

# Position Description

## Youth Practitioner / Kaiwhakamahereroa Waranga

**Reports to** Clinical Manager, Stand Up! And Amplify!

**Service/Team** Stand Up! Community

### 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 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 mui 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

- Provide a quality service that is accessible, appropriate, and is provided in partnership with the client/rangatahi and family/whānau.
- Develop effective assessment and treatment strategies in partnership with young people/rangatahi who present in relation to their alcohol and drug issues and stated goals.

- Ensure the provision of high quality, evidence-based practice that meets stakeholder requirements.

## Key Areas of Responsibility

Area of Responsibility	Performance Measures
<p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>• Provide a youth-friendly alcohol and drug assessment and treatment service to referred clients/rangatahi, using appropriate assessment and treatment procedures. This involves: <ul style="list-style-type: none"> <li>○ Maintaining a client caseload (as agreed with Clinical Manager).</li> <li>○ Acting as a first point of contact for the service, including referrals and enquiries.</li> <li>○ Gathering relevant information and prioritising needs.</li> <li>○ In partnership with each client/rangatahi, developing an appropriate treatment plan that includes treatment goals, agreed interventions and review dates.</li> <li>○ Providing ongoing, proactive case support, working cooperatively with clients/rangatahi and in consultation and conjunction with other team members or external services as required.</li> <li>○ Engaging the family/whānau and/or care givers of the client/rangatahi as appropriate in their ongoing treatment, care and to support the achievement of agreed goals.</li> <li>○ Ensuring that clinical practice follows organisational policies, procedures, and systems.</li> <li>○ Regularly discussing client management in team clinical reviews.</li> <li>○ Supporting clients/rangatahi to develop their own resource systems and networks to meet their needs.</li> <li>○ Managing risks through appropriate adherence to organisational policies, procedure or standards, and escalating as required.</li> <li>○ Completing all documentation and administration as required.</li> <li>○ Effective systems and processes are set up and maintained, which enable liaison and consultation to occur with relevant services.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Clients/rangatahi are prioritised and referrals are actioned appropriately and in a timely manner.</li> <li>• Assessment and treatment strategies and plans are developed in line with the service treatment pathway, approved assessment tools and interventions.</li> <li>• Provision of ongoing case work through group and 1:1 sessions as deemed appropriate.</li> <li>• Risk assessment, planning and management is demonstrated with positive client outcomes.</li> <li>• Harm reduction is the demonstrated in all client care and issues are reported to senior staff and/or management to be resolved as appropriate.</li> <li>• Proactive case support is provided and co working with clients/rangatahi occurs.</li> <li>• Stakeholders express satisfaction with services provided.</li> <li>• Clients/rangatahi are supported to develop their own resource systems and networks to meet their needs.</li> <li>• Family/whānau and/or caregivers engaged and remain involved in the client's/rangatahi's recovery goals with their consent.</li> <li>• All client care is documented, and all treatment/care is provided in accordance with service protocols and service pathways.</li> <li>• Risk assessment, planning and management is demonstrated with positive client outcomes; issues are escalated as required.</li> <li>• Harm reduction is the demonstrated in all client care.</li> </ul>

Area of Responsibility	Performance Measures
<ul style="list-style-type: none"> <li>Establish and maintain effective networks and relationships for liaison and consultation purposes with other alcohol and drug services, health and social service agencies, schools, Oranga Tamariki, and related services. This involves: <ul style="list-style-type: none"> <li>Establishing and/or maintaining effective systems to manage networks and contacts.</li> <li>Building relationships and engaging in regular consultation.</li> </ul> </li> </ul> <p><b>Health and Safety</b></p> <ul style="list-style-type: none"> <li>Identify and act on potential risks (clinical or non-clinical) to self or others, including client/rangatahi, whānau or 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> Demonstrate knowledge and understanding of the Treaty of Waitangi and its application in this role</p> <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> </ul>	<ul style="list-style-type: none"> <li>All documentation and administration is completed in a timely manner and in line with clinical policies and procedures.</li> <li>Audit measures show compliance with organisation policy and procedure.</li> <li>Meets Accreditation and Certification Standards.</li> <li>Relationships are proactively and effectively established and maintained with other alcohol and drug professionals and relevant referring agencies.</li> <li>Up to date knowledge of community resources and support services available is maintained.</li> <li>Actively participates in liaison and consultation with all other related and relevant services.</li> <li>Effective systems and processes are set up and maintained which enable liaison and consultation to occur.</li> <li>Internal and external stakeholders' express satisfaction with relationships/ inputs provided.</li> <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, or 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>

Area of Responsibility	Performance Measures
<ul style="list-style-type: none"> <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> <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>Stand Up! and Amplify! staff</li> <li>Operations Manager – Youth Services</li> <li>Other Odyssey staff</li> </ul>	<ul style="list-style-type: none"> <li>Clients/rangatahi and their family/whānau or caregivers</li> <li>Suite of services in Collaborative group</li> <li>External Agency staff</li> </ul>

## Person Specification

Qualifications, Knowledge and Experience
<ul style="list-style-type: none"> <li>• 1-3 years' experience working with young people/rangatahi and their family/whānau or caregivers in a social services, addictions and/or mental health sector setting</li> <li>• NZQA Level 7 qualification (degree level) in a relevant social service and/or youth area</li> <li>• Registration with a relevant professional body e.g. HPCA, Social Work, DAPAANZ, or a on a pathway to gaining registration.</li> <li>• An understanding and knowledge of cultural norms, practices and traditions with regards to Māori and Pacific Peoples</li> <li>• Demonstrated knowledge of the effects related to the misuse of alcohol and other drugs, including methamphetamines and other current substances of use and abuse</li> <li>• Ability to identify cognitive and behavioural patterns and understanding of mental health issues</li> <li>• An understanding of the Te Tiriti o Waitangi and how it applies its principles to own professional practice</li> <li>• Experience and expertise in Microsoft suite applications</li> <li>• Understanding of and interest in Odyssey's work</li> <li>• Full Current New Zealand Drivers Licence</li> <li>• Knowledge of Te Ao Māori is desirable</li> </ul>
Skills and Abilities
<ul style="list-style-type: none"> <li>• Demonstrated interest in young people/rangatahi, their abilities and motivation to help them achieve their goals</li> <li>• Ability to work alongside family members/whānau to guide and strengthen the families' own strengths and resources</li> <li>• Strong interpersonal and communication skills (written and oral)</li> <li>• Demonstrated client-centred and strengths-based approach</li> <li>• Ability to establish and maintain effective relationships with a range of stakeholders</li> <li>• Ability to prioritise, work under pressure, complete work on time and to a good standard</li> <li>• Ability to work with limited supervision</li> <li>• Demonstrated cultural sensitivity and rainbow diversity awareness</li> <li>• Willingness to consider other viewpoints and adjust decisions as appropriate</li> <li>• Ability to take the 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</li> <li>• Good IT/word-processing skills</li> <li>• Ability to acknowledge own limitations and be proactive with own self-development</li> </ul>

## Ngā poupou | Pillars

Guiding Principles for employees and tāngata whai ora .

<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 kaimahi will be proactive in developing and demonstrating these skills.

Skill	Description	Competency Level - Essential
<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 mental health and addiction needs	<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 whakawhanaunga, manaaki, tino rangatiratanga and mana motuhake</li> </ul>

		<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 whānau</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 whānau.</li> <li>• Sensitive 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; identifies 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, whānau 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> </ul>

		<ul style="list-style-type: none"> <li>• Maintains and stores records in accordance with legal and professional standards.</li> </ul>
<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	<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>