

# Position Description

## Liaison Practitioner | Kaiwhakamahereroa Waranga

**Reports to** Clinical Manager, Assessments and Admissions

**Service/Team** Assessment and Admissions

### 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 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

Deliver safe and effective assessment and admission, case management and continuing care services to individuals entering Odyssey services, and their whānau, through the provision of high quality, evidence-based clinical practice that meets stakeholder requirements and adhere to Te Tiriti o Waitangi obligations as appropriate.

## Key Areas of Responsibility

Area of Responsibility	Performance Measures
<b>Service Delivery</b> <ul style="list-style-type: none"> <li>• Provide culturally appropriate services to individuals and tāngata whai ora and their whānau who are seeking treatment and care.</li> <li>• Provide active pre-admission case management that prepares individuals and their family/whānau for treatment within a residential facility and to understand expectations of the Therapeutic Community.</li> <li>• Provide assessment, treatment and case management of tāngata whai ora that helps to achieve effective client outcomes and satisfaction.</li> <li>• Facilitate ongoing consultation and liaison with tāngata whai ora and their family/whānau, providing effective and professional interventions in complex scenarios as required.</li> <li>• Participate in the education and follow up of tāngata whai ora and their family/whānau, regarding treatment plans and ongoing care, liaising with other relevant stakeholders as appropriate.</li> <li>• Consults and liaises with clinical kaimahi as appropriate regarding the treatment and management of clients/ tāngata whai ora.</li> <li>• Facilitate pre-treatment, post treatment and continuing care groups to help educate tangata whai ora about Odyssey's Therapeutic Community and further prepare individuals for the transition into residential treatment and their transition into the community following treatment.</li> <li>• Be aware of how and when to seek assistance if tasks are outside scope of practice or knowledge level.</li> </ul>	<ul style="list-style-type: none"> <li>• Tāngata whai ora and their whānau express satisfaction with the cultural appropriateness of the support and care provided.</li> <li>• Clinical treatment produces positive outcomes for tāngata whai ora which are in line with their treatment goals.</li> <li>• Tāngata whai ora and family/whānau express satisfaction with the pre-admission, consultation, assessment and treatment planning process.</li> <li>• Tāngata whai ora and family/whānau express satisfaction with the advice and information provided and level of follow up as per treatment plan.</li> <li>• Clinical Manager and colleague's express satisfaction with treatment management consultation, collaboration and communication.</li> <li>• Tasks are undertaken as directed in a timely manner and Clinical Manager expresses satisfaction with the work undertaken.</li> <li>• Acknowledges own limitations and seeks assistance as required.</li> <li>• Demonstrates understanding of and ability to follow organisational policies, procedures and systems.</li> </ul>

Area of Responsibility	Performance Measures
<ul style="list-style-type: none"> <li>• Ensure that clinical practice, protocols and treatment documentation follow organisational policies, procedures and systems.</li> <li>• Liaise and maintain functional professional relationships with relevant internal and external stakeholders in relation to treatment delivered.</li> <li>• Support tāngata whai ora and their families/whānau to access appropriate community support/cultural connectedness to assist their recovery. Ensures all assessment tools are collated as per policy and followed up as per guidelines.</li> <li>• Undertake any other clinical and non-clinical tasks as directed by the Clinical Manager which are within scope of practice.</li> <li>• Write up tāngata whai ora clinical case notes and reviews, and input in a timely manner into Odyssey's client database (HCC).</li> </ul> <p><b>Health and Safety</b></p> <ul style="list-style-type: none"> <li>• Identify and act on any potential risks to self or others, including tāngata whai ora, whānau and/or other kaimahi.</li> <li>• Be familiar with and abide by the organisation's health and safety policies and reporting procedures, ensuring others do the same as required.</li> <li>• Follow safe work practices, which includes the effective use of safety equipment, identification of workplace hazards and taking action to reduce or eliminate these.</li> </ul> <p><b>Te Tiriti o Waitangi</b></p> <p>Demonstrate knowledge and understanding of Te Tiriti o Waitangi and its application in this role.</p>	<ul style="list-style-type: none"> <li>• Treatment documentation is accurate and up to date.</li> <li>• Internal and external stakeholders' express satisfaction with relationships and level of consultation.</li> <li>• Tāngata whai ora and family/whānau report satisfaction with service received. Audit measures meet compliance with organisational policies and procedures.</li> <li>• 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.</li> </ul> <ul style="list-style-type: none"> <li>• Risks (including Health and Safety, compliance and maintenance) are identified and reported.</li> <li>• Plans are put in place to resolve and/or mitigate potential problems as required</li> <li>• Issues are escalated to relevant manager as required.</li> <li>• Demonstrates understanding and compliance with organisational and legislative health and safety requirements and is proactive in ensuring employees are compliant.</li> <li>• Follows correct protocols when using safety equipment.</li> <li>• Workplace hazards are identified and plans are put in place to reduce /eliminate these, or the matter is escalated to the relevant authority.</li> </ul> <p>Actions show knowledge and ability to apply the principle of Te Tiriti in the delivery of role.</p>

Area of Responsibility	Performance Measures
<b>Professional Development</b> <ul style="list-style-type: none"> <li>• Be proactive in own professional development.</li> <li>• Attend relevant organisational trainings as required.</li> </ul> <b>General</b> <ul style="list-style-type: none"> <li>• Work cooperatively with colleagues and contribute actively to team meetings.</li> <li>• Carry out any other duties that may be delegated by the line manager, which are in keeping with the scope of the role.</li> </ul>	<ul style="list-style-type: none"> <li>• Has an individual development plan which is implemented.</li> <li>• Attends organisational training required for role.</li> </ul> <ul style="list-style-type: none"> <li>• Regular attendance at team meetings and makes useful contributions.</li> <li>• Work is undertaken and completed.</li> <li>• Commitment and flexibility are demonstrated.</li> </ul>

## Key Relationships

Internal	External
<ul style="list-style-type: none"> <li>• Clinical Manager</li> <li>• Assessment and Admissions team members</li> <li>• Operations Manager, Community Services</li> <li>• All Therapeutic Community kaimahi</li> <li>• Other Odyssey kaimahi</li> </ul>	<ul style="list-style-type: none"> <li>• Individuals seeking treatment and their family/whānau</li> <li>• Tāngata whai ora and their family/whānau in residential services</li> <li>• Referral agencies</li> <li>• Other health/addiction service providers</li> <li>• Iwi/hapu and tangata Māori organisations</li> <li>• Other external stakeholders e.g. General Practitioners, Mental Health staff, lawyers, corrections service staff etc.</li> </ul>

## Person Specification

### Qualifications, Knowledge and Experience

- Up to 1 year's relevant experience, including the management and treatment of residents/tāngata whai ora and their family/whānau
- A relevant (level 7) qualification e.g. Bachelors in AOD, Health Science, Nursing, Psychology, Te Take Take, or nearing completion of an applied level 7 qualification having undertaken clinical placement hours
- Achieved or working towards registration with DAPAANZ, Social Work or other relevant body under the HPCA Act
- Experience of facilitating groups, including community-based groups
- Motivational interviewing, clinical assessment and risk management expertise
- Knowledge of therapeutic models of care
- Demonstrated understanding of the principles of Te Tiriti o Waitangi and its application to this role
- 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
- Knowledge of te reo/ tikanga Māori
- Knowledge of the customs and culture of Pacific peoples

### Skills and Abilities

- Client centred and strengths-based
- Ability to apply treatment and prevention measures that align with the philosophy of the Therapeutic Community Model
- Empathy and insight into the circumstances of tāngata whai ora
- Ability work alongside family members, to guide and help build their strengths and resources
- Ability to establish and maintain effective relationships with a range of stakeholders
- Ability to work as an effective team member of a multi-disciplinary team
- Ability to convey information to others, including strategies and information about alcohol and drug related issues
- Strong individual and group facilitation skills is desirable
- 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
- 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.

<b>Whakawhirinaki   Trust</b>	Reliable and shows great integrity.
<b>Pono   Honesty</b>	Transparency and openness underpin all actions.
<b>Haepapa   Responsibility</b>	Achieves and surpasses goals.
<b>Matapōpore   Concern</b>	Empathic and interested in the wellbeing of others.
<b>Aroha   Love</b>	Genuinely collaborative, supportive and able to work as part of a close-knit team, including with tāngata whai ora and whānau.