



Job Title	AOD Support Worker
Service	Social Withdrawal
Location	Auckland City Mission
Reports to	Team Leader – Social Withdrawal
Direct reports	None
Key Relationships	<p>Internal</p> <ul style="list-style-type: none"> • AOD professionals • AOD Support Workers • Volunteers • Team leaders and managers across Auckland City Mission. • All ACM services <p>External</p> <ul style="list-style-type: none"> • 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 almost 100 years, providing 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 has recently been relocated to 140 Hobson Rd., Auckland. Social withdrawal currently has a capacity of 15 beds, and is staffed by a mix of AOD Professionals, AOD Support Workers and Volunteers.

From February 2022, the services will serve 15 people at any time working closely with Medical Withdrawal services. Social withdrawal services are part of a Recovery continuum signalling a paradigm shift in the delivery of mental health and addiction services. A recovery-orientated mental health and addiction service aims to incorporate recovery principles throughout the delivery of its 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

To provide support to AOD Professionals and to Clients. Assist in meeting the needs of clients, including keeping them engaged in all aspects of the residential program. Various duties are performed, including helping with meal preparation and routine administration.

Key Responsibilities

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 in the daybook

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
- Aware of and follows all standard precautions and procedures

Cultural and Social Awareness

- Māori and Pasifika expertise and leadership
- Clinical expertise (including primary health care, mental health, and addictions response)

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 of resident outcomes
- 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

Essential Skills

- 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
- 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

- Level 4 qualification in addictions / mental health
- At least 2 years 'clean' of drug and alcohol addiction
- Current Full NZ Driver Licence

Approved by:

Name: Jacqui Dillon

Position: GM HSS

Signature:



Date: 01/02/22