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Job Title	Alcohol and other Drug (AOD) Practitioner
Service	Socially Managed Withdrawal Services
Location	140 Hobson St., Auckland Central.
Reports to	Team Leader AoD Practitioner of Socially Managed Withdrawal Services
Direct reports	Nil
Key Relationships	Internal Manger Team Lead AOD Practitioner Team Lead AOD Support Worker AOD Practitioners AOD Support Workers Volunteers Team leaders and managers across Auckland City Mission. All ACM services External All D&A services Courts Hospitals

Our Mission

Together we stand with those in desperate need.
We provide immediate relief and pathways to enable long-term wellbeing.

Our Values

Manaakitanga

Manaakitanga is behavior that acknowledges the mana of others as having equal or greater importance than one's own, through the expression of aroha, hospitality, generosity and mutual respect.

Justice (Manatika)

Committed to equity and seeking dignity for all we will fearlessly advocate with and for those who are going without.

Partnership (Rangapū)

Firstly, the Auckland City Mission recognises the principle of partnership within Te Tiriti O Waitangi.

Secondly, our commitment to partnership stems from a belief that manaakitanga, equity and social justice need to be pursued both within partnerships and through them.

For us partnership is characterised by mutual trust, integrity, respect, transparency and commitment.

Background

Auckland City Mission has, for over 100 years, provided a range of Social Services for those in desperate need. While the people, their needs and consequently our services have changed over that time our philosophy of giving not charity, but a chance has not.

The services we offer at present are focused on giving a chance to people who are sleeping rough or who are inadequately housed, those who struggle with food insecurity, with drug and alcohol addiction, who need affordable primary healthcare, or any of the above and more.

Service

Social withdrawal provides both community and residential services to people struggling with addiction.

The service has operated since the mid-1980s, and is currently located at 140 Hobson Street, Auckland. Social withdrawal has a capacity of 15 beds, and is staffed by a mix of AOD Professionals, AOD Support Workers, Peer Support Worker and Volunteers.

We serve 15 people at any time and work closely with Medical Withdrawal Services who are located on the floor below. We are a recovery orientated mental health and addiction service and aim to incorporate recovery principles throughout the delivery of service. Recovery principles can be further characterised and matched the following values:

- Person orientation: It is vital to understand the strengths and aspirations of every individual consumer
- Person involvement: Outcomes are better for people who have an opportunity for meaningful involvement in the planning and delivery of services.
- Self-determination and choice: recovery focused mental health and addiction services live the values of choice and partnership. Coercion has the effect of diminishing rather than strengthening individual consumers
- Growth potential: Hope for the future is an essential ingredient in all recovery- orientated services. This includes evaluating progress towards growth, adjusting services to allow progress to be noticed or acknowledged, as well as altering services to improve progress.

Job Purpose

The AOD Practitioner is responsible for supporting the organisational and service change management including reviewing the current model of care; reviewing best practice and evidence-based service provision; redesigning and implementing any changes required to ensure service is fit-for-purpose. Aspects of the new design will include healing; transformation and trauma informed care as well as enabling integration across all services in the Mission.

The AOD Practitioner is responsible for supporting the efficient and effective day to day management of the service. The AOD Practitioner of Social Detoxification also provides expertise and leadership in the prevention of harm due to alcohol and drug misuse

The AOD Practitioner also play an important role in supporting knowledge and experience to the overall functioning and development of the Mission as a whole, as well as working directly with clients, and building and maintaining relationships with a wide range of external parties.

Key Responsibilities

Leadership

- Manage the day-to-day operations in the residential setting, in collaboration with the Service Manager and Team Lead AOD Practitioner.
- Provide leadership of the service, including role modelling a culture that embeds the Mission's values of Manaakitanga, Atawhai, Rangapū and Manatika/Mana Orite and demonstrates through actions commitment to Te Tiriti o Waitangi
- Foster service competency and cultural understanding within the team, including maintaining and sharing knowledge of organisational policies and procedures
- Train and mentor AOD Support Workers, providing ongoing support to aid their individual learning and growth
- Conduct regular AOD Support Worker team meetings to discuss operational updates and address issues.
- Monitor staff and service quality, identifying trends including areas of excellence and improvement
- Identify and provide training and development opportunities.
- Document team processes and systems.
- Complete performance appraisals, AOD Support Worker 1-2-1's, maintaining accurate records
- Ensure all direct reports are supported to complete their tasks in a professional manner
- Comply with all legislative and regulatory requirements. Including reporting any breaches as soon as they become known.
- Adhere to all Mission operating procedures, policies, guidelines and standards of integrity and conduct. Develop high performing team
- Conduct 1st on call duties following all policies and procedures

Provide support to all residential clients

- Engage appropriately with clients
- Assist AOD professional with planning for each client
- Provide practical support to participants with cleaning and cooking duties

Establish good boundaries and encourages behaviour in line with the Kaupapa of the service

Administration and handovers

- Assist with intake and discharge procedures
- Make accurate and timely client notes
- Maintain professional handover notes

Medication and Transport

- Oversee clients self-administering medication at set time, and follow required protocols as per Mission procedures
- Facilitate transport to appointments and or tasks as deemed necessary

Recreation, outings, and other activities

- Supervise participants while on outings or engaged in other activities as and when required

Security and Safety

- Report all incidents
- Participate in staff H&S meetings and Support H&S Representative
- Aware of and follow all standard precautions and procedures

Cultural and Social Awareness

- Māori and Pasifika awareness and leadership (mental health, and addictions response)
- Supports the continued development of staff and service cultural competence

Health and Safety

- Maintain a safe and healthy work environment by role modelling the Health and Safety Plan and complying with all HGA safety and legal regulations
- Report and record any incidents as per the Incident Management Procedure.
- Incidents are to be reported immediately to line management and relevant incident reporting documents are completed by the close of business
- Mandatory training is completed and kept up to date

Stakeholder Engagement

- Build and maintain positive and professional relationships with internal and external stakeholders ensuring both written and verbal communication is professional
- Work collaboratively to ensure best outcomes

Regulatory and Compliance

- Quality of notes are appropriate, concise, and easily understood and recorded in a timely manner and in accordance with auditing, legal and legislative requirements
- The Privacy Act 1993, the Official Information Act 1982, The Human rights Act 1993, and the Health and Disability Act 1996 are adhered to

Professional Development

- Take an active role in own professional development, aiding professional growth and improvement Leadership writing the Team
- Attend professional development courses and seek professional advice outside your own scope
- Participate in external and internal training and workshops as required

Being part of Auckland City Mission

- Adhere to all Auckland City Mission organisational policies, procedures and guidelines standards of integrity and conduct
- Always uphold and promote Auckland City Mission values
- Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work.
- Participate in other duties, activities or events across the organisation as required or able to do so
- Regularly attend team, service and wider organisational meetings

Essential Skills

- Full clean driver's licence
- Evidence of inter-personal and communication (written and oral) skills
- Reputation for driving for results and for dependability to achieve goals successfully
- Excellent team building, collaboration and partnering skills, with aptitude for getting things done through both formal and informal channels
- Ability to lead and manage others
- Reputation for personal integrity and reliability
- Commitment to the Auckland City Mission brand and culture
- Commitment to embodying the principles of the Treaty of Waitangi in organisational practice
- An appreciation of the multi-cultural nature of both New Zealand and the Mission's staff, volunteers and clients
- Willingness to advocate for (social Justice), improved social conditions and a fair sharing of the community's resources

Qualifications

Lvl 7

Relevant membership body registration and
relevant APC

AOD Mental Health experience preferred

Approved by:

Name:

Position: GM HSS

Signature

for 150