



Job Title	AOD Practitioner
Service	Social Withdrawal Services
Location	140 Hobson St., Auckland Central
Reports to	Team Leader
Direct reports	Nil
Key Relationships	<p>Internal</p> <ul style="list-style-type: none"> • Senior AoD Practitioners • AOD Practitioner • Lead AoD Support Worker • Peer Support Worker • 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 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 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

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

Team Leaders also play an important role in contributing 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.

In addition, Team Leaders are expected to work as part of the wider Team Leader group including providing management assistance to other services as required.

Key Responsibilities

Change Management:

- Review current model of care
- Identify potential changes to model of care based on evidence and best practice.
- Once approved, implement and review.

Service Management and Development

- Ensure that appropriate systems are in place and that Mission procedures are followed including processes for engaging with, assessing and intervening appropriately with clients
- Effectively plan and manage improvements to existing practices in line with parameters agreed with the Manager of Health Services
- Be familiar with Mission Policies and Procedures
- Contribute to the development of Mission Policies and Procedures as required

Staff Management

Develop, organise and maintain a team of appropriately skilled staff (including volunteers) who are able to implement the objectives of the service. Tasks include:

- Participating in the recruitment and selection of employees and volunteers
- Ensuring that rosters are in place and that the services has the required staffing numbers at all times
- Managing annual leave and sick leave.
- Identifying training and development needs
- Providing initial and ongoing training
- Mentoring and developing staff
- Develop training programmes as required

Community and Liaison

Establish and maintain links with relevant external organisations and individuals.

Health, Safety and Security

- Maintain a safe and healthy work environment by role modelling the Health and Safety Plan and complying with all Mission 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

Reporting and information sharing

- Provide accurate and relevant information regarding the status of the service and its clients
- Provide regular management reports as required
- Share relevant information and knowledge with colleagues
- Advise of any information that could be useful for fundraising or development purposes
- Participate in meetings

Administration and financial management

- Be aware of and follow administrative procedures
- Participate in budgeting and management of costs for service

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

Essential Skills

- DAPAANZ Professional Registration
- 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.
- Commitment to Trauma Informed practices and care
- 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.
- Commitment to embodying the principles of the Treaty of Waitangi in organisational practice.
- Strong ability to build rapport, build and maintain relationships
- Ability to handle sensitive information in a confidential manner
- Ability to solve problems and be resourceful
- Evidence of inter-personal and communication (written and oral) skills in a multi-cultural environment
- Excellent 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.
- Empathy and understanding of issues of trauma, mental health, addiction, poverty and homelessness.
- An appreciation of the multi-cultural nature of both New Zealand and staff, volunteers and clients of the Auckland City Mission.
- 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 Management qualifications or experience

Approved by:

Name: Jacqui

Dillon Position:

GM HSS Signature