

# Position Description

## Night Support Worker / Po Kaitautoko

**Reports to** Clinical Manager, Te Wairua Counties Manukau

**Service/Team** Te Wairua Counties Manukau

### 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, 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 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 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), whose lives are affected by alcohol and other drug use or dependency.
- Provide effective assistance that meets the needs of tāngata whai ora, in line with required standards and support the well-functioning of the residential service and the Therapeutic Community (TC) model of care.
- Ensure the overnight safety and security the tāngata whai ora living at the residential site.

## Key Areas of Responsibility

Area of Responsibility	Performance Measures
<b>Night Support Services</b> <ul style="list-style-type: none"> <li>• Complete regular bed checks as scheduled and record that clients are in their rooms according to the allocation sheet. Attend to issues or escalate as required.</li> <li>• Provide security for the facility by being awake and vigilant throughout the night which includes completing and recording external building checks at scheduled intervals for the facility as required. Attend to or escalate issues in accordance with organisational policies and procedures.</li> <li>• Provide support to tāngata whai ora and whānau as required, to achieve effective client outcomes and client satisfaction.</li> <li>• Understand when and how to seek assistance if tasks or issues are outside scope of practice or knowledge level and to escalate as appropriate.</li> <li>• Complete general administration &amp; facility support tasks as requested.</li> <li>• Administer medication as required to tāngata whai ora.</li> <li>• Address issues with tāngata whai ora as they arise and/or escalate to on-call as required.</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> </ul>	<ul style="list-style-type: none"> <li>• Bed check monitoring and recording is completed at scheduled intervals; tāngata whai ora issues are dealt with in line with TC and relevant organisational policies and procedures.</li> <li>• Remains awake and vigilant for full shift and all security checks completed as required; issues are escalated as required to on-call team in line with organisational policies and procedures.</li> <li>• Tāngata whai ora express satisfaction with the support provided.</li> <li>• Team and on-call employee's express satisfaction with situations where assistance is sought, or issues are escalated.</li> <li>• All tasks are completed in line with instructions given and on time; other employees and tāngata whai ora express satisfaction of support provided and involvement.</li> <li>• Has completed medication training with the Registered Nurse; medication is dispensed correctly and meets all procedural guidelines in documented nursing &amp; medication plans.</li> <li>• Appropriate tools of the TC are used to address client issues; client welfare issues (physical or emotional) are managed well and escalated to on-call as required.</li> <li>• Information on HCC is accurate, timely and meets all policy and procedural requirements for case notes, and privacy act/confidentiality requirements.</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 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>	<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</li> <li>• Other residential team members</li> <li>• On-call employees</li> </ul>	<ul style="list-style-type: none"> <li>• Tāngata whai ora and their whānau</li> <li>• Applicable external organisations</li> </ul>

## Person Specification

Qualifications, Knowledge and Experience
<ul style="list-style-type: none"> <li>• 1+ years' experience supporting whai ora in a social services, health, mental health or addictions work setting (preferably as a Support Worker or similar role)</li> <li>• Completed or is working toward completing a relevant (level 4) health related qualification e.g. National Health and Care Certificate</li> <li>• Experience of working with people from different backgrounds and cultures</li> <li>• Knowledge of the Treaty of Waitangi, Māori tikanga and the cultural customs of Pacific peoples</li> <li>• Understanding of and interest in Odyssey's work</li> <li>• Experience and expertise in using Microsoft suite applications</li> <li>• Full Current New Zealand Drivers Licence</li> <li>• Knowledge of Te Reo or a Pacific language is desirable</li> </ul>
Skills and Abilities
<ul style="list-style-type: none"> <li>• Strong interpersonal and communication skills</li> <li>• Able to establish and maintain effective relationships with a range of people</li> <li>• Able to complete work on time and to a good standard</li> <li>• Able to work with limited supervision and proven reliability</li> <li>• Demonstrated cultural sensitivity and rainbow diversity awareness</li> <li>• Willingness to consider other viewpoints and adjust decisions as appropriate</li> <li>• Self-motivated, able to take the initiative and adapt to changing circumstances</li> <li>• Able to show discretion and tact</li> <li>• High regard for confidentiality and security, including client information</li> <li>• Able to deal with conflict and challenging situations</li> <li>• Fluency in English</li> <li>• IT/word-processing skills</li> <li>• Able to acknowledge own limitations and be proactive with own self-development</li> </ul>

## 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>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.

## ‘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.

<b>Skill</b>	<b>Description</b>
<b>Working with people experiencing mental health and addictions</b>	Is supportive of employees and 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 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 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 and personal development</b>	Participates in life-long learning, & personal and professional development, reflecting on & seeking ways to improve self/team/service.
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