

# Position Description

## Support Worker / Kaitautoko

**Reports to** Clinical Manager, Adult Services  
**Service/Team** Adult Services

### About Us

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

### Tō Tātou Matakitenga | Our Vision

Poutia, Heretia

Tuia te muka tāngata 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 haumarua, 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 support to tāngata whai ora (people seeking wellness) and their whānau (family), whose lives are affected by alcohol and other drug use or dependency.
- Provide effective assistance that meets the needs of the tāngata whai ora in line with required standards and organisational policies and procedures.
- Support the effective functioning of Adult Services.

## Key Areas of Responsibility

Area of Responsibility	Performance Measures
<p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>• Drive and accompany tāngata whai ora to appointments, external groups, day trips, activities and shopping using allocated vans and pool cars.</li> <li>• Complete general administration &amp; facility support tasks as requested.</li> <li>• Administer medication to the tāngata whai ora as directed by relevant staff.</li> <li>• Write case notes following interactions with tāngata whai ora and input into the Odyssey client database (HCC) in line with relevant policies and procedures.</li> <li>• Assist Practitioners &amp; Advanced Practitioners with room set up, workbook preparation &amp; co-facilitation for group sessions as required.</li> <li>• Complete client check-ins as scheduled when the tāngata whai ora have experienced a significant situation related to physical, emotional or conflict-based issues.</li> </ul>	<ul style="list-style-type: none"> <li>• Tāngata whai ora are safely transported to scheduled appointments / activities on time in line with relevant policy, procedural and external outing guidelines. Vehicles are driven in line with Vehicle Transport Policy.</li> <li>• All allocated tasks are completed in line with instructions given and on time. Other employees and tāngata whai ora express satisfaction with the support provided and level of involvement.</li> <li>• Has completed medication training with Registered Nurse; medication is administered correctly and meets all procedural guidelines as per documented nursing &amp; medication plans.</li> <li>• HCC information is accurate, timely and meets the case note writing policy and procedural requirements, and privacy act/ confidentiality requirements.</li> <li>• Sessions are set up on time and correctly and resource materials are prepared as required.</li> <li>• Employee engages actively in group co-facilitation process in line with Therapeutic Community (TC) guidelines.</li> <li>• Check-ins are completed in collaboration with the tāngata whai ora and in line with TC guidelines. Appropriate tools in the community are used to address client issues during check in.</li> <li>• Tāngata whai ora welfare (physical &amp; emotional) escalations are managed</li> </ul>

Area of Responsibility	Performance Measures
<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, their 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> <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.</li> <li>• 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>well and escalated as required to the Practitioner or Advanced Practitioner level.</p> <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 principles of the Treaty in the delivery of role</p> <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. Commitment and flexibility is demonstrated.</li> </ul>

## Key Relationships

Internal	External
<ul style="list-style-type: none"> <li>• Clinical Manager – Adult Services</li> <li>• Other team members</li> <li>• Clinical Managers from Adult Services &amp; Family Centre</li> <li>• Other Odyssey employees</li> </ul>	<ul style="list-style-type: none"> <li>• Tāngata whai ora and their whānau</li> <li>• Applicable external organisations</li> <li>• Medical and Dental Agencies</li> <li>• Other medical /health providers</li> </ul>

## Person Specification

Qualifications, Knowledge and Experience
<ul style="list-style-type: none"> <li>• 1+ year's relevant experience working in a social services, addictions and/or mental health care setting (as a Support Worker or similar role)</li> <li>• Completed or is committed to completing a relevant health related qualification (level 4 certificate) e.g. Health and Care Certificate</li> <li>• Experience and expertise in using Microsoft suite applications</li> <li>• Understanding of and interest in Odyssey's work</li> <li>• A willingness to embrace the Therapeutic Community model of treatment</li> <li>• An interest in tikanga Māori and Pacific customs and culture</li> <li>• Full current New Zealand driver's licence</li> <li>• Knowledge of Te Reo or a Pacific language is an advantage</li> </ul>
Skills and Abilities
<ul style="list-style-type: none"> <li>• Strong people /interpersonal skills</li> <li>• Ability to establish and maintain effective relationships with a range of people</li> <li>• Ability to work under pressure, complete work on time and to a high standard</li> <li>• Ability to prioritise and work with limited supervision</li> <li>• Demonstrated cultural sensitivity and rainbow diversity awareness</li> <li>• Willingness to consider other viewpoints/ sources of information and adjust decisions as appropriate</li> <li>• Positive attitude and self-motivated</li> <li>• Ability to take initiative and adapt to changing circumstances</li> <li>• Ability to show discretion and tact</li> <li>• High regard for confidentiality and security, including client information</li> <li>• Ability to deal with conflict and defuse challenging situations</li> <li>• Fluency in English good communication skills</li> <li>• Good IT/word-processing skills</li> <li>• Ability to acknowledge own limitations and be proactive on own self-development</li> </ul>

## Ngā Pou pou | 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>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 clients/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 employees will be proactive in developing and demonstrating these skills.

<b>Skill</b>	<b>Description</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.
<b>Working with Māori</b>	Contributes to oranga and whānau ora for Māori employees and Māori clients/ whai ora with mental health and addiction needs.
<b>Working with whānau</b>	Encourages and supports the wellbeing of whānau and ensures they have access to information, education and support including children.
<b>Working within communities</b>	Recognises that people and whānau who experience mental health and addictions needs, are part of communities.
<b>Challenging discrimination</b>	Challenges discrimination, & provides/ promotes a valued place for employees and clients/whai ora with mental health & addiction needs.
<b>Applying law, policy and standards</b>	Implements legislation, regulations, standards, codes and policies relevant to their role.
<b>Maintaining professional &amp; personal development</b>	Participates in life-long learning, & personal and professional development, reflecting on & seeking ways to improve self/ team/service.