

# Position Description

## Youth Worker / Kaitoko

**Reports to** Clinical Manager

**Service/Team** Youth INTact

### About Us

Since 1980, we have supported thousands of New Zealanders whose lives are affected by alcohol, drug or other addiction challenges. 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.

We are known for providing effective, evidence-based services that support wellbeing. We want tāngata whai ora (people seeking wellness) to have options to access the support they need in ways that work for them.

### 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

E hangaia e mātou he whare tumanako me ngā wāhi haumarua ka āhei i a tangata te eke ki angitu kia whaiwhakaaro ai, kia puawai, katahi ano hoki, ka herea ai te muka tangata ki a ia anō, ko te mea kē ka puta te ira tangata 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

- Support young people/rangatahi with alcohol and drug issues to engage with their recovery process
- Work with Youth Practitioners to support the delivery of youth friendly, evidence-based AOD assessment and treatment services, according to the Waikato Youth AOD Model of Care

## Key Areas of Responsibility

Area of Responsibility	Performance Measures
<p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>• Engage young people in their recovery, working together with Youth Practitioners</li> <li>• Supports youth friendly alcohol and drug assessment and treatment services, as per Waikato Youth AoD Model of Care</li> <li>• Ensures practice follows organisational policies, procedures and systems.</li> <li>• Identifies and contributes to the minimisation of clinical and non-clinical risk by ensuring that services are delivered in accordance with the organisation philosophy, policy, procedures and contracts.</li> <li>• Clients are prioritised and supported appropriately and in a timely manner</li> <li>• Awareness and management of risk with support from service staff</li> <li>• Provision of ongoing assertive support and co working for clients in consultation and conjunction with other services</li> <li>• Clients are scheduled as often as clinically indicated Client's management is regularly discussed in team clinical reviews</li> <li>• Clients are supported to develop their own resource systems and networks to meet their needs</li> <li>• Family/whanau and caregivers are encouraged to participate and remain involved in the client's treatment with the client's consent</li> <li>• Provision of group facilitation and co facilitation as required</li> <li>• All client care is documented, and all treatment/care is provided in accordance with service protocols and service pathways</li> </ul>	<ul style="list-style-type: none"> <li>• Young people report that they want to be involved in the service</li> <li>• Harm reduction is the demonstrated in all client care</li> <li>• Maintenance of a client caseload</li> <li>• Audit measures compliance with organisational policy and procedures.</li> <li>• Meets Accreditation and Certification Standards.</li> <li>• Risk Issues are identified, reported to senior staff and/or management and resolved as appropriate.</li> <li>• Internal and external stakeholders express satisfaction.</li> </ul>

Area of Responsibility	Performance Measures
<p><b>Youth friendly responsive service</b></p> <ul style="list-style-type: none"> <li>• Provides youth friendly alcohol and drug assessment and treatment services, as per Waikato Youth AOD Model of Care</li> <li>• Identify opportunities for development of youth friendly and responsive services, and work with young people and service staff to implement development.</li> <li>• Engage young people in service development</li> </ul> <p><b>Leadership / Systems Support</b></p> <ul style="list-style-type: none"> <li>• Establish and maintain effective networks and relationships for liaison and consultation with all other Waikato youth services</li> <li>• Liaises and maintains functional professional relationships with internal and external stakeholders</li> <li>• Delivers the leadership/systems support plan, as appropriate</li> <li>• Write and input participants/whai ora clinical case notes and reviews into the Odyssey 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 young people/rangatahi, whānau and other employees.</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>	<ul style="list-style-type: none"> <li>• Young people are engaged in service development projects</li> <li>• Youth service development plans are created in consultation and collaboration with young people, service staff, and key stakeholders</li> <li>• Adherence to Waikato Youth AOD Model of Care</li> <li>• Effective systems and processes are set up and maintained which enable liaison and consultation to occur</li> <li>• Relationships are proactively and effectively established with other alcohol and drug professionals, health and social service agencies, schools, Oranga Tamariki and Youth Justice services</li> <li>• Maintain up to date knowledge of community resources and support services</li> <li>• Actively participate in liaison and consultation with all other related and relevant services</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</li> </ul>

Area of Responsibility	Performance Measures
<p><b>Treaty of Waitangi</b></p> <ul style="list-style-type: none"> <li>• Demonstrate knowledge and understanding of the Treaty of Waitangi and its application in this role.</li> </ul> <p><b>Professional Development</b></p> <ul style="list-style-type: none"> <li>• Be proactive in own professional development and attend relevant organisational training as required.</li> </ul> <p><b>General</b></p> <ul style="list-style-type: none"> <li>• Attend 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>	<p>reduce/eliminate these or the matter is escalated to the relevant authority.</p> <ul style="list-style-type: none"> <li>• Actions show knowledge and ability to apply the principles of the Treaty in the delivery of role.</li> <li>• Has an individual development plan which is implemented.</li> <li>• Attends organisational training required for role.</li> <li>• Regular attendance at team meetings and makes useful contributions.</li> <li>• Work is undertaken and completed. Commitment and flexibility is demonstrated.</li> </ul>

### Key Relationships

Internal	External
<ul style="list-style-type: none"> <li>• Clinical Manager</li> <li>• Operations Manager</li> <li>• Youth INtact employees</li> <li>• Other Odyssey employees</li> </ul>	<ul style="list-style-type: none"> <li>• Young people / rangatahi</li> <li>• Family / Whānau and caregivers</li> <li>• External community agencies and other stakeholders</li> </ul>

## Person Specification

### Qualifications, Knowledge and Experience

- Up to 1 years' experience working with young people/rangatahi and their family/whānau or caregivers in a health or mental health/addictions setting
- A minimum level four (NZQA) qualification in a relevant social service and/or youth subject
- Relevant prior experience, preferably in the social services, addictions and/or mental health sectors
- Knowledge of the effects related to the misuse of alcohol and other drugs, including methamphetamines and other current substances of use and abuse (preferred)
- Understands cognitive and behavioural patterns and mental health issues
- An understanding and knowledge of cultural norms, practices and traditions with regards to Māori and Pacific Peoples
- An understanding of the Treaty of Waitangi and how to apply its principles to own professional practice
- Experience and expertise in Microsoft suite applications
- Understanding of and interest in Odyssey's work
- Full Current New Zealand Drivers Licence

### Skills and Abilities

- Creativity and proven experience innovating new solutions for young people
- Demonstrated interest in young people/rangatahi and their abilities, and motivation to help them achieve their goals and action these
- Ability to work alongside family members/whānau to build and strengthen the families' own strengths and resources
- Strong interpersonal and communication skills (written and oral)
- Group facilitation skills (preferred)
- Demonstrated client-centred and strengths-based approach
- Ability to establish and maintain effective relationships with a range of stakeholders
- Ability to prioritise, 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
- Ability to take the initiative and adapt to changing circumstances
- Ability to show discretion and tact
- High regard for confidentiality and security, including client information
- Ability to deal with conflict and defuse challenging situations
- Fluency in English
- Good 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 underpins all actions.
<b>Haepapa   Responsibility</b>	Achieves and surpasses goals.
<b>Matapopōre   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.

## ‘Let’s Get Real’ Skills

The table below outlines the ‘Let’s Get Real’ framework skill level and competencies that are relevant to this role. Odyssey is committed to supporting employees to meet these competencies with the expectation that kaimahi will be proactive in developing and demonstrating these skills.

<b>Skill</b>	<b>Description</b>	<b>Competency Level - Essential</b>
<b>Working with people experiencing mental health and addictions</b>	Is supportive of employees and clients/whai ora with mental health and addiction needs, focusing on their strengths	<ul style="list-style-type: none"> <li>• Greets and welcomes people accessing services and their whānau appropriately, providing age and/or culturally appropriate, relevant &amp; specific information.</li> <li>• Works in partnership with people accessing services and is mindful of the impact of power differentials.</li> <li>• Demonstrates understanding and respect of diversity and cultural awareness through appropriate use of language and culturally specific resources, particularly for Māori whai ora and whanau.</li> <li>• Recognises people accessing services may be fearful or apprehensive and works to establish a safe and trusting connection and a comfortable physical environment.</li> </ul>
<b>Working with Māori</b>	Contributes to oranga and whānau ora for Maori employees and Māori clients/ whai ora with	<ul style="list-style-type: none"> <li>• Greets Māori people using te reo Māori greetings.</li> <li>• Respects and uses te reo Māori correctly &amp; when appropriate.</li> <li>• Respects Māori tikanga and spiritual practices, the importance of identity and the concepts of</li> </ul>

	mental health and addiction needs	<p>whakawhanaunga, manaaki, tino rangatiratanga and mana Motuhake.</p> <ul style="list-style-type: none"> <li>• Asks whai ora and whānau what they need and provides information in English and Māori</li> <li>• Understands the importance of whakapapa and different roles within whanau.</li> <li>• Supports Māori whai ora to identify and involve people who are important to them.</li> </ul>
<b>Working with whānau</b>	Encourages and supports the wellbeing of whānau and ensures they have access to information, education and support including children	<ul style="list-style-type: none"> <li>• Demonstrates understanding that in many cultures, a person’s identity is embedded and connected to whānau rather than their individual selves.</li> <li>• Welcomes, establishes positive rapport and shares relevant information with whanau.</li> <li>• Sensitively asks about support needs related to being a parent as appropriate to role.</li> </ul>
<b>Working within communities</b>	Recognises that people and whānau who experience mental health and addictions needs, are part of communities	<ul style="list-style-type: none"> <li>• Understands ‘community’ in the broadest sense and that the concept of community is dynamic and evolving.</li> <li>• Recognises that Māori whai ora may be supported within and contribute to wider social networks e.g. hapu, iwi</li> <li>• Demonstrates understanding of the importance of social inclusion and community connections, has knowledge of the communities people accessing services identify with, and supports them to connect with and participate in communities of their choice.</li> <li>• Has a basic understanding of mental health promotion, addiction harm reduction, suicide prevention and postvention principles.</li> </ul>
<b>Challenging discrimination</b>	Challenges discrimination, & provides/ promotes a valued place for employees and clients/whai ora with mental health & addiction needs	<ul style="list-style-type: none"> <li>• Demonstrates understanding of the prevalence, impact and challenges of discrimination on people who have mental health or addiction needs, whanau services and communities.</li> <li>• Works to develop awareness and challenges own beliefs that may lead to discriminatory behaviour.</li> </ul>
<b>Applying law, policy and standards</b>	Implements legislation, regulations, standards, codes and policies relevant to their role	<ul style="list-style-type: none"> <li>• Respects the relationship between government and tāngata whenua and upholds the principles of the Te Tiriti o Waitangi</li> <li>• Understand and adheres to legislation, regulations, standards, codes and policies appropriate to the role.</li> <li>• Upholds the principles set out in the UN Convention of the Rights of the Person, including the right to autonomy, self-determination, to be free from coercion and to be treated in a non-discriminatory way.</li> <li>• Provides information to people about their rights and in a way that supports them to understand.</li> <li>• Ensures people know about relevant feedback and complaints processes.</li> <li>• Maintains and stores records in accordance with legal and professional standards.</li> </ul>

<p><b>Maintaining professional &amp; personal development</b></p>	<p>Participates in life-long learning, &amp; personal and professional development, reflecting on &amp; seeking ways to improve self/team/service</p>	<ul style="list-style-type: none"> <li>• Reflects on own work and practices to identify strengths and areas for further development.</li> <li>• Seeks and takes learning opportunities to achieve professional development goals.</li> <li>• Looks after own wellbeing and contributes to a safe and healthy workplace.</li> <li>• Communicates effectively with a diverse range of people.</li> <li>• Engages with colleagues to give and receive constructive feedback.</li> <li>• Works effectively in a team and understand team roles, different working styles and skill levels to contribute to the success of the team.</li> </ul>
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