

Position Description

Senior AOD Case Manager / Kaiwhakahaere Take Matua

Reports to Clinical Manager, AODTC

Service/Team Alcohol and Other Drugs 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 Matakiteenga | 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

- Provide a link between the justice system and addiction treatment services in order to achieve the best possible outcomes for participants of the AODTC.
- Provide case management and support for participants in the AODTC.
- Establish meaningful, productive and professional therapeutic relationships with participants and their whānau through the delivery of evidence-based and culturally safe interventions and activities.
- Support the Clinical Manager in the delivery of effective clinical services that consider Te Tiriti o Waitangi obligations and reflect best practice, through the provision of appropriate clinical advice, guidance, and training to team members.

Key Areas of Responsibility

Area of Responsibility	Performance Measures
Clinical Leadership • Support the Clinical Manager to deliver effective and culturally safe clinical services by providing appropriate support, advice and guidance to Case Managers on clinical decisions using best practice techniques. • Conduct training sessions and educate team members that support their development and effective delivery of the service. • Orientate new kaimahi (employees) and provide ongoing supervision and guidance as required. • As directed by the Clinical Manager participate in and/or lead clinical service reviews for the programme. • Ensure that clinical practice follows relevant organisational policies, procedures and systems and that reviews and audits show compliance with all relevant clinical policies and protocols. Service Delivery • Manage the referral of participants through the assessment process after acceptance into the AODTC. • Establish and maintain professional, therapeutic relationships with programme participants. • Develop individualised treatment and management plans to support the participants in their recovery. • Complete clinical risk assessments. • Regularly meet with participants to support their ongoing progress throughout the court.	• Clinical Manager and kaimahi express satisfaction with the clinical advice, guidance and decision-making support provided. • Training sessions are relevant, well conducted and aid in the development of the team. • Kaimahi and Clinical Manager express satisfaction with the orientation, training, and support provided. • Audits indicate clinical standards are being maintained • Line manager expresses satisfaction with timeliness and coordination of referrals to the programme. • Participants and line manager express satisfaction with the relationships established and support/treatment provided. • Participants and external agencies express satisfaction with the level of communication and coordination provided. • Service documentation standards are met. • Participants engage with identified recovery support services and make

Area of Responsibility	Performance Measures
• Link participants to appropriate services and natural supports in a timely manner and assist them through the process. • Measure and record progress against the treatment plan. This includes undertaking drug testing, completing SCRAM reports and attending to any matters relevant to the AODTC. • Monitor progress and provide accurate and timely reports to relevant members of the AODTC on participants' progress. • Ensure participants have a comprehensive, collaborative discharge / continuing care plan prior to graduation from the AODTC. • Write up tāngata whai ora/rangatahi clinical case notes and reviews, and input into the Odyssey client database (Recordbase). Advocacy • Act in the best interest of the participant and their whānau. • Ensure participants have access to responsive, effective, and efficient services and to any support for which they are eligible. • Challenge stigma and discrimination if this is identified and escalate where appropriate. • Support efforts to advocate for identified service gaps to be addressed Relationship Management • Develop and maintain appropriate relationships with relevant internal and external stakeholders e.g. at the AOTDC, with businesses, health and justice sector staff, community and support groups, promoting consultation and partnership. • Regularly meet and liaise with key stakeholders, in line with relevant policies and guidelines as agreed for the AODTC. • Work with stakeholders to address identified gaps in service provision.	progress in line with their stated goals and treatment plans. • Service documentation standards are met. • Participants engage with identified recovery support services and make progress in line with their stated goals and treatment plans. • AODTC monitoring and reporting requirements are met for each participant; judges and other relevant stakeholders express satisfaction with the information provided. • All participants leave the AODTC with an appropriate discharge / continuing care plan in place. • Recordbase information is accurate, timely and meets all case note writing policy and procedural requirements and privacy act/confidentiality requirements; case reviews are kept up to date. • Participants express satisfaction with the advocacy and support provided. • Incidents of discrimination are challenged and reported to the Clinical Manager as appropriate. • Gaps in service provision are identified and advocated for. • Appropriate relationships are built and maintained with key stakeholders: satisfaction is expressed with the level of engagement and collaboration provided. • Regular multi-disciplinary meetings are scheduled and attended and adhere with agreed guidelines. • Up to date lists of potential service providers are maintained. • Evidence of progress made through specific actions to address gaps in service provision.

Area of Responsibility	Performance Measures
- Engage whānau in accordance with confidentiality and information sharing policies, to help maximise participant success. Health and Safety - Identify and act on any potential risks to self or others, including tāngata whai ora, whānau and other kaimahi (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. Te Tiriti o Waitangi - Demonstrate in-depth 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 training 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.	- Feedback from participants and their whānau reflect an inclusive process - 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. - 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
• Clinical Manager/team • Pou Oranga/Pou Arani • Consumer Advisor • Other Odyssey kaimahi	• AODTC participants and their whānau • AOD Clinicians from other services • Judges, Police, Defence Counsel, Community Probation Service • AOD Treatment Court Coordinators, Judicial Officers, Criminal Court Registry staff • Community treatment and ancillary service providers

Person Specification

Qualifications, Knowledge and Experience
• 2+ year's relevant experience working with clients in a health care setting, including experience working in the court system • Knowledge of AOD treatment and models of practice • Relevant (level 7) qualification e.g. Bachelors in AOD, Health Science, Social Work, Psychology or related discipline • Registration with DAPANNZ, Social Work or other professional body under the HPCA Act • Experience of working in the social services, AOD and/or mental health sectors • Knowledge of the Te Tiriti o Waitangi and its application to this role • Knowledge of te reo/ tikanga Māori • Understanding of the cultural norms, traditions and customs of Pacific peoples • Experience in working effectively with a wide range of stakeholders • Experience of working in a multi-disciplinary team • Experience and expertise in using Microsoft suite applications • Understanding of and interest in Odyssey's work • Full current New Zealand Driver's License
Skills and Abilities
• Strong interpersonal and communication skills • Good presentation skills and the ability to communicate effectively to different audiences • 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 cultural sensitivity and rainbow diversity awareness • Willingness to consider other viewpoints and adjust decisions as appropriate • Self-motivated, able to take the initiative and adapt decisions as appropriate • Resilience and the ability to adapt to changing circumstances • Ability to show discretion and tact • High regards for security and confidentiality, including client information • Ability to deal with conflict and challenging situations • Fluency in English (written and spoken) • Demonstrated IT/word processing skills • Ability to diffuse conflict • 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.