

Position Description

Clinical Manager | Kaiwhakahere Haumanu

Reports to	Operations Manager
Responsible	Case Managers, Peer Support Workers, Case Administrator, Housing Coordinator
Service/Team	Alcohol and Other Drug Treatment Court (AODTC)

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.

Te Whare Whakapiki Wairua

The Alcohol and Other Drug Treatment Court (AODTC)

The adult Alcohol and Other Drug Treatment Court was established in 2012 to pilot an innovative approach to offending which is fuelled by alcohol and other drug addiction. The court is solutions focused and aims to “break the cycle” by treating the causes of offending. The aim of Te Whare Whakapiki Wairua is to reduce drug use and associated offending through supervising the defendant and providing them with treatment programmes and life skills support, while still holding them to account for their offending. Currently there are two AODT Courts: Waitakere District Court and Auckland District Court, both of which the Pou Oranga supports.

Vision

To do right to all people according to law, without fear or favour, affection or ill will.

Values

The District Court of New Zealand values include:

- Equality before the law;
- Fairness;
- Impartiality;
- Independence of decision making
- Competence
- Integrity
- Transparency
- Accessibility
- Timeliness
- Certainty

Desired Outcomes

To do right to all people according to law, without fear or favour, affection or ill will.

- Reduce reoffending
- Reduce drug and alcohol consumption
- Reduce the use of imprisonment
- Positively impact health and wellbeing
- Be cost effective

Position Purpose

- Provide effective leadership and management of the AODTC team and service, which involves:
 - Ensuring the provision of professional services, based on best clinical practice and high-quality standards.
 - Effectively coordinating caseload allocation of AODTC tāngata whai ora to members of the AODTC team and ensuring appropriate treatment plans are developed for each tāngata whai ora.
 - Effectively identifying and managing risk, ensuring appropriate mitigation strategies are in place.
 - Effectively leading the AODTC team.
- Ensure effective liaison and information sharing with key AODTC stakeholders and collaboration between AODTC partners.
- Ensure that Te Tiriti o Waitangi obligations for Māori are met in line with organisational expectations.

Key Areas of Responsibility

Area of Responsibility	Performance Measures
Service Case Management Be responsible for the effective management of the AODTC Service in line with Te Tiriti obligations and contractual standard and requirements. Specifically: • Oversee AOD treatment of cases referred from the Drug Court. This involves: ◦ Setting and maintaining quality and service standards and service performance targets to ensure service goals are achieved. ◦ Managing the referral of potential tāngata whai ora to team members through the assessment process. ◦ Ensuring case managers develop specialist treatment and assessment plans for tāngata whai ora, as well as plans to address wider needs as required, and that continuing care plans are provided to the court on the participant's termination from the court. • Work effectively with judges and members of the AOD Court team, which includes: ◦ Sharing relevant information to improve case management, highlighting and managing issues or risks. ◦ Reading reports, assessing and making recommendations to the judiciary and consulting/distributing these as appropriate. ◦ Collecting, recording and providing relevant data and statistical information to inform the work of the court. ◦ Identifying operational risks and alerting the Court Coordinator as appropriate. • Work with drug testing services to facilitate sample collection and provide advice as required. • Monitor and evaluate the effectiveness and impact of the AODTC services in collaboration with the Quality Manager, and ensure plans are developed and actioned to achieve continuous improvement. • Provide the Operations Manager with clinical/other reports as required.	• Line manager is satisfied that service standards are met in line with organisational policies and the AODTC manual. • Team and AODT court express satisfaction with how cases are managed. • Service outcomes meet requirements as per information collected through ongoing monitoring and feedback from participant surveys and external audits. • Accurate and up to date information is held securely and shared as appropriate; line manager expresses satisfaction • Required management reports are produced in a timely manner; line manager expresses satisfaction.

Area of Responsibility	Performance Measures
Team Management - Effectively lead, manage, develop and support AODTC team members so that they consistently deliver high quality, professional support. This includes: - Ensuring all AODTC employees act responsibly, are familiar with and adhere to organisational policies and procedures and the AODTC operational manual. - Clinical practices and conduct meet professional, ethical and organisational standards and relevant legislative requirements. - Leading the recruitment and orientation of new employees to the AODTC and ensuring they attend all core training. - Providing ongoing advice, support and guidance through ad hoc and regular one-on-one catch ups, team meetings and annual performance reviews. - Providing or facilitating access to regular cultural and clinical supervision and ensure employees attend all core training. AOD Treatment Court Liaison - Regularly meet and liaise with key stakeholders at the AODTC, which includes: - Being available as a subject matter expert within the District Court, to provide advice to staff in the context of the specialist AODTC. - Helping promote the interests of the AODTC e.g. by giving talks, presentation, workshops on the services provided by the Court to court users. - Managing communications in line with relevant policies and guidelines as agreed for the AODTC. Agency Liaison - Ensure the active participation of other agencies in the work of the AODTC, which includes: - Consulting during the development of plans for tāngata whai ora and co-ordinating the provision of appropriate support. - Informing agency partners of new processes, procedures and administrative requirements related to AOD treatment as required.	- Feedback from new kaimahi (employees) indicates that they are inducted well. - Kaimahi express satisfaction with the levels of support, coaching, training etc provided. - Annual staff turnover is below 30% - Appropriate professional relationships are maintained. - Advice is sought and positive feedback is given on the advice provided. - AODTC services are effectively promoted to users as shown in treatment take up rates. - Feedback from external AODTC stakeholders indicates satisfaction with our collaboration/outputs in partnership with other AODTC agencies. - Useful networks/contacts and information about other providers is actively maintained; line manager expresses satisfaction with the relationships established/maintained.

Area of Responsibility	Performance Measures
- Proactively developing and maintain professional relationships, networks and contacts. - Maintaining information about potential service providers and being proactive in recognising gaps e.g., geographical, cultural, and actively encouraging professionals to meet the needs identified. Resource Management - Effectively manage programme resources and keep costs within budget and approve expenditure in line with organisational financial delegated authorities. Health and Safety and Risk Management - Identify and act on any potential risks to self or others, including tāngata whai ora, whānau and/or other kaimahi. - Respond to alerts where AODTC tāngata whai ora behave inappropriately. - 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. Te Tiriti o Waitangi Demonstrate knowledge and understanding of Te Tiriti o Waitangi and its application in this role. Professional Development - Be proactive in own professional development.	- Line manager expresses satisfaction with management of resources and expenditure. - Expenditure is within budget or variances are satisfactorily explained. - Risks (including Health and Safety, compliance and maintenance) are identified and reported. - Alerts about AODTC tāngata whai ora are responded to appropriately and in a timely way; - 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. Actions show knowledge and ability to apply the principle of Te Tiriti in the delivery of role. - Has an individual development plan which is implemented.

Area of Responsibility	Performance Measures
- Attend relevant organisational trainings as required. General - 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.	- 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
- Operations Manager – Specialist Services - AODTC team members - General Manager Service Delivery and other senior managers - Other Clinical Managers - Quality Manager - Consumer Advisor - Employment Specialist - Pou Oranga - Other Odyssey kaimahi	- Tāngata whai ora/whānau - AOD clinicians from AODTC network partners - Community and other AOD service providers - AODTC testing providers - Employees and associated professionals to the AODTC e.g., AODTC Coordinators, judges, defence counsel, police prosecutors, Community Probation Service - Social Service organisations, Community Mental Health Centres, GPs and other health services - Community Groups (including 12 Step groups)

Person Specification

Qualifications, Knowledge and Experience

- 2+ years relevant experience, including experience of working in/managing AOD clinical programmes and of assessing people with AOD/gambling addictions or complex mental health issues
- A relevant (level 7) qualification e.g. Bachelors or Post Graduate Diploma in AOD/Mental Health, Social Work, Health Sciences, Counselling
- Registration with an appropriate professional body e.g., Dapaanz, SWRB
- Conversant with mental health recovery and AOD concepts, models and frameworks, including the Therapeutic Community model
- Experience of leading and developing others
- Demonstrated understanding of Te Tiriti o Waitangi principles and their application to this role
- Knowledge of tikanga Māori and the customs and culture of Pacific peoples
- Experience of health and safety risk management, including identification, mitigation and resolution
- Knowledge of the Health and Safety at Work Act
- Conversant with relevant NZ legislation, standards and regulations applicable to this sector
- Knowledge of relevant AOD/other agencies and services operating in the justice sector
- Knowledge of social services of NZ public sector funding processes
- Experience of working in the social services, addictions and/or mental health sectors
- Understanding of and interest in Odyssey's work
- Proven expertise in using Microsoft suite applications
- Full current NZ drivers license
- Teo Reo Māori knowledge is preferred

Skills and Abilities

- Strong relational and communication skills
- Ability to establish and maintain effective relationships with a range of stakeholders
- Ability to work under pressure, complete work on time and to a good standard
- Ability to work with limited supervision
- Demonstrated awareness of diverse cultures, identities and experiences, including rainbow communities
- Willingness to consider other viewpoints and adjust decisions as appropriate
- Self-motivated, able to take the initiative and adapt decisions as appropriate
- Ability to show discretion and tact
- High regard for security and confidentiality, including client information
- Fluency in English (written and spoken)
- Ability to diffuse conflict
- Demonstrated IT/word processing skills
- Ability 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.

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.