

Position Description

Kaimaanaki (Wellbeing Support)

Reports to Clinical Manager – Youth Justice and Kia Ora Ake

Service/Team Kia Ora Ake

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 whaanau, 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, whaanau 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 tāngata, 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.

Context

Kia Ora Ake is a locally co-designed tamariki hinengaro wellbeing approach for Te Whatu Ora Counties Manukau and is part of the national Mana Ake programme. Mana Ake is a school based holistic wellbeing approach providing support to primary and intermediate school aged tamariki, their whaanau and schools.

Te Whatu Ora Counties Manukau recognises the Mana Whenua i Taamaki Makaurau view of ahi kaa, ahi teretere, ahi matao, and ahi kaaro – and the need for any approach to tamariki health to prioritise mana whenua who are ahi kaa.

The Odyssey Kia Ora Ake team will support the Kia Ora Ake approach by working with schools, kura Maori, Kaiaarahi (clinical staff), workforce development agencies, Ministry of Education staff and the wider Kia Ora Ake Providers' Network.

Position Purpose

Support the development and delivery of a meaningful service for tamariki and their whaanau, in partnership with Te Whatu Ora Counties Manukau and the consortium of services involved in the Counties Kia Ora Ake network. This involves:

- Supporting the establishment of strong relationships with and resources for primary and intermediate schools and school communities in the Counties Manukau region.
- Supporting the introduction of whole of school programmes, group or classroom level programmes and/or undertaking individual work with tamariki and their whaanau as appropriate.
- Providing a quality service to tamariki and their whaanau that is accessible, culturally appropriate, honours Te Tiriti o Waitangi. And meet the wellbeing needs of Tamariki and their whaanau.

Key Areas of Responsibility

Area of Responsibility	Performance Measures
<p>Service Delivery</p> <ul style="list-style-type: none"> • Support the delivery of a meaningful service that honours Te Tiriti O Waitangi and diversity and adheres to the Kia Ora Ake model of care. This involves: <ul style="list-style-type: none"> ○ Working in collaboration with other Kia Ora Ake team members to deliver whole school or classroom level programmes. ○ Working individually with tamariki and their whaanau to support their wellbeing. This may include referring them to other specialist providers, in consultation with the Clinical Manager or Wellbeing Practitioner. ○ Facilitating groups in conjunction with the Kia Ora Ake Wellbeing Practitioner. ○ Representing the interests of the tamariki and their whanau to school staff, and within the Kia Ora Ake team/consortium as appropriate. ○ Supporting harm/risk minimisation by adhering to all relevant organisational protocols and procedures, and by escalating issues as appropriate to the Wellbeing Practitioner or Clinical Manager. ○ Completing all documentation of client interactions in line with organisational policies and procedures, privacy act and client confidentiality requirements. ○ Undertaking any administrative tasks necessary to fulfil the duties of the role. <p>Relationships and Partnerships</p> <ul style="list-style-type: none"> • In liaison with relevant education staff and the wider Kia Ora Ake network: <ul style="list-style-type: none"> ○ Build and maintain positive relationships with school staff, and staff from other community providers. ○ Support school and health staff to understand the Kia Ora Ake service and content of programme through the provision of relevant resources/ information. ○ Work proactively to reduce stigma and discrimination for affected tamariki and their whaanau. 	<ul style="list-style-type: none"> • Feedback from tamariki, their whaanau, and school staff indicates that the services and support provided are delivered in an inclusive and culturally appropriate way. • Tamariki and school staff expresses satisfaction with involvement in Groups. • Demonstrates understanding of and adheres to organisational policies and procedures that help minimise harm. • Clear and appropriate referral pathways are followed in a timely manner, for tamariki and their whaanau. • Line manager and Wellbeing Practitioner express satisfaction with actions taken. • Accurate, up to date and relevant information is held securely for tamariki and their whanau on Odyssey’s client management system (HCC), in line with organisational policy and procedural requirements. • All administrative tasks assigned are completely in a timely manner; line manager expresses satisfaction. <ul style="list-style-type: none"> • Education/other staff from community providers report understanding and satisfaction with levels of communication and collaboration provided. • Up to date knowledge of available community resources and support services are maintained. • School staff, tamariki and/or whaanau report effective advocacy efforts to reduce stigma and discrimination. • Schools express satisfaction with the information provided on available resources/providers in the community.

Area of Responsibility	Performance Measures
<ul style="list-style-type: none"> • Provide schools with information about other available community resources/ providers as appropriate. <p>Health and Safety</p> <ul style="list-style-type: none"> • Identify and act on any potential risks to self or others, including tamariki, whaanau and other kaimahi (employees) and escalate as appropriate. • 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 the Te Tiriti o Waitangi and its application in this role. • Understand the importance of equal and equitable opportunity to access health care and outcomes for taangata whenua.. • Work in partnership with Mana Whenua i Taamaki Makaurau as appropriate. <p>Professional development</p> <ul style="list-style-type: none"> • Be proactive in own professional development and attend all relevant organisational /other training as required. • Maintain knowledge of and adhere to relevant culturally safety and any relevant professional safety standards. 	<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 the 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 to role. • Respect, sensitivity and cultural capability is evident in relationships with taangata whenua. • Demonstrates understanding of Maaori as mana taangata whenua, maataawaka and taangata whenua. <ul style="list-style-type: none"> • Has an individual development plan which is implemented. • Attends organisational training required for role. • Demonstrates understanding of and complies with relevant cultural and professional standards. <ul style="list-style-type: none"> • Colleagues express satisfaction with support provided. • Regular attendance at team meetings and makes useful contributions.

Area of Responsibility	Performance Measures
<p>General</p> <ul style="list-style-type: none"> • Maintain positive relationships with colleagues. • 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. 	<ul style="list-style-type: none"> • Work is undertaken and completed. Commitment and flexibility is demonstrated.

Key Relationships

Internal	External
<ul style="list-style-type: none"> • Clinical Manager/Kia Ora Ake team members • Operations Manager Youth Justice team members • Pou Tikanga • Consumer Advisor • Other Odyssey kaimahi 	<ul style="list-style-type: none"> • Tamariki and their whaanau • Kia Ora Ake Provider Network • Participating schools (including Kura Maori and other Educators) • School Cluster / Kahui Ako Leadership • Resource Teachers Learning & Behaviour (RTLb) • Special Education Needs Coordinators (SENCo) • Social Workers in Schools (SWiS) • School counsellors and guidance networks • Mana Whenua i Taamaki Makaurau • Public Health Nurses, School-based Nurses and General Practitioners • Child and adolescent mental health services • Ministry of Education Learning Support staff • Service Area Managers and Managers of Integrated Services • Whaaraurau Infant Child and Adolescent Mental Health workforce development agency • Other Community service providers

Person Specification

Qualifications, Knowledge and Experience

- At least two years' relevant work experience in an education, social services, addictions and/or mental health setting
- Experience working with and advocating for young people (preferably tamariki) and whaanau with mental health/wellbeing challenges
- A relevant qualification (minimum level 4) e.g. National Certificate Health and Care
- Demonstrated understanding of Maaori tikanga and the application of te Tiriti or Waitangi
- Understanding of health inequities experienced by Maaori tamariki and whaanau
- Understanding of the importance of anti-racist processes and interventions
- Experience and expertise in using Microsoft suite applications
- Full current New Zealand Drivers Licence
- Knowledge of te reo is preferred
- An understanding and knowledge of cultural norms, practices and traditions of Pacific Peoples is desirable

Skills and Abilities

- Proven skills in working with people from a range of backgrounds and experiences
- Ability to motivate young people and their /whaanau
- Demonstrated positive regard and confidence in the ability of people to have a belief in themselves and their abilities
- Ability to establish and maintain effective relationships with a range of people
- Ability to 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
- Self-motivated and ability to take initiative
- Ability to 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 challenging situations
- Fluency in English
- IT/word-processing skills
- Ability to acknowledge own limitations and be proactive with own self-development

Ngā pou pou | Pillars

Guiding Principles for employees and tāngata whai ora.

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 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.

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