

CONSUMER ADVOCATE

(Oranga Hinengaro – Mental Health & Addiction Services)



Responsible to:	Oranga Hinengaro Clinical Team Leader
Team:	Oranga Hinengaro – Mental Health & Addictions Service
Service:	Service Delivery
Location:	Taranaki Wide
Directly Supervising:	Nil
Functional Relationships:	Whānau Whaiora and Whānau Service Delivery Teams Oranga Hinengaro Clinical Team Leader (Clinical) Child Protection Coordinator Tui Ora staff Senior Leadership Team Tui Ora and TDHB Keyworkers Community Groups/General Practitioners/Local Healthcare Providers/Social and Community Services
Committees:	As required

POSITION SUMMARY:

This role provides advocacy service by a current or former mental health and/or addiction service user.

This role falls into the category of a **Non-core Worker** under the Vulnerable Children Act 2014. A Non-core Worker is a children's worker who has regular, but limited, child contact.

REPORTING RELATIONSHIPS

Tui Ora Manager(s) / Team Leader(s)

All staff members will manifest through their everyday work *Ngā Ūara: Principles* across all internal and external stakeholder interactions:

Wairuatanga The expression of the intimate spiritual connection we have to our maunga, awa, moana, marae, tūpuna and atua. Must be maintained and nourished to help achieve wellbeing. Fundamental to the way in which we view the world.	Whanaungatanga The ability to form a connection with each other through sharing experiences and being open. To understand who we are and where we come from. A way of acknowledging our uniqueness and the strength that comes from working as a group.
Kotahitanga The message of unity, oneness and harmony. This principle reflects the emerging spirit of sharing and embracing each other.	Tino Rangatiratanga Being and having control, oversight and responsibility for ones' actions. Inspires us to a sense of self determination.
Manaakitanga The nurturing of relationships. Encouraging us to rise above personal attitudes and feelings while respecting and creating self-worth in others. Building unity through humility and the act of giving.	Tikanga O Tui Ora A guide to the way in which we unite as an organisation. Our responsibility to provide care under the auspices of tō tātou maunga.

Key Result Area	Expected Result
Service Delivery	<ul style="list-style-type: none"> ▪ An advocacy service is provided to Whānau Whaiora that provides <ul style="list-style-type: none"> – Liaison between the Whānau Whaiora accessing services and the provider, to facilitate the resolution of concerns or problems – Advocacy to enhance Whānau Whaiora empowerment – Advocacy to uphold Whānau Whaiora rights – Promotion of the Whānau Whaiora needs and strengths – When relevant, assistance in legal processes pertaining to the mental health legislation – When relevant, assistance to people to access a range of social services – Information and access to other community resources and services – Information/explanation about the policies and protocols of services.
Service Objectives	<ul style="list-style-type: none"> ▪ Provide goal- and solution-centred advocacy that is underpinned by a philosophy of working with people accessing services who are searching for solutions to concerns or problems relating to their mental health or addiction treatment or support ▪ Provide a peer-to-peer service, advocating and advising Whānau Whaiora from a lived experience perspective.
Relationships	<ul style="list-style-type: none"> ▪ Key partnerships are maintained in order to generate stronger links to foster a sense of collaboration with care providers to enhance multi-disciplinary service delivery ▪ Establish and maintain effective working relationships with kaimahi, whānau, communities and other external contacts ▪ Develop and use collaborative relationships to facilitate the accomplishment of whānau goals and objectives.
Communication/Team Work	<ul style="list-style-type: none"> ▪ Support an inclusive and positive work environment by listening and responding appropriately in all interactions.
Culture	<ul style="list-style-type: none"> ▪ Keeping the organisation’s Ngā Uara: Core Principles at the forefront of own and others’ decision making and actions: <ul style="list-style-type: none"> – Upholds ethics and values – Demonstrates integrity – Promotes and defends equal opportunities, builds diverse teams – Encourages organisational and individual responsibility towards the community and the environment.
Quality	<ul style="list-style-type: none"> ▪ Risk management, quality assurance, integrity and confidentiality through all work are evidenced ▪ Standards are maintained to meet service level agreements/contract specifications.
Safe Environment	<ul style="list-style-type: none"> ▪ Every staff member is expected to share in the commitment to health and safety ▪ Each staff member is expected to help maintain a safe and healthy workplace by: <ul style="list-style-type: none"> – Following all company safe work, policies, procedures, rules and work instructions – The proper use of all safety equipment and clothing provided (as applicable) – The early reporting to their manager of any pain or discomfort experienced at work – Taking an active role in the company’s treatment and rehabilitation plan, for an ‘early and durable return to work’ by following the company ‘Return to work –ACC’ and ‘Return to work – Non ACC Related’ procedures

	<ul style="list-style-type: none"> – Reporting all incidents, injuries and hazards through the company Reportable Event procedure ▪ Working with Health and Safety Representatives, the Health and Safety Coordinator and managers to ensure compliance with Health and Safety requirements and the active development and promotion of a healthy work environment by: <ul style="list-style-type: none"> – Actively identifying and reporting near misses or incidents – Supporting the Health and Safety Representative in their work area whenever required ▪ Reporting on Health and Safety events at team meetings.
Technology and Tools of the Job	<ul style="list-style-type: none"> ▪ Able to apply and understand the use of technology; with demonstrable ability to use a desktop computer and related application software packages – including Microsoft office and Client Management Systems relevant to the role ▪ Demonstrates confidence and is willing to embrace change as technology changes ▪ Committed to maintaining the quality and accuracy of data entry.
Personal Development	<ul style="list-style-type: none"> ▪ Professional/technical knowledge is maintained, and knowledge is shared with team ▪ Appropriate technical development targets are agreed in the performance development review, and achievement is evidenced against these ▪ A performance development plan is established annually and reviewed six monthly ▪ Commitment to attend Te Raukura – The Tui Ora’s cultural development programme.
Person Specification	<ul style="list-style-type: none"> ▪ Advocacy/peer support training or similar is preferred e.g. Mental Health Support Worker Level 4 qualification ▪ Full, NZ Driver Licence.
Experience and Skills	<ul style="list-style-type: none"> ▪ Must have own lived experience of mental health/addiction unwellness ▪ Must be comfortable promoting mental wellness on an individual and at a community level ▪ Able to demonstrate a commitment to ongoing training and development ▪ Able to practice in a recovery and strengths-focused way ▪ Well-developed written and oral communication skills ▪ Excellent interpersonal skills and able to work as part of a team ▪ Excellent organisation skills and able to take responsibility for completion of tasks ▪ Strong work ethic, demonstrated by a high level of integrity, reliability, efficiency and self-management ▪ Excellent attention to detail ▪ Able to handle sensitive and confidential information ▪ Able to demonstrate practical understanding of the aspirations and challenges facing Māori communities ▪ Experience in applying Tikanga Māori as it applies in the role is desirable.

NOTE:

You will align outcomes/deliverables as per the Service Contract requirements that relate to your role.

The foregoing paragraphs are intended to describe the duties that the appointee will be expected to undertake in this position; however, the outlined key tasks should not be regarded as a complete and exhaustive list and does not prevent the addition, alteration or deletion of duties from time to time in accordance with the needs of Tui Ora.

Tui Ora is a service provider and as such staff members are required to have a flexible approach to the work they are requested to undertake (within their professional/legal scope/boundaries) to ensure client needs are met and best practice customer service is upheld at all times and to contribute to the success of Tui Ora.

Salary circa dependent upon skills and experience.

APPROVED:

Authorised signature:	Staff Member's signature
Name:	Name:
Position:	Position:
Date:	Date: