

Position Description

Peer Support Worker / Tautoko-a-aropā

Reports to Clinical Manager AODTC

Service/Team AODTC

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 nohohere kore 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

Ngā poupou | Our pillars

Tika | Trust **Pono** | Honesty **Kaitiaki** | responsibility **Manaaki** | Concern **Aroha** | Love

Position Purpose

- To support AODTC participants to become more active participants in their own recovery by supportive engagement and role modelling.
- Via lived experience, to work alongside individuals to nurture hope, personal power and to inspire them to move forward with their lives.
- To assist the AODTC team to deliver a high quality and responsive service to all stakeholders.

Key Areas of Responsibility

Area of Responsibility	Performance Measures
<ul style="list-style-type: none"> • Provides support to clients/tangata whaiora and family/whanau to achieve effective client outcomes and client satisfaction. Includes delivery of 1-2-1 peer support sessions; • Contributes to consultation and liaison with clients/tangata whaiora and their family/whanau and contributes to planning appropriate support interventions. Includes assisting clients to develop their own natural support networks; • Participates in the education and follow-up of the client/tangata whaiora and family/ whanau and relevant others regarding his/her support plan. Includes client engagement with appropriate external agencies; • Participates in group facilitation as directed by line manager; • Uses organisational processes to identify and minimise risk (clinical and non clinical risk) and liaises with senior staff as appropriate; • As a member of the team provides support and undertakes supportive tasks, within scope of practice as directed by senior staff; • Is aware of when and how to seek assistance if tasks are outside scope of practice or knowledge level; and • Actively engages in personal recovery and demonstrates respect for the recovery journey of others 	<p>Clients/tangata whaiora and family/whanau express satisfaction.</p> <p>Clients/tangata whaiora and family/whanau express satisfaction with participation.</p> <p>Peer Support worker demonstrates meeting responsibilities as per clients'/tangata whaiora support plans.</p> <p>Line manager expresses satisfaction.</p> <p>Risk issues are identified and reported to senior staff as per organisational processes.</p> <p>Staff express satisfaction with level of cooperation and collaboration</p> <p>Staff express satisfaction level of level of autonomy demonstrated.</p> <p>Maintains professionalism and role models recovery and resilience principles.</p>

Area of Responsibility	Performance Measures
<ul style="list-style-type: none"> • Writing and inputting of participants/whai ora clinical case notes and reviews into the Odyssey client database (HCC). <p>Health and Safety</p> <ul style="list-style-type: none"> • Identify and act on any potential risks to self or others, including client/whai ora, whānau and other employees • 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. <p>Treaty of Waitangi</p> <ul style="list-style-type: none"> • Demonstrate knowledge and understanding of the Treaty of 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"> • Attend and contribute actively to team meetings 	<p>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.</p> <p>Risks (including Health and Safety, compliance and maintenance) are identified and reported</p> <p>Plans are put in place to resolve and/or mitigate potential problems as required</p> <p>Issues are escalated to relevant manager as required</p> <p>Demonstrates understanding and compliance with organisational and legislative health and safety requirements and is proactive in ensuring employees are compliant</p> <p>Follows correct protocols when using safety equipment</p> <p>Workplace hazards are identified and plans are put in place to reduce/eliminate these or the matter is escalated to the relevant authority</p> <p>Actions show knowledge and ability to apply the principles of the Treaty in the delivery of role</p> <p>Has an individual development plan which is implemented</p> <p>Attends organisational training required for role</p> <p>Regularly attendance at team meetings and makes useful contributions</p>

Area of Responsibility	Performance Measures
<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. 	<p>Other work is undertaken and completed. Commitment and flexibility is demonstrated.</p>

Key Relationships

Internal	External
<ul style="list-style-type: none"> Odyssey employees AODTC team 	<ul style="list-style-type: none"> Clients/Tangata Whaiora and their family/whanau Wider AODTC stakeholders

Person Specification

Qualifications, Knowledge and Experience
<ul style="list-style-type: none"> Peer support training qualification is desirable and/or experience working in a peer-based position Experience of working in the social services, addictions and/or mental health sectors Experience and expertise in using Microsoft suite applications Understanding of and interest in Odyssey's work Full New Zealand drivers licence

Skills and Abilities

- Ability to be a positive role model in regard to lived experience & recovery
- The ability to utilise mutual sharing and learning as the basis of building a peer relationship
- Is able to create a shared peer relationship based on an equal power dynamic.
- Strong interpersonal skills
- Ability to establish and maintain effective relationships with a range of stakeholders
- Ability to work under pressure, complete work on time and to a high standard
- Ability to prioritise and work with limited supervision
- Demonstrated cultural sensitivity and rainbow diversity awareness
- Willingness to consider other viewpoints/ sources of information and adjust decisions as appropriate
- Positive attitude and self-motivated
- Ability to take 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 and strong communication skills
- Good IT/word-processing skills
- Ability to acknowledge own limitations and be proactive on own self-development

Ngā poupou | Pillars

Guiding Principles for employees and tāngata whai ora

Tika Trust	Reliable and shows great integrity
Pono Honesty	Transparency and openness underpins all actions
Kaitiaki Responsibility	Achieves and surpasses goals
Manaaki 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 clients/whai ora and whānau

‘Let’s Get Real’ Skills

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

<p>personal development</p>	
---------------------------------	--