

Position Description



Senior Peer Support Specialist / Tautoko-a-aropā

Reports to Team Leader - Wellbeing Hub

Service/Team Wellbeing Hub

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.

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 Matakiteinga | 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

Working from Odyssey’s Wellbeing hub in New Lynn:

- Support tāngata whai ora, their whānau, and wider support networks by providing compassionate, strengths-based support. This includes contributing to the creation of a safe, welcoming, and inclusive space, and drawing on prior lived experience to build connection and trust.
- Walk alongside tāngata whai ora as they navigate immediate challenges. by supporting them to develop practical strategies that aid stabilisation, recovery, and ongoing wellbeing.
- Practice cultural safety and show appropriate understanding of Te Tiriti o Waitangi principles when working alongside Māori tangata whai ora.
- Support the Team Leader in overseeing practice among Peer Support Specialists, ensuring quality service delivery and identifying opportunities for improvement and innovation.

Key Areas of Responsibility

Area of Responsibility	Performance Measures
<p>Service Delivery</p> <ul style="list-style-type: none"> • Establish and maintain intentional relationships with tāngata whai ora using, prior lived experience. • Provide a welcoming, culturally safe space for tāngata whai ora and their family/whānau. This includes using appropriate recovery-oriented language and applying Te Tiriti principles as needed. • Ensure that all relevant information is communicated to tāngata whai ora about other service providers as appropriate. • Provide an integrated approach to peer care through appropriate networking and by maintaining strong relationships with colleagues and external agencies. • Recognise risk and effectively manage escalating behaviour situations. • Collect any information and data as required by the Team Leader/ Operations Manager for reporting purposes. 	<ul style="list-style-type: none"> • Team Leader observation and feedback from tāngata whai ora indicate that collaborative relationships are created and maintained. • Tāngata whai ora and whānau express satisfaction with the support provided. • Team Leader observes communication is clear and free of jargon to ensure information is understood. • Team Leader observes communication is consistent with recovery approaches and Peer Support competencies. • Team Leader is satisfied that tāngata whai progress is consistently monitored and feedback is provided in line with recovery orientated language and communication. • Team Leader is satisfied that behaviour situations are recognised and managed with appropriate de-escalation techniques or are escalated as appropriate. • Team Leader is satisfied with understanding of and adherence to relevant organisational/ service policies, procedures and protocols. • Team Leader is satisfied with the information collected as needed for reporting purposes.

Area of Responsibility	Performance Measures
<p>Personal Disclosure</p> <ul style="list-style-type: none"> • Share personal recovery journeys to aid tāngata whai ora engagement and mutual learning in the peer relationship. • Maintain appropriate boundaries and show good judgement regarding areas of past/current lived experience that can or cannot be shared. <p>Team Participation</p> <ul style="list-style-type: none"> • Participate in team processes and actively promote a positive team culture. • Work cooperatively with colleagues in all aspects of service delivery. • Share information and support the learning and development of colleagues. <p>Supporting team leadership</p> <ul style="list-style-type: none"> • Provide support to Peer Support Specialists as directed by the Team Leader. • Support the Team Leader with service delivery leadership tasks as directed. • Identify and communicate opportunities for service improvement, innovation and application of best practice to the Team Leader and support their implementation as appropriate. <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, family/ whānau and 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"> • Team Leader observes that appropriate information is shared, and boundaries are maintained within the peer relationship. • Team Leader is satisfied that peer support practice meets best practice guidelines and demonstrates appropriate competencies. <ul style="list-style-type: none"> • Team Leader is satisfied with the level of engagement and support to team members. • Positive feedback is received from colleagues on information provided and/or support shown. <ul style="list-style-type: none"> • Peer Support Specialists report having access to coaching and mentoring to improve their practice. • Team Leader expresses satisfaction with leadership support provided and with task completion. • Team leader and Operations Manager express satisfaction with the suggestions for service improvement, innovation offered and with their role in implementation of the same. <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.

Area of Responsibility	Performance Measures
<p>Te Tiriti o Waitangi</p> <ul style="list-style-type: none"> • Demonstrate knowledge and understanding of the 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. <p>General</p> <ul style="list-style-type: none"> • 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"> • 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. • Other work delegated is undertaken and completed; commitment and flexibility is demonstrated.

Key Relationships

Internal	External
<ul style="list-style-type: none"> • Wellbeing Hub Team Leader and team members • Operations Manager, Community Services • Rostered on call manager/senior clinicians • Other Odyssey kaimahi 	<ul style="list-style-type: none"> • Tāngata whai ora and their family/whānau • Ka Puta Ka Ora Emerge Aotearoa colleagues • Other external organisations

Person Specification

Qualifications, Knowledge and Experience

Essential

- At least 2 years relevant experience, including 1 year's prior experience in a peer support role
- Lived experience of alcohol or drug use and/or mental health challenges
- Completed relevant training e.g. Peer Support Specialist training, Intentional Peer Support
- Knowledge/awareness of alcohol and other drug treatment and recovery principles
- Understanding of professional boundaries and how they can be maintained in a peer setting
- Understanding of Te Tiriti o Waitangi and application of principles to this role
- Some understanding of Māori tikanga
- Understanding of norms, traditions and practices of other cultures, especially Pacific peoples
- Knowledge of available community resources, agencies and/or support networks
- Full current New Zealand driver's licence

Preferred

- Relevant qualification (L4) e.g., Mental Health & Care Certificate, Addictions Certificate
- Completed personal WRAP plan
- Experience of working in the social services, addictions and/or mental health sectors
- Experience of supporting or developing others
- Knowledge of te reo Māori

Skills and Abilities

- Able to be a positive role model with regards to lived experience & recovery
- Able to share experiences and mutually learn within a peer relationship
- Able to create a shared peer relationship and walk alongside others within an equal power dynamic
- Able to establish and maintain effective relationships with a range of people
- A positive attitude and strong people skills
- Self-motivated and able to work autonomously
- Able to deal with conflict and defuse challenging situations
- Willingness to consider other viewpoints and adjust decisions as appropriate
- Able to take the initiative and adapt to changing circumstances
- Able to show discretion and tact, diplomacy and cultural awareness and model this to others
- High regard for confidentiality and security, including client information
- Fluency in English
- Basic IT/word-processing skills
- Able to acknowledge own limitations and be proactive on own self-development

Ngā poupou | Pillars

Guiding Principles for kaimahi and tāngata whai ora.

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.