

Position Description

Practitioner | Kaiwhakamahereroa Waranga

Reports to Clinical Manager – Auckland South DTP

Service/Team Auckland South DTP

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.

Position Purpose

- Providing clinical assessment and treatment utilising the Ngā Pou Tohutohu model of care and best practice AOD interventions in partnership with tāngata whai ora, whose lives are affected by alcohol and other drug use dependency.
- Support the delivery of the AOD service to tāngata whai ora in line with the Te Tiriti o Waitangi 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
<p>Service Delivery</p> <ul style="list-style-type: none"> • Provide assessment, treatment and support to tāngata whai ora utilising 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. • Undertake clinical and non-clinical tasks within own scope of practice as directed by the Clinical Manager. • Role model best clinical practice when undertaking individual, group and clinical work with tāngata whai ora. • Ensure that clinical practice and 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). 	<ul style="list-style-type: none"> • Clinical treatment produces positive outcomes for tāngata whai ora, which are in line with treatment goals and plans. • Clinical Manager and colleagues’ express satisfaction with knowledge of and adherence to relevant models of care, policies, procedures, cultural practices and quality framework. • Clinical Manager and programme tāngata whai ora express satisfaction with level of involvement, inputs and support provided to achieved identified outcomes. • Demonstrates best clinical practice; senior kaimahi express satisfaction with treatment planning and participant learning. • Clinical Manager express satisfaction with decision making and level of autonomy. • Audits demonstrate compliance with organisational policies, procedures and systems; meets 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
<p>Health and Safety</p> <ul style="list-style-type: none"> • Identify and act on any potential risks to self or others, including tāngata whai ora, 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 principles 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 – AOD Service • AOD Service team members • Other Odyssey kaimahi 	<ul style="list-style-type: none"> • Serco staff • Department of Corrections • Programme clients/tāngata whai ora and their whānau • Relevant external organisations and professionals

Person Specification

Qualifications, Knowledge and Experience
<ul style="list-style-type: none"> • Up to one year’s relevant work experience in a health, mental health or addictions setting • A relevant level 7 qualification e.g Bachelors in AOD, Health Science, Social Work, Psychology, Occupational Therapy, Counselling • Registration with or an eligibility and a willingness to work towards registration with DAPAANZ, Social Work or other professional body under the HPCA Act • Experience of developing and sustaining effective relationships with clients/tāngata whai ora • Demonstrated knowledge and interest in Odyssey, its philosophy and therapeutic models of care • Understanding and knowledge of Māori tikanga and the cultural norms, practices and traditions of Pacific peoples • Understanding of the principles of Te Tiriti o Waitangi and its application to this role • Proven expertise in using Microsoft suite applications • High regard for confidentiality and security, including client information • Full and valid current NZ driver’s license • Knowledge and understanding of the Therapeutic Community Model and traditional Māori health care models is desirable • Experience of working in a Corrections setting is highly desirable • Knowledge of te reo/tikanga Māori is desirable
Skills and Abilities
<ul style="list-style-type: none"> • Ability to establish and maintain effective relationships with a range of stakeholders • Ability to prioritise and work with limited supervision • Self-motivated and a positive attitude • Ability to diffuse conflict and challenging situations • Understanding of risk management • Strong interpersonal and communication skills • Fluency in English and clear, concise written skills • Ability to work under pressure, complete work on time and to a good standard • Ability to work with limited supervision and in a team environment • Demonstrated cultural sensitivity and rainbow diversity awareness • Willingness to consider other viewpoints and adjust decisions as appropriate • Ability to adapt to changing circumstances • Ability to show discretion and tact • High regard for security and confidentiality, including client information. • Fluency in English (written and spoken) • 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.