

Position Description

Pou Whānau Connector

Reports to Clinical Manager Northland Services

Service/Team Community Hub Northland

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 Matakitenga | 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 mārāma.

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

Working collaboratively alongside a wider Te Ara Oranga (TAO) Northland team:

- Engage with methamphetamine users and their family/whānau and provide links for treatment and cultural support/other support within the community.
- Maintain effective relationships with a wide range of internal and external stakeholders involved in the support of individuals with methamphetamine and/or other AOD issues and their whānau.
- Contribute to the care and treatment interventions of tāngata whai ora with AOD issues, and whānau supported by Odyssey.
- Educate and encourage individuals (and their whānau) to support their own community, to take a stand against methamphetamine and help others who struggle with methamphetamine addiction.

Key Areas of Responsibility

Area of Responsibility	Performance Measures
Service Delivery • Develop and maintain collaborative relationships with key external stakeholders to grow the capacity for individuals and whānau to engage in methamphetamine or other AOD treatment services as a part of the TAO Joint Venture. This includes attending regular multi-disciplinary team meetings with TAO clinicians and other stakeholders and attending monthly regional TAO hui. • Engage, support and connect individuals with methamphetamine or other AOD issues, and their whānau to appropriate community-based services and treatment options, ensuring early intervention and an assertive engagement approach. This includes identification of increased risks related to mental health and alcohol and other drug issues. • Establish and maintain connections with tāngata whai ora and connected whānau, hapu and iwi with an understanding of the tikanga and kawa of the role. • In collaboration with the multi-disciplinary team, contribute to assessment of risk, treatment planning and carry out treatment, counselling, group programmes and other related activities with tāngata whai ora and their whānau. This may include helping them to identify and connect with significant special places, interests and values.	• Collaborative relationships are created and maintained to a high level with all stakeholders and communication is consistent and appropriate; key external stakeholder's express satisfaction with the relationships established and the level / type of communication. • All required meetings are attended regularly; stakeholders express satisfaction with participation and engagement levels at meetings. • Appropriate and timely contributions are made in the care and treatment of tāngata whai ora and whānau. • External stakeholders, including tāngata whai ora, whānau, hapu and iwi express satisfaction with the process, support and cultural approach offered during the referral and linking phase to appropriate treatment and service providers. • Feedback indicates that appropriate education and communication methods are used to connect with individuals and whānau within the community. • Actions and activities demonstrate a commitment to bi-cultural development for tāngata whai ora and whānau. • Recordbase information is accurate, timely and meets all case note writing policy and procedural requirements and privacy act/confidentiality requirements; Recordbase case reviews are kept up to date.

Area of Responsibility	Performance Measures
- Facilitate and coordinate referrals for individuals and whānau from the Police and/or NDHB as a part of the Te Ara Oranga Joint Venture using culturally appropriate protocols and methods. - Coordinate individual and whānau education to encourage their support for others experiencing methamphetamine or other addiction challenges, using a variety of communication tools including community-based hui. - Demonstrate an ongoing commitment to bi-cultural development through: - Partnering relationships with the whānau hapu and iwi where possible. - Proactive advice from kaumatua, kuia and cultural supervisors. - Support provided to tāngata whai ora to reconnect to their culture as part of their treatment plan. - Write up tāngata whai ora/rangatahi clinical case notes and reviews, and input into the Odyssey client database (Recordbase). Health and Safety - 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.	- 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	Performance Measures
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. • 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.	• 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. • 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
• Clinical Manager, Te Wairua Northland • Senior Mental Health and AOD Clinician – Community Hub • Operations Manager, Te Wairua • Other Odyssey kaimahi	• Te Ara Oranga team • Te Whatu Ora staff • Police • Mental health and addiction services staff • NDHB Family Violence Co-ordinator • NDHB Child, Youth & Family Liaison • Community agencies and NGO's • Statutory Agencies – Oranga Tamariki • Ministry of Social Development representatives • Kainga Ora and other housing agencies • Māori Health Providers/Iwi • Peer Support • Primary Health and counselling services • Women's Refuge • Family Violence Services • Justice, Courts, Community Corrections • Whānau, marae, hapū and iwi; kaumatua and kuia, and cultural supervisors relevant to the area of work

Person Specification

Qualifications, Knowledge and Experience

- 2-3 years relevant experience working with tāngata whai ora and their whanau, hapu/iwi in a care setting OR up to 1 years' relevant experience and a relevant qualification (L6/7) e.g. Diploma or Bachelor of Counselling, Social Work, AOD
- Demonstrated knowledge of Te Tiriti o Waitangi and Māori Tikanga (preferably Ngāti Whatua and/or Ngā Puhi iwi)
- Knowledge of kaupapa Māori models of health and their application to whai ora Māori
- Demonstrated understanding of the dynamics of whanaungatanga
- Knowledge of the customs and culture of Pacific peoples
- Proven record of establishing and maintaining community networks and partnerships in a culturally appropriate way, including with kaumatua, kuia, marae and hapu
- Relevant training in working with people with AOD and/or mental health issues
- Experience of counselling and/or mentoring others
- Experience of working in the social services, addictions and/or mental health sectors
- Proven expertise in using Microsoft suite applications
- Understanding of and interest in Odyssey's work
- Full Current New Zealand driver's licence
- Knowledge of Te Reo is desirable

Skills and Abilities

- Ability to establish and maintain effective relationships and partnerships with a range of stakeholders, including Māori whai ora, marae, hapu and iwi
- Strong interpersonal, relationship and communication skills
- Enthusiasm for working with whānau, marae, hapu and iwi
- Detail oriented and strong co-ordination skills
- Excellent problem-solving skills and a strength's-based approach
- 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
- Self-motivated, able to take initiative and adapt decisions as appropriate
- Ability to show discretion and tact
- High regard for confidentiality, including client information
- Ability to diffuse conflict
- Fluency in English (written and spoken)
- Ability to acknowledge own limitations and be proactive on 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.