to date knowledge of relevant resources and support services available is maintained.</li> <li>● Internal and external stakeholders express satisfaction with relationships and inputs provided.</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 or issues are escalated to 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</li> </ul>

Area of Responsibility	Performance Measures
<p><b>Professional Development</b></p> <ul style="list-style-type: none"> <li>• Be proactive in own professional development.</li> <li>• Attend relevant organisational training as required.</li> </ul> <p><b>General</b></p> <ul style="list-style-type: none"> <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>	<p>or the matter is escalated to the relevant authority.</p> <p>Actions show knowledge and ability to apply the principles of the Treaty in the delivery of role.</p> <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>• Regular attendance at team meetings and makes useful contributions.</li> <li>• Work is undertaken and completed. Commitment and flexibility is demonstrated.</li> </ul>

## Key Relationships

Internal	External
<ul style="list-style-type: none"> <li>• Clinical Manager Youth Community</li> <li>• Youth Odyssey Staff</li> <li>• Other Odyssey Services</li> </ul>	<ul style="list-style-type: none"> <li>• Whakatakapokai site staff</li> <li>• Young people/rangatahi and the whānau/care givers/guardians</li> <li>• Health and Education services working with Whakatakapokai</li> <li>• Key Ministry of Justice, DHB and Oranga Tamariki staff and community services working with Youth</li> <li>• Cultural Services and other NGOs</li> </ul>

## Person Specification

<p><b>Qualifications, Knowledge and Experience</b></p>
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- Up to one year’s experience working with young people/rangatahi and their family/whānau in a social services, Youth Justice, AOD and/or mental health sector setting
- Relevant qualification (level 7) e.g. Bachelors in AOD counselling, Social Work, Youth Work or other relevant social service field
- Demonstrated knowledge of the effects related to the misuse of alcohol and other drugs, including methamphetamines and other current substances of use and abuse
- Knowledge of child and adolescent development and addictions issues
- Ability to identify cognitive and behavioural patterns and understand mental health issues
- Registration or working to achieve registration with DAPAANZ, Social Work or other relevant professional body under the HPCA Act.
- An understanding and knowledge of cultural norms, practices and traditions with regards to Māori and Pacific Peoples
- An understanding of the Treaty of Waitangi and how it applies to own professional practice
- Experience and expertise in Microsoft suite applications
- Understanding of and interest in Odyssey’s work
- Full current New Zealand Drivers Licence
- Knowledge of Te Reo Māori is desirable

### Skills and Abilities

- Demonstrated interest in young people/rangatahi and their abilities, and motivation to help them achieve their goals
- Ability to work alongside family members/whānau or care givers to guide and strengthen their strengths and resources
- Strong interpersonal and communication skills (written and oral)
- Good group facilitation skills
- Demonstrated client-centred and strengths-based approach
- Ability to establish and maintain effective relationships with a range of stakeholders
- Ability to prioritise, 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
- Ability to take the initiative and adapt to changing circumstances
- Ability to show discretion and tact
- High regard for confidentiality and security, including client information
- Ability to deal with conflict and defuse challenging situations
- Fluency in English
- Good 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>Matapōpore   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.

<b>Skill</b>	<b>Description</b>	<b>Competency Level - Essential</b>
<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 whānau.</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> <li>• Understands the importance of whakapapa and different roles within whānau</li> </ul>

		<ul style="list-style-type: none"> <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>• Sensitively 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>

<p><b>Maintaining professional &amp; personal development</b></p>	<p>Participates in life-long learning, &amp; personal and professional development, reflecting on &amp; seeking ways to improve self/team/service</p>	<ul style="list-style-type: none"> <li>• Reflects on own work and practices to identify strengths and areas for further development.</li> <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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