

Te Whatu Ora Health New Zealand Te Matau a Māui Hawke's Bay	POSITION TITLE	Peer Support Worker		
	DIRECTORATE	Mental Health & Addiction Service	DEPARTMENT	Te Ara Manapou, Maternal Mental Health
	REPORTING TO (operationally)	Clinical Team Leader	REPORTING TO (professionally)	
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	This role covers the Mental Health and Addictions directorate in Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay			
PURPOSE OF THE POSITION	<ul style="list-style-type: none"> Peer support is based on the concept that people who have had a lived experience of a maternal mental health and have experienced recovery can engender hope by providing support and demonstrating recovery. The Peer Support worker provides individualised support to Te Ara Manapou, Maternal Mental Health, whaioras' through the development of strong, supportive and equitable relationships. Peer support helps, the whaiora believe that they are their own greatest resource and that their adverse life experiences can be sources for developing their resilience and knowledge. Peer support is not like clinical support, nor is it about being friends. Rather it draws on a shared understanding of recovery to therapeutically support the whaiora's journey. Peer support focuses on what will sustain recovery – employment, reconnection with family/whānau, achievement and purposeful activities, as well as being included in communities. Peer support helps build on whaioras' strengths and is not about 'fixing things' for them. 			
KEY DELIVERABLES	Clinical Practice- Te Mahi Haumanu <ul style="list-style-type: none"> To support people to become more active participants in their own wellbeing process through, Hope, Choice, Empowerment, Recovery environment, Spirituality, meaning and purpose. Te Ara Manapou, Maternal Mental Health whaiora receive direct peer support (1:1 or as a group) Te Ara Manapou, Maternal Mental Health whaiora are supported to connect to and participate in the wider community Te Ara Manapou, Maternal Mental Health whaiora are assisted to develop their own natural supports and are supported to learn self-advocacy Te Ara Manapou, Maternal Mental Health whaiora are assisted to identify ways they can become more active participants in their own wellbeing. Te Whau Ora, Te Matau a Maui Hawkes Bay values of He Kauanuanu, Respect, Akina, Continuous Improvement, Raranga Te Tira, Partnership and Tauwhiro, Care, are modelled To establish, develop and maintain a supportive relationship with whaiora and their families/whanau, recognising the diversity of people's culture and providing support that is culturally safe, sensitive and appropriate Whaiora are informed of relevant information and supported to make useful connections with these resources e.g. through maintaining knowledge of community and mental health resources Productive relationships developed with whaiora and the Te Ara Manapou team enabling whaiora to participate in their own recovery process Clinicians are kept informed of any issues identified relating to risk and updated regarding ongoing goal planning with whaiora. All responded to without regard to their background or history Assistance provided in a concise, informative manner using a strengths-based approach Attend to own personal and professional development. Contact with Whaiora Advisor maintained. To ensure that the principles of the Treaty of Waitangi are supported and implemented in delivery of service. Incorporate aspects of Tikanga Maori into work practices; create and sustain an environment that promotes bi-culturalism and responsiveness to Maori issues; establish an environment of respect and trust when working to advance cross cultural understanding A demonstrated commitment to understanding the implications for Maori health that are implicit in the Treaty of Waitangi and to support and participate in the organisation's commitment to bi-culturalism. To acknowledge the cultural and social differences of all groups Demonstrates the ability to include cultural safety of the health whaiora when relating to care and processes within the Service. Demonstrates ability to apply the Treaty of Waitangi within the Service. Consult and work co-operatively with support from the team Kaitakawainga and Maori Health Staff Services are delivered in accordance with the philosophies, priorities and objectives of Te Whatu Ora Te Matau a Māui Mental Health services. Orientation and necessary training completed. Philosophies and values are known and supported. Whaiora rights and responsibilities are actively promoted and supported. All conduct is ethical and confidential. 			

	<ul style="list-style-type: none"> ▪ Participate in any other duties, which assist the provision of a comprehensive mental health service to all service users / tangata whaiora. ▪ Professional standards are met. ▪ The risk of harm to Service Users, staff and others is minimised ▪ Service Users have confidence in the employee's standard of delivery of care ▪ To meet Hawke's Bay District Health Board's standards (ie. Legislative, Professional, Contractual, Ethical and Organisation) by knowing what the applicable standards are and undertaking any steps necessary to remedy shortfalls in practice and knowledge ▪ Professional standards are met. ▪ Service Users have confidence in the employee's standard of delivery of care ▪ Demonstrates a commitment to continuous quality improvement, through interactions with Service Users. ▪ Effective management of customers/situations ▪ Displays commitment through actively supporting all health and safety initiatives. ▪ Ensures all staff/colleagues maintain adequate safety standards on the job through consultation, training and supervision. ▪ Open and responsive to customer needs. ▪ Effective management of customers/situations. 	
KEY DELIVERABLES	Teaching & Learning - Ako Atu, Ako Mai	
	<ul style="list-style-type: none"> • Support clinicians in establishing therapeutic relations with their clients, while at the same time being an advocate for the whaiora • Information provided to the Te Ara Manapou, Maternal Mental Health team from a Peer Support worker's perspective • Relevant training and education specific to Specialist Peer Support undertaken. • Own learning needs identified and development goals set to meet these needs 	
KEY DELIVERABLES	Leadership & Management - Te Ārahi me te Whakahaere	
	<ul style="list-style-type: none"> • NIL 	
KEY DELIVERABLES	Service Improvement & Research - Te Whakapai Ratonga me te Rangahau	
	<ul style="list-style-type: none"> • Demonstrates a commitment to continuous quality improvement, through interactions with Service Users. • Identifies Service Whaiora needs and offers ideas for quality improvement. • Demonstrate an understanding of continuous quality improvement. • Demonstrates a commitment to customer service and continuous quality improvement, through interaction with patient/clients and other customers. • Identifies customer needs and offers ideas for quality improvement. 	
HEALTH & SAFETY RESPONSIBILITIES	<p>Te Whatu Ora, Te Matau Hawkes Bay is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</p> <ul style="list-style-type: none"> • Not to do anything that puts your own H&S at risk • Not to do anything that puts others H&S at risk • To follow all health and safety policies and procedures • To follow all reasonable health and safety instructions <p>(You have the right to cease work if you believe that you, or others, are at risk of serious harm).</p>	
KEY WORKING RELATIONSHIPS	<p>INTERNAL</p> <ul style="list-style-type: none"> • Mental Health Whaiora Group • Maori Health Service • Clinicians - Te Ara Manapou • Manager - Te Ara Manapou • Administrator - Te Ara Manapou • Maternity Services 	<p>EXTERNAL</p> <ul style="list-style-type: none"> • General Practitioners • Public health Nurses • Plunket • Oranga Tamariki, Ministry for Vulnerable Children • Work & Income New Zealand • Housing New Zealand • Non-Government organisations

DELEGATION AND DECISION	As delegated by the Clinical Team Leader
HOURS OF WORK	64 hours per fortnight
EMPLOYMENT AGREEMENT & SALARY	In accordance with Public, Allied and Technical Health Employee's Multi Employer Collective Agreement (MECA) steps 1-4, Level 1 per annum according to qualifications and experience pro-rated for hours worked.
DATE	March 2023
EXPENDITURE & BUDGET ACCOUNTABILITY	MoH PPS Contract
SCOPE & COMPLEXITY	<ul style="list-style-type: none"> • Engage effectively with complex and high needs clients and whanau within an assertive outreach service, work intensively with assigned caseload, assess and share risk with Team Leader and colleagues, facilitate positive outcomes for clients and whanau with the collaboration of community agencies in Hawkes Bay. • Active participation in the clinical review of cases to help formulate team decisions around the area of risk management and planning • Working with the team to develop professional, flexible and innovative ways of working with ability to engage with clients and whanau with who have found it difficult to engage with traditional services. Helping to establish good working relationships between the team and community agencies • Ensure smooth and effective pathway for women and their whānau referred to the service to ensure barriers to services are reduced • Competent engaging and addressing cultural needs of the whaiora and whānau • A strong emphasis on improving services & reducing inequities for Māori whānau, hapū and iwi • Active participation in service area decision making including initiatives to strengthen interventions and engagement practices with Māori, (whānau, hapū and iwi) and integrating Māori models of healthcare • Supports a holistic approach within a progressive service to better enable collaborative relationships and integrated pathways. • Able to solve routine problems and initiate seeking assistance to solve complex issues as they arise. • Working in a busy environment requiring robust organisation skills, time management and efficient communication skills. • Working with the Clinical Team Manager and other team members to identify multidisciplinary strengths and weaknesses.

Our shared values and behaviours



HE KAUANUANU RESPECT *Showing respect for each other, our staff, patients and consumers*

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| Welcoming | <ul style="list-style-type: none"> ✓ Is polite, welcoming, friendly, smiles, introduce self ✓ Acknowledges people, makes eye contact, smiles | <ul style="list-style-type: none"> ✗ Is closed, cold, makes people feel a nuisance ✗ Ignore people, doesn't look up, rolls their eyes |
| Respectful | <ul style="list-style-type: none"> ✓ Values people as individuals; is culturally aware / safe ✓ Respects and protects privacy and dignity | <ul style="list-style-type: none"> ✗ Lacks respect or discriminates against people ✗ Lacks privacy, gossips, talks behind other people's backs |
| Kind | <ul style="list-style-type: none"> ✓ Shows kindness, empathy and compassion for others ✓ Enhances peoples mana | <ul style="list-style-type: none"> ✗ Is rude, aggressive, shouts, snaps, intimidates, bullies ✗ Is abrupt, belittling, or creates stress and anxiety |
| Helpful | <ul style="list-style-type: none"> ✓ Attentive to people's needs, will go the extra mile ✓ Reliable, keeps their promises; advocates for others | <ul style="list-style-type: none"> ✗ Unhelpful, begrudging, lazy, 'not my job' attitude ✗ Doesn't keep promises, unresponsive |

ĀKINA IMPROVEMENT *Continuous improvement in everything we do*

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| Positive | <ul style="list-style-type: none"> ✓ Has a positive attitude, optimistic, happy ✓ Encourages and enables others; looks for solutions | <ul style="list-style-type: none"> ✗ Grumpy, moaning, moody, has a negative attitude ✗ Complains but doesn't act to change things |
| Learning | <ul style="list-style-type: none"> ✓ Always learning and developing themselves or others ✓ Seeks out training and development; 'growth mindset' | <ul style="list-style-type: none"> ✗ Not interested in learning or development; apathy ✗ "Fixed mindset, 'that's just how I am', OK with just OK" |
| Innovating | <ul style="list-style-type: none"> ✓ Always looking for better ways to do things ✓ Is curious and courageous, embracing change | <ul style="list-style-type: none"> ✗ Resistant to change, new ideas; 'we've always done it this way'; looks for reasons why things can't be done |
| Appreciative | <ul style="list-style-type: none"> ✓ Shares and celebrates success and achievements ✓ Says 'thank you', recognises people's contributions | <ul style="list-style-type: none"> ✗ Nit picks, criticises, undermines or passes blame ✗ Makes people feel undervalued or inadequate |

RARANGA TE TIRA PARTNERSHIP *Working together in partnership across the community*

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| Listens | <ul style="list-style-type: none"> ✓ Listens to people, hears and values their views ✓ Takes time to answer questions and to clarify | <ul style="list-style-type: none"> ✗ 'Tells', dictates to others and dismisses their views ✗ Judgmental, assumes, ignores people's views |
| Communicates | <ul style="list-style-type: none"> ✓ Explains clearly in ways people can understand ✓ Shares information, is open, honest and transparent | <ul style="list-style-type: none"> ✗ Uses language / jargon people don't understand ✗ Leaves people in the dark |
| Involves | <ul style="list-style-type: none"> ✓ Involves colleagues, partners, patients and whanau ✓ Trusts people; helps people play an active part | <ul style="list-style-type: none"> ✗ Excludes people, withholds info, micromanages ✗ Makes people feel excluded or isolated |
| Connects | <ul style="list-style-type: none"> ✓ Pro-actively joins up services, teams, communities ✓ Builds understanding and teamwork | <ul style="list-style-type: none"> ✗ Promotes or maintains silo-working ✗ 'Us and them' attitude, shows favouritism |

TAUWHIRO CARE *Delivering high quality care to patients and consumers*

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| Professional | <ul style="list-style-type: none"> ✓ Calm, patient, reassuring, makes people feel safe ✓ Has high standards, takes responsibility, is accountable | <ul style="list-style-type: none"> ✗ Rushes, 'too busy', looks / sounds unprofessional ✗ Unrealistic expectations, takes on too much |
| Safe | <ul style="list-style-type: none"> ✓ Consistently follows agreed safe practice ✓ Knows the safest care is supporting people to stay well | <ul style="list-style-type: none"> ✗ Inconsistent practice, slow to follow latest evidence ✗ Not thinking about health of our whole community |
| Efficient | <ul style="list-style-type: none"> ✓ Makes best use of resources and time ✓ Respects the value of other people's time, prompt | <ul style="list-style-type: none"> ✗ Not interested in effective user of resources ✗ Keeps people waiting unnecessarily, often late |
| Speaks up | <ul style="list-style-type: none"> ✓ Seeks out, welcomes and give feedback to others ✓ Speaks up whenever they have a concern | <ul style="list-style-type: none"> ✗ Rejects feedback from others, give a 'telling off' ✗ 'Walks past' safety concerns or poor behaviour |

ESSENTIAL CRITERIA

Qualifications & Experience

- Personal/Lived experience as a whaiora of maternal mental health services.
- Training and/or experience in Peer support or related work
- Knowledge of whaiora issues.

Business / Technical Skills

- IT skills

Key Attributes & Skills

- Ability to network and liaise with whaioras while maintaining professionalism.
- Clear verbal, written and interpersonal communication skills including tact, diplomacy and confidentiality
- Exercises sound judgment and negotiation
- Has working knowledge of The Code of Health and Disability Services Whaioras' Rights and other relevant legislation e.g. Privacy Act
- Understands and is committed to the principles of a Recovery and strengths-focused approach
- Ability to motivate whaioras and to model a hopeful and encouraging attitude
- Ability to work in a multi-disciplinary team (MDT) and respect the skills and strengths of others in the team
- Excellent communication skills (especially listening)
- Good time management
- Ability to work independently and as part of a team.
- Culturally safe/sensitive with a commitment to the Treaty of Waitangi
- Knowledge of community resources
- Clear understanding and appreciation of whaiora and family/whanau culture and dynamics
- Ability to identify personal limits.
- Able to work under pressure
- Able to think innovatively and show initiative
- Driver's license.
- Self-confident and self-motivated.
- Sense of humour.
- Have an established personal support system

Effectively Engaging with Māori

- Demonstrates the ability to engage effectively and respectfully with Māori whaiora (patients/families/whanau) and staff
- Demonstrates knowledge and understanding of local tikanga and Māori culture sufficiently to be able to respond appropriately to Māori
- Demonstrates ability to apply the Treaty of Waitangi within the Service.
- Shows commitment to, and demonstrates the behaviours of the health sector.

Physical requirements for role: -

As per clinical roles in Te Whatu Ora - ` Hawke's Bay Physical Requirements and Vaccination Status Guidelines May 2019

Vaccination status for role:

Vaccinations as per the current employee immunisation policy including annual influenza vaccination and COVID 19

DESIRABLE CRITERIA

- Peer Support Specialist Certificate
- Certificate In Mental Health

Business / Technical Skills

- Advanced IT skills

Key Attributes & Skills

- Attended Treaty of Waitangi workshops and/or training