

Position Description

Peer Navigator

Reports to

Service Manager – Te Manawa Taki Mobile Hepatitis C Service

Service/Team

Te Tira Uru Ora Te Manawa Taki Mobile Hepatitis C Service

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 Matakitea | 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 Peer Navigator plays a key role in supporting people in the community to access Hepatitis C (Hep C) testing and treatment. The role focuses on working with people who inject drugs and others who may be at risk of Hep C.
- Peer Navigators work alongside a supportive team, including other peers, nurses, and the service manager, with support from DISC Trust. You'll be part of a mobile outreach service that delivers testing in the community, often in partnership with kaupapa Māori providers and other local services.
- This role involves building trust with people, sharing knowledge in a respectful way, and helping people to take the next steps towards care and treatment. It also includes helping to organise outreach events, collecting data, maintaining supplies, and supporting harm reduction.
- Your lived experience will help you connect with others and provide support in a way that feels safe, respectful, and non-judgemental.

About DISC Trust

DISC Trust is Aotearoa's leading harm reduction service and the only needle exchange provider in Aotearoa offering a comprehensive range of harm reduction services. DISC and the many legacy trusts which became part of DISC Trust, have been operating services for 35 years.

We are a low threshold, grass roots, peer-based community organisation that has been successfully serving some of the most stigmatised people in Aotearoa. Tāngata whai ora trust us and feel safe engaging with our peer kaimahi.

With a strong focus on equity, cultural safety, and community outreach, DISC brings clinical expertise, national leadership, and a commitment to best practice in Hepatitis C care. DISC's evidence-based approach supports some of the country's highest testing and treatment engagement rates, particularly among people who inject drugs and underserved communities.

DISC Trust's Kaupapa

To enhance the health and well-being of people who inject and use drugs by providing leading practice in harm reduction.

Our Shared Vision

To deliver a peer-led, nurse supported model of care to deliver the Community Hepatitis C Service across Te Manawa Taki (Waikato, Lakes, Bay of Plenty, Taranaki, and Tairāwhiti). Our model builds on proven expertise in hepatitis C outreach and treatment across Te Waipounamu and Te Tai Tokerau, ensuring that high-risk and underserved communities have accessible, equitable, and culturally responsive hepatitis C care.

Key Areas of Responsibility

Area of Responsibility	How we'll know you're doing well
<p>Hepatitis C Testing and Treatment</p> <ul style="list-style-type: none"> • Support community testing events. • Offer Hep C screening using approved testing tools. • Provide information and support in a peer-to-peer way. • Help people who test positive to access treatment. • Keep testing equipment clean, stocked, and stored safely. • Provide injecting equipment when needed. • Follow all infection control procedures. <p>Community Engagement and Communication</p> <ul style="list-style-type: none"> • Build strong, respectful relationships with people in the community, especially those who inject drugs. • Respond to messages left on the 0508 service number. • Follow up with people who need support. • Encourage and support people to connect with other services (health, housing, social support). • Attend appointments with people if needed. <p>Data Collection and Privacy</p> <ul style="list-style-type: none"> • Get consent before collecting any personal information. • Keep all information safe and private, following policy. • Provide completed questionnaires to the Service Manager each week. • Respond to data requests if asked by the Service Manager. <p>Event Planning</p> <ul style="list-style-type: none"> • Help organise testing events with the team. • Work closely with kaupapa Māori and community partners. • Help plan and improve how events are delivered. • Identify barriers that stop people attending and help find solutions. 	<ul style="list-style-type: none"> • Testing events are well run and attended. • People who test positive are supported into care. • Testing kits and supplies are well managed. • Infection control and safety standards are always followed. <ul style="list-style-type: none"> • Phone messages and follow-ups are done in a timely way. • People feel respected and supported. • Referrals are made when needed. • Service users and whānau express satisfaction with support. <ul style="list-style-type: none"> • Consent is always collected before storing personal info. • Data is stored securely and shared only as required. • Weekly updates are provided to the Service Manager. • No breaches of privacy occur. <ul style="list-style-type: none"> • Events are well organised and meet the needs of the community. • Good communication with community partners. • Barriers to participation are identified and responded to. • Attendance and feedback are positive.

Area of Responsibility	How we'll know you're doing well
<p>Harm Reduction and Education</p> <ul style="list-style-type: none"> • Provide information about safer drug use and harm reduction. • Share harm reduction equipment and advice. • Let the Service Manager know about common needs or issues seen in the community. <p>Professional Boundaries and Self-Management</p> <ul style="list-style-type: none"> • Maintain appropriate boundaries in your role. • Share your lived experience in ways that are safe and appropriate. • Recognise limits and ask for support when needed. <p>Vehicle Use and Maintenance</p> <ul style="list-style-type: none"> • Prepare and load the service vehicle before outreach trips. • Keep the vehicle clean and ready for use. • Do safety checks before each trip. • Keep the logbook up to date. • Report any damage or problems. <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. 	<ul style="list-style-type: none"> • Harm reduction equipment is available and shared appropriately. • People report feeling informed and supported. • The team is aware of changing needs in the community. <ul style="list-style-type: none"> • Boundaries are clear and respected. • Support is sought when needed. • Feedback from peers and the manager is acted on. <ul style="list-style-type: none"> • Vehicle is clean, checked, and ready for each trip. • Logbook is kept up to date. • Any issues are reported quickly. <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.

Area of Responsibility	How we'll know you're doing well
<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"> • Actions show knowledge and ability to apply the principles of Te Tiriti in the delivery of role. • Has an individual development plan which is implemented. • Attends organisational training required for role. • 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"> • Service Manager • Operations Manager • Hepatitis C Nurses • Other Odyssey Kaimahi • DISC Kaimahi 	<ul style="list-style-type: none"> • PWID and other vulnerable people in the community, and their whānau • Te Whatu Ora Hepatitis C nurse specialists and other relevant kaimahi • Kaupapa Māori providers • Other health, social service and community providers • Existing contract providers, e.g. needle exchanges

Person Specification

Qualifications, Knowledge and Experience

- Lived experience of injecting drug use and/or addiction, and/or experience living with a blood-borne virus.
- Experience in the community-facing or peer support role is helpful.
- Willing to learn Hep C testing and about treatment options
- Understanding of the challenges people who use drugs may face, including stigma and discrimination.
- Full current NZ drivers license
- Willing to develop digital and basic computer skills
- Willing to learn about Te Tiriti o Waitangi and how it applies in your work
- Experience of working in the social services, addictions and/or mental health sectors
- Understanding of and interest in Odyssey's work
- Knowledge of te reo/ tikanga Māori
- Knowledge of the customs and culture of Pacific Peoples

Skills and Abilities

- Able to build trust and respectful relationships
- Belief in harm reduction and non-judgemental support
- Good listener and communicator
- Comfortable travelling for work across the region, including overnight trips
- Reliable and able to follow through on tasks
- Able to manage personal boundaries and seek help when needed
- Respectful of privacy and confidentiality
- Able to stay calm and respond to issues in a safe and supportive way
- Willing to reflect and grow in the role
- High regard for security and confidentiality, including client information
- Ability to diffuse conflict
- Demonstrated IT/word processing skills

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.