



## Position Description

# Alcohol and Other Drug Support Worker

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**Note:** the aim of this position description is to provide a contextual explanation of the role and as such will not be a full list of tasks and duties that an incumbent may reasonably be expected to perform.

<b>Location</b>	Auckland
<b>Reports to</b>	Service Manager Special Projects– Integrated Health Services
<b>Staff reporting to role</b>	Nil

### Organisation Objective

Mahitahi Trust is a not-for profit organisation who deliver kaupapa led Māori services across health, education, social, employment and housing via integrated services based on Ngā Tikanga Māori (Māori cultural beliefs and practices). The overarching commitment of Mahitahi is to improve the well-being of individuals and whānau, assisting people in their desire to regain mental wellness through a range of overlying services with foundations firmly grounded in the nurturing of wellness.

### Purpose of Position

Using the principles of holistic therapeutic intervention, the Practitioner is responsible for clinical oversight and management of the Te Awa Ora programme and supports provided to promote healthy choices for Rangatahi and whānau. The Support Worker is responsible for empowering and supporting Rangatahi struggling with additions to minimise the harm of/ or achieve total abstinence from alcohol and/or other drugs.

Te Awa Ora is designed to support Māori rangatahi living within the Counties Manukau District to have access to culturally specific services, that enable young people to access support through any door, early on, in order to minimise the harm of using alcohol and other drugs and to work towards achieving total abstinence. Te Awa Ora is a 10-week wellbeing programme that has been developed in line with Tikanga Māori best practice principles. Te Awa Ora was designed as a therapeutic intervention programme with cultural healing practices weaved throughout the facilitation of the programme. The service and programme design is underpinned by the concept of Maturanga Māori and the use of these principles to deepen and enhance Māori healing.

The tasks and supports for this role are varied and will depend on the needs and aspirations of each person engaged with this service.

### Key Relationships

- The CEO
- Kaumatua, Kuia and Kaitiaki Māori
- Leadership Team
- Mahitahi Trust Kaimahi
- Mahitahi Trust Whānau Whaiora
- Rangatahi and their Whānau
- CMDHB/ADHB stakeholders
- Relevant regulatory and government bodies, including MOH, DHBs
- The Board (if required).
- Other stakeholders as directed

KEY RESPONSIBILITIES	PERFORMANCE INDICATORS	EXPECTED OUTCOMES
Prevent Rangatahi and their whānau from experiencing the long-term physical, spiritual, social and economic impact of AOD use.	Encourages adoption of habits and routines that are conducive to a higher quality of life	Demonstrates a comprehensive understanding of a range of addiction theories and models, including cultural, age-related, strengths-based, whānau inclusive and public health approaches
Enable young people and their whānau to access support through any door, early on, in order to minimise harm of/ or achieve total abstinence from alcohol and other drugs.	<ul style="list-style-type: none"> <li>• Ensures that Rangatahi are respected and treated with dignity at all times.</li> <li>• Rangatahi are equipped with the insight, self-determination and hope necessary to identify people, skills, strategies and resources that will support better choices and decision making.</li> </ul>	Rangatahi and their whānau will report abstinence from or reduction of AOD use.
To support and empower rangatahi to determine their own Rangatiratanga by defining the future they want and to identify the steps necessary to achieve success	<ul style="list-style-type: none"> <li>• Develops effective and approachable relationships with Rangatahi and their whānau, and continually strives to improve service delivery while focusing on Rangatahi recovery</li> <li>• Rangatahi are equipped with the insight, self-determination and hope necessary to identify people, skills, strategies and resources that will support better choices and decision making.</li> <li>• Works collaboratively with Rangatahi (and any identified key stakeholders) to support the Rangatahi to achieve their self-identified goals (housing, financial management, health, living, educational and employment needs) and aspirations</li> </ul>	<ul style="list-style-type: none"> <li>• Positive Stakeholder feedback (internal/external)</li> <li>• Rangatahi self-determine and manage their health and wellbeing.</li> <li>• Rangatahi and their whānau will report positive changes regarding their quality of life.</li> </ul>
Equip rangatahi with the knowledge to identify the people, skills and resources	<ul style="list-style-type: none"> <li>• Demonstrates a comprehensive understanding of a range of addiction theories and models,</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate a comprehensive understanding of the principles and practice of harm reduction.</li> </ul>

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that will support better choices and decision making.	<ul style="list-style-type: none"> <li>including cultural, age-related, strengths-based, whānau inclusive and public health approaches</li> <li>• Recognises alcohol and other drug induced conditions such as tolerance, withdrawal and substance use disorders</li> <li>• Facilitate access to culturally appropriate drug and alcohol resources to support practice, such as: guidelines; manuals; ethics and codes, self-directed learning packages; e-resources; and consumer-targeted resources</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate a sound understanding of theories and models of behaviour change.</li> <li>• Rangatahi progress through the Te Awa Ora programme they will be safely supported, utilises a range of resources and expertise to meet their individual needs.</li> <li>• Rangatahi and their whānau will report positive changes regarding their quality of life.</li> </ul>
Motivate and support Rangatahi to re-engage in education and to pursue their aspirational and vocational goals.	<ul style="list-style-type: none"> <li>• Builds and maintains positive, therapeutic relationships with rangatahi- holding the hope and supporting rangatahi to want to recover.</li> <li>• Articulates an understanding of the principles and practice of harm reduction</li> <li>• Demonstrates a sound understanding and application of theories and models of behaviour change</li> <li>• Ensure practice is in line with and complies with current best practice competencies and all relevant sector standards.</li> <li>• Facilitating access for whānau to culturally appropriate drug and alcohol resources</li> <li>• Ensures the Rangatahi fully understands the role and purpose of Te Awa Ora and the Te Awa Ora Kaimahi and feels encouraged and comfortable seeking contact and assistance</li> <li>• Reports any risk or concerns to the Service Manager and Practitioner</li> </ul>	<ul style="list-style-type: none"> <li>• Rangatahi enjoy daily life and look forward to the future.</li> <li>• Rangatahi and their whānau will report positive changes regarding their quality of life.</li> <li>• Rangatahi have goals and aspirations identified and are confident that they will achieve them.</li> <li>• As Rangatahi progress through the Te Awa Ora programme they will be safely supported, utilises a range of resources and expertise to meet their individual needs.</li> </ul>
To enable understanding of the whānau dynamics and the cultural norms associated with AOD use and develop strategies to combat these.	<ul style="list-style-type: none"> <li>• Establishes and maintains effective working relationships with a range of clinical, non-clinical and cultural colleagues across the organisation and other mental health and addiction services</li> <li>• Provide support, advocacy and education to Whānau to better</li> </ul>	Whānau have the tools. Knowledge base and connections necessary to support tinorangatirotanga.

KEY RESPONSIBILITIES	PERFORMANCE INDICATORS	EXPECTED OUTCOMES
	<p>equip them to support and care for their rangatahi.</p> <ul style="list-style-type: none"> <li>• Connect Whānau to culturally appropriate and effective local resources and services that can provide additional support and resources.</li> </ul>	
<p>Ensure whānau and Rangatahi are culturally connected and understand their whakapapa. A whole of whānau, strength-based approach is therefore utilised.</p>	<ul style="list-style-type: none"> <li>• Ensures that Mahitahi Trust's 8 Pou are integrated in all aspects of mahi by aligning goals to Nga Pou e Waru.</li> <li>• Ensure an Ūkaipō - Ngā Puawaitanga assessment is completed for Rangatahi and Whānau.</li> </ul>	<ul style="list-style-type: none"> <li>• Rangatahi report to feel culturally connected to whānau, hapu and iwi</li> <li>• The organisations RBA Framework will provide evidence that Nga Pou E Waru is embedded into work practices and documentation</li> <li>• Completed Ūkaipō - Ngā Puawaitanga assessments for Rangatahi.</li> </ul>
<p>Administration – Perform administrative functions to support the values and service delivery for the organisation, Rangatahi, and the team</p>	<ul style="list-style-type: none"> <li>• Clinical case notes, assessments and reviews are timely and accurate</li> <li>• Supports all referral processes in accordance with policies and procedures.</li> <li>• Ensures all case management processes are followed in accordance with policies and procedures.</li> <li>• Maintains a positive and active presence in the community in order to increase access to local resources</li> <li>• Attends and participates in relevant meetings pertaining to whaiora, whānau, external networks and Mahitahi</li> <li>• Actively supports the running of the programme, including clinical tasks within own scope of practice as directed by the Service Manager Special Projects</li> </ul>	<ul style="list-style-type: none"> <li>• Ensures that Clinical case notes are accurate and entered in the Trusts' Client Management System (CMS) within 24 hours.</li> <li>• Positive Stakeholder feedback (internal/external)</li> <li>• Positive Kaimahi Performance review</li> </ul>
<p>Effective and efficient resource utilisation</p>	<p>Resources utilisation is in accordance with policies and procedures.</p>	<ul style="list-style-type: none"> <li>• Resources are managed effectively and within budget</li> <li>• Damage to resources are minimal</li> </ul>
<p>Professional Development</p>	<ul style="list-style-type: none"> <li>• Promotes and demonstrates ethical decision making in all aspects of clinical practice</li> <li>• Works in partnership with the Team Leader – Service Care and Delivery to identify personal learning needs and to ensure personal competence to perform the activities of the CSW role</li> </ul>	<ul style="list-style-type: none"> <li>• Attends mandatory and role specific training as arranged and regularly reviews learning objectives</li> <li>• Maintains requirements of DAPANZ registration</li> <li>• Participates in a personal annual performance development process</li> </ul>

KEY RESPONSIBILITIES	PERFORMANCE INDICATORS	EXPECTED OUTCOMES
	<ul style="list-style-type: none"> <li>Demonstrates competence in computer skills and utilisation of computer programmes</li> </ul>	
Promotes the professional discipline within the team	Supervision occurs in accordance with Mahitahi policy	Active participation in supervision (Kaimahi Performance Profile)
Te Tiriti o Waitangi Obligations	Ensures the professional integrity of Mahitahi Trust by carrying out all functions in compliance of the Te Tiriti o Waitangi and by demonstrating a serious commitment to keeping the Treaty alive	Demonstrates an understanding of the Principles of Te Tiriti o Waitangi and is able to translate how these relate to the development and application of service specific initiatives for Māori and non-Māori

## **Tikanga/Cultural Competency**

### **Accountability and Expected Target**

1. Understanding of te reo Māori me ona Tikanga Māori
2. Acknowledge and incorporate Mahitahi Trust's eight Pou into all areas of day to day duties and responsibilities
3. Display a willingness to work positively with organisational strategies to improve health outcomes for Māori
4. Affinity to working with Kaimahi, Rangatahi and Whānau
5. Contribute to an inclusive learning environment that acknowledges uniqueness as part of the whole

## **Health, Safety and Security**

### **Accountability and Expected Target**

- Provide active input to all Health and Safety meetings, processes and practices
- Undertake all work in a safe manner and follow all company and workplace Health and Safety procedures
- Follow procedures in relation to the correct operation of equipment and the use of PPE (Personal Protective Equipment) when required
- Adhere to the Health and Safety policies and procedures of Mahitahi Trust at all times
- Accurately report incidents and accidents within 24 hours of an incident occurring

## **Quality Assurance**

### **Accountability and Expected Target**

- Work with Mahitahi Trust to define and implement strategies to support continuous quality improvement for the organisation, Rangatahi and the team
- Actively participate in and contribute to internal and external quality improvement activities as required.
- Educate / inform according to best practice guidelines and training
- Work closely with Mahitahi Trust to identify opportunities for continuous quality improvement in the delivery of services
- Actively contribute to continuous quality improvement activities ensuring that Rangatahi and Whānau needs are met and exceed their expectations
- Adhere to the Policies and Procedures of the Organisation at all times
- Contribute to the organisations Tikanga Best Practice Guidelines (policies and procedures)

**Accountability and Expected Target**

- Actively and positively promote smoke-free initiatives
- Comply with the Smoke Free Environment policy at all times
- Complete and keep up to date any and/all Smoking Cessation training as required

**Status Reporting**

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**Accountability and Expected Target**

- Record the smoking status, brief intervention and cessation referral information into the Trusts CMS (Client Management System) at entry and review this information every six months thereafter

**Person Specification**

**Alcohol and Other Drug Support Worker**

**Essential Qualifications and Experience**

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The Support Worker will have a minimum Level 4 Mental Health and Addictions qualification or similar desired, (In exceptional circumstances should you not have this qualification; the organisation may at its discretion support you to obtain this) and/or 3+ years' experience of relevant health services delivery, especially within Māori Health, Mental Health and Addictions services. The Support Worker will have lived experience of addictions and will be willing to use these experiences to inspire others.

**Essential Skills and Competencies**

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- Professional conduct aligned to the organisational Pou
- Great verbal and written communication skills
- Strong problem-solving ability
- Ability to work in high pressure situations, maintaining composure and rational decision making
- Ability to identify and mitigate mental health, addictions and behavioural risks
- Manage time effectively to achieve desired results
- Display professional positive attitude to maintain appropriate standards
- Strong inter-personal skills - ability to build rapport with Rangatahi and provide encouragement
- Ability to work cohesively and effectively with other team members
- Practice within clinical, professional and ethical scope at all times

**Miscellaneous**

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- Demonstrate flexibility and willingness to adapt to change as a result of changes and development within the wider Health sector

- Other duties reasonably within the capability of the employee may also be required from time to time. The employee's duties may be altered following consultation with the employee

### Technical Skills

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- Fully conversant with the Microsoft suite of office-based software
- Full, current and clean New Zealand driver's licence

### Consultation

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Employee Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_