

Position Description

Whānau Support Specialist / Kaitoko

Reports to	Clinical Manager, AODTC
Service/Team	Alcohol and Other Drugs Treatment Court (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.

Position Purpose

- Support the family/whānau of AODTC participants to become more actively involved in their recovery by walking alongside them and providing culturally appropriate, safe and effective support.
- Work collaboratively with other members of the AODTC team to deliver a high quality and responsive service to all stakeholders.

Key Areas of Responsibility

Area of Responsibility	Performance Measures
<p>Service Delivery</p> <ul style="list-style-type: none"> • Establish relationships with AODTC participants' whānau, with the objective of providing information, support and encouraging their engagement in the participants' recovery journey. This includes: <ul style="list-style-type: none"> ○ Providing information and advice to whānau around AODTC processes and their potential support involvement in the AODTC. ○ Providing education to whānau members about AOD use and recovery, including treatment services participants may be involved in. ○ Contributing to treatment planning by supporting the involvement of whānau in this process, and by acting as the liaison between whānau and participants. • Support whānau to engage with appropriate community-based supports where the need is identified. • Write up and input notes of whānau contact and case reviews with participants into the Odyssey's client database (HCC). • Build and maintain good working relationships with key external stakeholders and agencies in the AODTC, including other AOD providers, judges, court coordinators, judicial officers, defence counsel, police and community probation service. • Actively engage in personal recovery as a whānau member to someone with addictions challenges and demonstrate respect for the recovery journey of others. 	<ul style="list-style-type: none"> • Family/whānau express satisfaction with support and education provided. • Appropriate education and follow up is provided to whānau. • Proactive input is provided at meetings to discuss participant/whānau support plans. • Line manager expresses satisfaction with support provided to whānau and levels of involvement in planning meetings and group facilitation. • Colleagues express satisfaction with level of cooperation and collaboration provided. • 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. • Other external stakeholders express satisfaction with inputs and support provided. • Professional standards are maintained and role modelling is provided of recovery.

Area of Responsibility	Performance Measures
<p>Health and Safety</p> <ul style="list-style-type: none"> • Use organisational processes to identify and act on any potential risks to self or others, including participants, their 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 • Carry out any other duties that may be delegated by the line manager, which are in keeping with the scope of the role. 	<ul style="list-style-type: none"> • Risks (including Health and Safety, compliance and maintenance) are identified and reported. • Plans are put in place to resolve and/or mitigate potential problems as required. • Issues are escalated to relevant manager as required. • Demonstrates understanding and compliance with organisational and legislative health and safety requirements and is proactive in ensuring employees are compliant. • Follows correct protocols when using safety equipment. • Workplace hazards are identified, and plans are put in place to reduce/eliminate these, or the matter is escalated to the relevant authority. <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"> • Has an individual development plan which is implemented. • Attends organisational training required for role. <ul style="list-style-type: none"> • Regularly attendance at team meetings and makes useful contributions • Other work is undertaken and completed. Commitment and flexibility is demonstrated.

Key Relationships

Internal	External
<ul style="list-style-type: none"> • Clinical Manager/members of AODTC team • Operations Manager – Specialist Services • Whānau Advisor • Other Odyssey employees 	<ul style="list-style-type: none"> • AODTC participants and their family/whānau • Wider AODTC stakeholders e.g. judges, police, defence counsel, Community Probation Service, AODTC coordinators, judicial officers, Criminal Court registry staff

Person Specification

Qualifications, Knowledge and Experience
<ul style="list-style-type: none"> • At least 1 year’s relevant experience, including experience of working with whai ora and their whānau in a health care setting • Lived experience of supporting whānau/and or others on a recovery journey from alcohol, other drugs and/or mental health issues • A relevant qualification and/or training in peer or whānau support is desirable, or commensurate relevant experience • Demonstrated knowledge of Māori tikanga and understanding of Te Tiriti o Waitangi • Knowledge of the cultural customs and norms of Pacific peoples • Demonstrated awareness and self-reflections of recovery journeys and strategies for maintaining resilience and wellness • Understanding of and interest in Odyssey’s work • Full New Zealand drivers licence • Experience and expertise in using Microsoft Office applications • Direct experience of being or working in the justice/court system is desirable
Skills and Abilities
<ul style="list-style-type: none"> • Ability to be a positive role model with regards to lived experience & recovery • Ability to utilise mutual sharing and learning as the basis of building relationships • Strong interpersonal, influencing and communication 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 • Ability to deal with conflict and defuse challenging situations • 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 • 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.

Whakawhirinaki Trust	Reliable and shows great integrity
Pono Honesty	Transparency and openness underpins all actions
Haepapa Responsibility	Achieves and surpasses goals
Matapōpore 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

The table below outlines the ‘Let’s Get Real’ framework skills 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
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 Māori 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 & personal development	Participates in life-long learning, & personal and professional development, reflecting on & seeking ways to improve self/ team/service.