



# Position Description

## Pou Tokomanawa | Māori Clinical Lead

<b>Reports to</b>	Service Improvement Lead
<b>Team</b>	Service Improvement
<b>Collaborates with</b>	Pou Tāhū

### 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

The Pou Tokomanawa is the centre pou of a whare whakairo that supports the ridge pole (tāhuhū) and sits upon the mauri stone of the house. The Pou Tokomanawa role uplifts Odyssey’s commitment to achieving Pae Ora by focusing on its core models of care.

Specifically, the role supports:

- The integration and delivery of Māori cultural and health approaches within Odyssey’s addiction treatment programmes and ensures they are culturally safe for tāngata whai ora, whānau and Odyssey kaimahi.
- The enhancement of Māori cultural responsiveness amongst Odyssey kaimahi (employees) through training, coaching and access to resources so that they can deliver culturally safe care.
- The inclusion of mātauranga Māori when developing services, activities, policies and strategies.
- The development of strategic relationships with Māori stakeholders (relevant to the role) in the addiction, health and social service sectors.

## Key Areas of Responsibility

Area of Responsibility	Performance Measures
<p><b>Supporting Māori approaches in service delivery</b></p> <ul style="list-style-type: none"> <li>• Design, develop and integrate Māori models of care for Odyssey AOD assessments and programmes.</li> <li>• Support kaimahi (employees) within Odyssey’s services to deliver Māori models of care, in groups and/or with individuals as required.</li> <li>• Ensure delivery and effectiveness of Māori clinical content is measured and reported to organisational and service leaders.</li> </ul> <p><b>Enhancing culturally safe practices</b></p> <ul style="list-style-type: none"> <li>• Facilitate, or arrange for training in specific Māori models of care for kaimahi across Odyssey’s services and programmes as required.</li> <li>• Provide consultation and clinical/ cultural supervision to kaimahi while implementing new initiatives.</li> <li>• Ensure kaimahi access to relevant Māori information and resources.</li> </ul> <p><b>Organisational development support</b></p> <ul style="list-style-type: none"> <li>• Lead or provide consultation on service development and organisational policies and strategies.</li> <li>• Coordinate feedback and advice from kaimahi Māori and tāngata whai ora.</li> <li>• Support the expression of Māori culture in welcomes, cultural activities and service environments.</li> <li>• Support the recruitment and retention of kaimahi Māori.</li> </ul>	<ul style="list-style-type: none"> <li>• Māori clinical content and delivery meets the needs of tāngata whai ora, whānau and services.</li> <li>• Feedback from tāngata whai ora and services is positive.</li> <li>• Reports meet internal and external reporting requirements; managers are kept updated.</li> </ul> <ul style="list-style-type: none"> <li>• Kaimahi training is implemented (in conjunction with Māori cultural team) and feedback from participants is positive.</li> <li>• Consultation, supervision and access to resources are provided.</li> <li>• Kaimahi express satisfaction with the support, training and information provided.</li> </ul> <ul style="list-style-type: none"> <li>• Feedback from kaimahi Māori and tāngata whai ora is regularly reported to organisational leaders.</li> <li>• Māori culture and mātauranga is expressed throughout Odyssey’s services.</li> </ul>

Area of Responsibility	Performance Measures
<p><b>External relationships</b></p> <ul style="list-style-type: none"> <li>• Develop and maintain strategic relationships and networks with key Māori stakeholders relevant to the role, within the addiction, health and social service sectors.</li> <li>• Contribute to Māori leadership in the addiction treatment sector.</li> </ul> <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, 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>Te Tiriti o Waitangi</b></p> <ul style="list-style-type: none"> <li>• Demonstrate in-depth knowledge and understanding of Te Tiriti o 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.</li> <li>• Attend relevant organisational training as required.</li> </ul> <p><b>General</b></p> <ul style="list-style-type: none"> <li>• Work cooperatively with colleagues 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>	<ul style="list-style-type: none"> <li>• Positive relationships between Odyssey and key Māori stakeholders are facilitated and maintained.</li> <li>• Relationships and networks established are mutually beneficial.</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 Te Tiriti 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>• 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>• Service Improvement Lead/team</li> <li>• Kaiārahi Māori (within services)</li> <li>• Pou Tāhū, Pou Matua, Pou Tikanga</li> <li>• Operations team, including Quality Manager</li> <li>• Cultural Clinical Governance Group</li> <li>• Organisational Development &amp; Support team</li> <li>• Consumer Advisor</li> <li>• Ngā Manu Taiko (kaimahi Māori Advisory Group)</li> <li>• Clinical Managers</li> <li>• Kaimahi who work with Māori tāngata whai ora and whānau.</li> <li>• Other Odyssey kaimahi</li> </ul>	<ul style="list-style-type: none"> <li>• Odyssey groups for Māori tāngata whai ora</li> <li>• Māori tāngata whai ora and whānau</li> <li>• Iwi/ hapū</li> <li>• Māori addiction and mental health services and networks</li> <li>• Māori health and social service providers</li> <li>• Māori training, supervision and workforce development providers, such as Te Rau Ora and Whare Tukutuku.</li> </ul>

## Person Specification

### Qualifications, Knowledge and Experience

- At least 3 years clinical experience working in the addictions, mental health and/or other health or social sector agencies
- A relevant tertiary (level 6/7) qualification e.g. in addictions practice, social work, health science
- Relevant professional registration is preferred e.g. with DAPAANZ, SWRB
- Demonstrated knowledge and use of Māori health models
- Demonstrated competency of tikanga Māori, Te Tiriti o Waitangi and knowledge of te reo
- Experience in training and coaching others, including health professionals
- Experience in influencing and/or leading organisational change.
- Knowledge of the Therapeutic Community model
- Understanding of and an interest in Odyssey's work
- Experience and expertise in using Microsoft suite applications
- Full current New Zealand Drivers Licence

### Skills and Abilities

- Strong interpersonal and communication skills
- Group and individual facilitation skills
- Able to establish and maintain effective relationships/networks with a range of stakeholders
- Able to work under pressure, complete work on time and to a good standard
- Able to work with limited supervision
- Ability to diffuse conflict
- 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 to changing circumstances
- Able to show discretion and tact
- High regard for confidentiality and security, including client information
- Fluency in English
- Demonstrated IT/word-processing skills
- Able 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.

<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 tāngata 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 employees will be proactive in developing and demonstrating these skills.

Skill	Description	Competency Level (enhanced)
<b>Working with people experiencing mental health and addictions</b>	Is supportive of employees and tāngata whai ora with mental health and addiction needs, focusing on their strengths	<ul style="list-style-type: none"> <li>Builds and sustains trusting relationships with people accessing services. Works to support people to have hope for their recovery and wellbeing.</li> </ul>
<b>Working with Māori</b>	Contributes to oranga and whānau ora for Māori employees and tāngata whai ora Māori with mental health and addiction needs	<ul style="list-style-type: none"> <li>Works to ensure whānau Māori can communicate in ways that work for them.</li> <li>Demonstrates understanding that Māori people may use metaphors to describe their experiences. Supports and participates in tikanga Māori practices, as consistent with the preferences of the whānau.</li> <li>Supports whānau Māori to access Māori-responsive services and have access to kaumātua, kaimahi Māori and cultural interventions (eg, assessment, therapy).</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>Models effective whānau engagement.</li> <li>Explains to whānau their choices and options for involvement and support. Works alongside and in partnership with whānau in a manner that values their strengths and expertise and fosters and promotes recovery and wellbeing.</li> <li>Ensures whānau have access to relevant information, education and resources about wellbeing, mental</li> </ul>

Skill	Description	Competency Level (enhanced)
		<p>health and addiction.</p> <ul style="list-style-type: none"> <li>Facilitates whānau inclusion in a person’s recovery and wellbeing plans.</li> <li>Facilitates whānau meetings that build support and understanding between whānau members.</li> <li>Provides support or therapy to whānau, or refers them to appropriate services and group.</li> <li>Collaborates with whānau services and others across all sectors to support whānau.</li> </ul>
<b>Working within communities</b>	<p>Recognises that people and whānau who experience mental health and addictions needs, are part of communities</p>	<ul style="list-style-type: none"> <li>Contributes to communities to enhance their capacity to support the wellbeing of all people.</li> <li>Works with people accessing services to support their access to good housing, education, employment, financial resources, and community participation.</li> <li>Demonstrates knowledge of evidence-based approaches to enhancing community connection, social inclusion and access to housing, education, and employment.</li> <li>Supports people to develop and maintain positive relationships and positive roles with their communities.</li> <li>Demonstrates a comprehensive knowledge of community groups, services and resources Forms effective working relationships with key community groups and services.</li> </ul>
<b>Challenging discrimination</b>	<p>Challenges discrimination, &amp; provides/ promotes a valued place for employees and tāngata whai ora with mental health &amp; addiction needs</p>	<ul style="list-style-type: none"> <li>Promotes and models social inclusion and advocates for the elimination of discrimination relating to mental health and addiction.</li> <li>Supports self-advocacy for people with experience of mental health and addiction needs.</li> <li>Educates and supports others to recognise and address discrimination Promotes the positive aspects of working in mental health and addiction treatment services to external groups.</li> </ul>
<b>Applying law, policy and standards</b>	<p>Implements legislation, regulations, standards, codes and policies relevant to their role</p>	<ul style="list-style-type: none"> <li>Informs and educates others about standards of practice that recognise the significance of Te Reo Māori, Te Ao Māori and Māori models of practice.</li> <li>Applies legislation, regulations, standards, codes, and policies in a way that protects and enhances the mana of people and whānau accessing services.</li> <li>Informs and educates others to understand and adhere to legislation, regulations, standards, codes, and policies.</li> </ul>
<b>Maintaining professional &amp; personal development</b>	<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>Supports colleagues (including students) to achieve professional development goals and meet challenges.</li> <li>Models values-informed practice.</li> <li>Keeps up to date with best practice and participates in lifelong learning.</li> <li>Engages in ongoing professional development to ensure cultural responsiveness to the community.</li> </ul>