

Position Description

Practitioner / Kaiwhakamahereroa Waranga

Reports to Clinical Manager – Adult Services

Service/Team Adult Services

About Us

Since 1980, we have supported thousands of New Zealanders whose lives are affected by alcohol, drug or other addiction challenges. 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 tāngata 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

In partnership with clients/tāngata whaiora whose lives are affected by alcohol and other drug use and dependency, including family/whānau, provide comprehensive clinical assistance based on best practice approaches, that is effective, of high quality and meets the needs of clients/tāngata whaiora and the residential service.

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 clients/tāngata whaiora to achieve effective client outcomes and client satisfaction. • Facilitate consultation and liaison with clients/tāngata whaiora and their family/whānau. • Participates in the education and follow-up of the clients/tāngata whaiora and their family/whānau and others as relevant, regarding treatment plans. • Participate in regular multi-disciplinary team and integrated treatment planning for clients/tāngata whaiora. • Role model best clinical practice when undertaking individual and group clinical work with clients/tāngata whaiora • Ensure the effective and timely assessment and management of risk in consultation as required with senior staff, on-call or and external liaison. • Facilitate groups and supervise support workers when they are co-facilitating. • Liaise and maintain functional professional relationships with internal and external stakeholders in relation to treatment delivered. • Undertake clinical and non-clinical tasks within own scope of practice, as directed by the Clinical Manager or Advanced Practitioner. • Ensure that all clinical practice and treatment documentation adheres to clinical protocols, organisational policies and procedures. • Administer medication as required to clients/tāngata whaiora, in line with medical protocols and procedures. • Write up client/tāngata whaiora clinical case notes and reviews, and input into the Odyssey client database (HCC). 	<ul style="list-style-type: none"> • Clinical treatment produces positive outcomes for clients/tāngata whaiora, in line with agreed goals. • Clients/tāngata whaiora and family/whānau express satisfaction with levels of communication and consultation. • Clients/tāngata whaiora and family/whānau express satisfaction with participation in education and level of follow up as per treatment plan. • Regularly attends team and treatment planning meetings; senior staff express satisfaction with level of involvement. • Risk assessment, planning and management is demonstrated with positive client outcomes; serious issues are escalated to the relevant person. • Harm reduction is the demonstrated in all client care. • Groups are well facilitated; support workers express satisfaction with support provided. • Internal and external stakeholders' express satisfaction with relationships. • Work undertaken demonstrates best clinical practice; senior staff expressing satisfaction with the level of autonomy and knowledge demonstrated. • Treatment documentation complies with organisational policy and procedure and meets required audit standards. • Completes medication training; competence is shown in medication allocation; meets all procedural guidelines in line with documented nursing & medication plans. • HCC information is accurate and is entered in a timely and meets all case note writing policy and procedural requirements and privacy act/confidentiality requirements;

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 client/tāngata whaiora whānau and other employees. 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>Treaty of Waitangi</p> <ul style="list-style-type: none"> Demonstrate knowledge and understanding of the Treaty of 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 training as required. <p>General</p> <ul style="list-style-type: none"> Attend 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. 	<p>HCC case reviews are kept up to date; risk forms are timely and up-to-date in HCC.</p> <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. <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"> 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 is demonstrated.

Key Relationships

Internal	External
<ul style="list-style-type: none"> • Clinical Managers – Adult Services and team • Clinical Manager – Family Centre and team • Other Odyssey staff 	<ul style="list-style-type: none"> • Clients/tāngata whaiora • Family/whānau of clients/tāngata whaiora • Staff from external organisations • Staff from Medical and Dental Agencies • Other medical /health professionals

Person Specification

Qualifications, Knowledge and Experience
<ul style="list-style-type: none"> • Up to 1 years' experience working with clients and their family/whanau in a social services, addictions and/or mental health care setting • Relevant Level 7 qualification e.g. Bachelors in AOD, Health Science, Nursing, Psychology • Knowledge of the effects related to the misuse of alcohol and other drugs, including methamphetamines and other current substances of use and abuse • Understanding of and interest in Odyssey's work and philosophy, including the therapeutic community model of care • Ability to identify cognitive and behavioural patterns • High regard for confidentiality and security, including client information • Understanding of the Treaty of Waitangi and how it applies to own professional practice • Registration, or a commitment to achieve registration with the Drug and Alcohol Practitioners Association of New Zealand (DAPAANZ), the Social Work professional body or another relevant professional body under the HPCA Act • Experience and expertise in using Microsoft suite applications • Knowledge of Te Reo and/or Tikanga Maori is desirable

Skills and Abilities

- Demonstrated interest in tangata whaiora their abilities and motivation to help them achieve their goals
- Ability to work alongside family members, to guide and help build their strengths and resources
- Strong interpersonal and communication skills (written and oral)
- Client-centred and strengths-based approach
- Group facilitation skills
- Ability to establish and maintain effective relationships with a range of stakeholders
- Ability to work as an effective team member of a multi-disciplinary team
- Ability to prioritise, work under pressure, complete work on time and to a high standard
- Ability to work with limited supervision
- Ability to take the initiative and adapt to changing circumstances
- Demonstrated cultural sensitivity and rainbow diversity awareness
- Willingness to consider other viewpoints/ sources of information and adjust decisions as appropriate
- Ability to show discretion and tact
- 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 on 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 underpins 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.

‘Let’s Get Real’ Skills

Skill	Description	Competency Level - Essential
Working with people experiencing mental health and addictions	Is supportive of employees and clients/whai ora with mental health and addiction needs, focusing on their strengths	<ul style="list-style-type: none"> • Greets and welcomes people accessing services and their whānau appropriately, providing age and/or culturally appropriate, relevant & specific information. • Works in partnership with people accessing services and is mindful of the impact of power differentials. • 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. • Recognises people accessing services may be fearful or apprehensive and works to establish a safe and trusting connection and a comfortable physical environment.
Working with Māori	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"> • Greets Māori people using te reo Māori greetings. • Respects and uses te reo Māori correctly & when appropriate. • Respects Māori tikanga and spiritual practices, the importance of identity and the concepts of whakawhanaunga, manaaki, tino rangatiratanga and mana Motuhake. • Asks whai ora and whānau what they need and provides information in English and Māori. • Understands the importance of whakapapa and different roles within whanau. • Supports Māori whai ora to identify and involve people who are important to them.
Working with whānau	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"> • Demonstrates understanding that in many cultures, a person’s identity is embedded and connected to whānau rather than their individual selves. • Welcomes, establishes positive rapport and shares relevant information with whanau. • Sensitively asks about support needs related to being a parent as appropriate to role.
Working within communities	Recognises that people and whānau who experience mental health and addictions needs, are part of communities	<ul style="list-style-type: none"> • Understands ‘community’ in the broadest sense and that the concept of community is dynamic and evolving. • Recognises that Māori whai ora may be supported within and contribute to wider social networks e.g. hapu, iwi. • Demonstrates understanding of the importance of social inclusion and community connections, has knowledge of the communities people accessing services identify with, and supports them to connect with and participate in communities of their choice.

		<ul style="list-style-type: none"> • Has a basic understanding of mental health promotion, addiction harm reduction, suicide prevention and postvention principles.
Challenging discrimination	Challenges discrimination, & provides/ promotes a valued place for employees and clients/whai ora with mental health & addiction needs	<ul style="list-style-type: none"> • Demonstrates understanding of the prevalence, impact and challenges of discrimination on people who have mental health or addiction needs, whanau services and communities. • Works to develop awareness and challenges own beliefs that may lead to discriminatory behaviour.
Applying law, policy and standards	Implements legislation, regulations, standards, codes and policies relevant to their role	<ul style="list-style-type: none"> • Respects the relationship between government and tāngata whenua and upholds the principles of the Te Tiriti o Waitangi. • Understand and adheres to legislation, regulations, standards, codes and policies appropriate to the role. • 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. • Provides information to people about their rights and in a way that supports them to understand. • Ensures people know about relevant feedback and complaints processes. • Maintains and stores records in accordance with legal and professional standards.
Maintaining professional & personal development	Participates in life-long learning, & personal and professional development, reflecting on & seeking ways to improve self/ team/service	<ul style="list-style-type: none"> • Reflects on own work and practices to identify strengths and areas for further development. • Seeks and takes learning opportunities to achieve professional development goals • Looks after own wellbeing and contributes to a safe and healthy workplace. • Communicates effectively with a diverse range of people. • Engages with colleagues to give and receive constructive feedback. • Works effectively in a team and understand team roles, different working styles and skill levels to contribute to the success of the team.