



# Position Description

## Peer Support Specialist / Tautoko-a-aropā

**Reports to** Peer Support Team Leader

**Service/Team** Haven

### 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, to feel hopeful about their future and to have meaningful relationships with friends and whānau.

### 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 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

Connect with tāngata whai ora and provide individualised support with the goal of engagement, modelling hope for recovery and encouraging self-awareness about what works for the person, and to compliment the work of the Therapeutic Community.

## Key Areas of Responsibility

Area of Responsibility	Performance Measures
<p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>• Establish and maintain intentional relationships that are based on an equal power dynamic with tāngata whai ora</li> <li>• Welcome and orient tāngata whai ora and their family/whānau to services provided by Haven and ensure that all relevant information is communicated and their family/whanau as appropriate.</li> <li>• Ensure language is recovery orientated.</li> <li>• Ensure there is an integrated approach to peer care through networking and relationships with colleagues and external agencies.</li> <li>• Ensure language used is recovery orientated.</li> <li>• Recognise and effectively manage escalating behaviour situations.</li> <li>• Collect information and data as required by the Team Leader/ Operations Manager for reporting purposes.</li> <li>• Promote Haven’s services by establishing relevant networks and relationships with external agencies, community groups and other stakeholders.</li> </ul> <p><b>Personal Disclosure</b></p> <ul style="list-style-type: none"> <li>• Understand how personal journeys to recovery can aid clients/whai ora engagement.</li> <li>• Understand mutual sharing and learning is the basis of the peer relationship.</li> <li>• Understand the boundaries surrounding which areas of past/current lived experience should and should not be shared.</li> </ul> <p><b>Team Participation</b></p> <ul style="list-style-type: none"> <li>• Utilise and understand group dynamics, team processes and actively promote a positive team approach.</li> <li>• Work cooperatively with colleagues in all aspects of project delivery</li> <li>• Share information and promote learning with colleagues.</li> </ul>	<ul style="list-style-type: none"> <li>• Collaborative relationships are created with tāngata whai ora.</li> <li>• Tāngata whai ora and whānau express satisfaction with the support provided.</li> <li>• Communication is consistent and appropriate with recovery expectations.</li> <li>• Progress is consistently monitored with feedback provided in line with recovery orientated language and communication.</li> <li>• Behaviour situations are recognised and managed with appropriate de-escalation techniques or escalated as appropriate.</li> <li>• Show understanding and practice is in line with organisational/Haven policies, procedures and protocols.</li> <li>• Actions help raise the profile of Haven; other agencies express satisfaction with relationships established.</li> </ul> <ul style="list-style-type: none"> <li>• Appropriate information sharing and boundaries are established, are recognised and consistently observed within the peer relationship.</li> </ul> <ul style="list-style-type: none"> <li>• Engages and participates as an effective team player.</li> <li>• Shares learning and knowledge with colleagues.</li> </ul>

Area of Responsibility	Performance Measures
<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 tāngata whai ora, family/whānau and 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> <ul style="list-style-type: none"> <li>• Demonstrate knowledge and understanding of the Treaty of Waitangi and its application in this role.</li> </ul> <p><b>Professional Development</b></p> <ul style="list-style-type: none"> <li>• Be proactive in own professional development and attend relevant organisational training as required.</li> </ul> <p><b>General</b></p> <ul style="list-style-type: none"> <li>• Carry out any other duties or projects 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>• 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 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 the Treaty in the delivery of role.</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> </ul> <ul style="list-style-type: none"> <li>• Other work is undertaken and completed. Commitment and flexibility is demonstrated.</li> </ul>

## Key Relationships

Internal	External
<ul style="list-style-type: none"> <li>• Haven Team Leader/ team members</li> <li>• Operations Manager Community Services</li> <li>• Consumer Advisor</li> <li>• Other Odyssey employees</li> </ul>	<ul style="list-style-type: none"> <li>• Tāngata whai ora and their family/whānau</li> <li>• Lifewise, Mind and Body peers</li> <li>• On-call team</li> <li>• Other external organisations</li> </ul>

## Person Specification

Qualifications, Knowledge and Experience
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Lived experience as an alcohol or drug user and/or mental health concern</li> <li>• Completed relevant training e.g. DHB approved Peer Support specialist training and Intentional Peer Support training.</li> <li>• Knowledge/awareness of Alcohol and other drug treatment and recovery principles</li> <li>• Understanding of the Treaty of Waitangi and application of principles to this role</li> <li>• Understanding of the cultural norms, traditions and practices of other cultures, especially Māori and Pacific peoples</li> <li>• Knowledge of potential community resources and support networks</li> <li>• Interest in Odyssey’s work</li> <li>• Full current New Zealand driver’s licence</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Up to 1 years’ experience in a peer-based role</li> <li>• Relevant qualification (L4) e.g., Mental Health &amp; Care Certificate, Addictions Certificate</li> <li>• Completed personal WRAP plan</li> <li>• Experience of working in the social services, addictions and/or mental health sectors</li> </ul>
Skills and Abilities
<ul style="list-style-type: none"> <li>• Ability to be a positive role model with regards to lived experience &amp; recovery</li> <li>• Ability to utilise mutual sharing and learning as the basis of building a peer relationship</li> <li>• Ability to create a shared peer relationship based on an equal power dynamic</li> <li>• Ability to establish and maintain effective relationships with a range of people</li> <li>• Strong interpersonal skills and ability to walk alongside</li> <li>• Ability to work autonomously and as part of a multi-disciplinary team</li> <li>• Ability to deal with conflict and defuse challenging situations</li> <li>• Willingness to consider other viewpoints and adjust decisions as appropriate</li> <li>• Positive attitude and self-motivated</li> <li>• Ability to take the initiative and adapt to changing circumstances</li> <li>• Ability to show discretion and tact, diplomacy and cultural awareness and model this to others</li> <li>• High regard for confidentiality and security, including client information</li> <li>• Fluency in English</li> <li>• Good IT/word-processing skills</li> <li>• Ability to acknowledge own limitations and be proactive on own self-development</li> </ul>

## Ngā pou pou | 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.

<b>Skill</b>	<b>Description</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.
<b>Working with Māori</b>	Contributes to oranga and whānau ora for Māori employees and Māori clients/whai ora with mental health and addiction needs.
<b>Working with whānau</b>	Encourages and supports the wellbeing of whānau and ensures they have access to information, education and support including children.
<b>Working within communities</b>	Recognises that people and whānau who experience mental health and addictions needs, are part of communities.
<b>Challenging discrimination</b>	Challenges discrimination & provides/ promotes a valued place for employees and clients/whai ora with mental health & addiction needs.
<b>Applying law, policy and standards</b>	Implements legislation, regulations, standards, codes and policies relevant to their role.
<b>Maintaining professional &amp; personal development</b>	Participates in life-long learning, & personal and professional development, reflecting on & seeking ways to improve self/ team/service.