

Position Description

Peer Support Specialist / Tautoko-a-aropā

Reports to Clinical Manager, SACAT

Service/Team Substance Addiction Compulsory Assessment Treatment (SACAT)

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 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 haumaruru, 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.

SACAT Service

SACAT is a new service that will provide mobile and community-based continuing care support to people who are under the SACAT Act, which means they have been sectioned to receive compulsory treatment for an advanced substance use disorder. The service utilises an assertive outreach approach with access to a flexifund and seeks to work alongside tāngata whai ora and their whānau to achieve agreed recovery goals. The service is a partnership delivered with the CHDS and CADS teams.

Position Purpose

- Support tāngata whai ora under SACAT to become active tāngata whai ora in their own recovery by providing supportive engagement through mutuality and role modelling healthy recovery.
- Work alongside individuals to nurture hope, personal power and to inspire them to move forward with their lives.
- Assist the SACAT team to deliver a high quality, culturally safe and responsive service to all stakeholders.

Key Areas of Responsibility

Area of Responsibility	Performance Measures
<p>Service Delivery</p> <ul style="list-style-type: none"> • Provide peer support to SACAT tāngata whai ora and their whānau to help them achieve their recovery goals. This includes: <ul style="list-style-type: none"> ○ Sharing lived experience to inspire hope for recovery with both tāngata whai ora and their whānau. ○ Providing support with achieving goals set within their support plans. ○ Assisting and advocating for the tāngata whai ora and their whānau to effectively navigate government and other agency systems and services e.g. support tāngata whai ora regarding their entitlements when attending MSD appointments. • Support contact between tāngata whai ora and their whānau and to develop their own support networks in the community. • Participate in the education and follow-up of tāngata whai ora and their whānau in support of the implementation of their agreed support plan. This includes supporting tāngata whai ora to engage with appropriate external agencies, including CADS, the justice system, other AOD providers and wider health/social service providers. 	<ul style="list-style-type: none"> • Tāngata whai ora and whānau express satisfaction with the level and timeliness of the support provided. • Line manager and team members express satisfaction with levels of involvement in planning meetings and group facilitation. • External stakeholders express satisfaction with the level of collaboration and liaison provided to assist with the implementation of agreed support plans. • Risks are identified and reported to senior staff as per organisational processes. • Line manager express satisfaction with the level of autonomy and appropriateness of peer support demonstrated. • HCC information is accurate, timely and meets all case note writing policy and procedural requirements and privacy act/confidentiality requirements. HCC case reviews are kept up to date.

Area of Responsibility	Performance Measures
<ul style="list-style-type: none"> • Participate in group facilitation as directed by line manager. • Follow organisational processes to identify and respond to risk while liaising with clinical staff as appropriate. • Seek assistance if tasks are outside scope of experience or knowledge level. • Actively engage in personal recovery and demonstrate respect for the recovery journey of others. • Write up and input case notes and reviews into the Odyssey client database (HCC). <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 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>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 and attend relevant organisational training as required. 	<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. <ul style="list-style-type: none"> • Actions show knowledge and ability to apply the principles of Te Tiriti in the delivery of role. <ul style="list-style-type: none"> • Has an individual development plan which is implemented. • Attends organisational training required for role.

Area of Responsibility	Performance Measures
<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. 	<ul style="list-style-type: none"> Regularly attendance at team meetings and makes useful contributions. Other work is undertaken and completed. Commitment and flexibility is demonstrated.

Key Relationships

Internal	External
<ul style="list-style-type: none"> Clinical Manager/members of SACAT team Operations Manager – Community Services Other Odyssey employees 	<ul style="list-style-type: none"> SACAT tāngata whai ora and their family/whānau Wider SACAT stakeholders e.g., CADS, detox services, NovaSTAR, corrections/justice services Community health, housing and social service providers Other external stakeholders

Person Specification

Qualifications, Knowledge and Experience

- Lived experience of an AOD recovery journey
- 1-2 years' relevant experience including experience working in a peer-based position in a social services, addictions and/or mental health setting
- Completed relevant peer support training and/or holds a relevant L4 qualification e.g. National Certificate in Health and Care
- Demonstrated awareness /self-reflections of recovery journey and strategies for maintaining resilience and wellness
- Knowledge of te reo/tikanga Māori and/or the cultural customs and traditions of Pacific Peoples
- Experience and expertise in using Microsoft suite applications
- Understanding of and interest in Odyssey's work
- Full New Zealand drivers' licence

Skills and Abilities

- Ability to be a positive role model in regard to lived experience & recovery
- Ability to mutually share and learn as the basis of building a peer relationship
- Ability to create a shared peer relationship based on an equal power dynamic
- People focused and strong influencing and communication skills
- Ability to establish and maintain positive relationships with a range of people
- Ability to work under pressure, complete work on time and to a good standard
- Ability to prioritise and work with limited supervision
- Ability to deal with conflict and defuse challenging situations
- Demonstrated cultural sensitivity and rainbow diversity awareness
- Willingness to consider other viewpoints/ sources of information and adjust decisions as appropriate
- Positive attitude and self-motivated
- Ability to take initiative and adapt to changing circumstances
- Ability to show discretion and tact
- High regard for confidentiality and security, including client information
- Fluency in English and strong communication skills
- Good IT/word-processing skills
- Ability to acknowledge own limitations and be proactive on own self-development

Ngā Poupou | 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 skills that are relevant to this role. Odyssey is committed to supporting employees to meet these competencies with the expectation that kaimahi will be proactive in developing and demonstrating these skills.

Skill	Description
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.
Working with Māori	Contributes to oranga and whānau ora for Māori employees and Māori clients/ whai ora 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 & provides/promotes a valued place for employees and clients/whai ora with mental health & addiction needs.

<p>Applying law, policy and standards</p>	<p>Implements legislation, regulations, standards, codes and policies relevant to their role.</p>
<p>Maintaining professional & personal development</p>	<p>Participates in life-long learning, & personal and professional development, reflecting on & seeking ways to improve self/team/service.</p>