

Health New Zealand Te Whatu Ora	POSITION TITLE	Recovery Support Worker		
	GROUP	Mental Health and Addictions Group	DEPARTMENT	Springhill Residential Recovery Centre
	REPORTING TO (operationally)	Springhill Team Leader	REPORTING TO (professionally)	Director of Allied Health
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	This role covers the Springhill Residential Centre (Napier) in Health New Zealand Te Whatu Ora Te Matau a Māui Hawke's Bay			
PURPOSE OF THE POSITION	<ul style="list-style-type: none"> • A Recovery Support Worker works alongside people to facilitate and enable recovery from addiction in a residential environment. • To provide practical support, encouragement and supervision of a safe and effective environment for the residents at Springhill. • To provide residents with a consistent and appropriate level of support that ensures individual recovery plans are followed and activities are implemented with the residents at Springhill. • To contribute towards making Springhill a safe, non-judgemental and accepting environment for all tangata whaiora, and their families and whanau, engaged within the programme at Springhill • To ensure and prioritise a focus on patient safety and quality relating to care and processes within Mental Health and Addiction Services. • Delivery of organisational KPI's including relevant MOH target, financial budgets and service plans. • To recognise, support and contribute to the delivery of the Hawkes Bay Health sector vision, values and behaviours. 			
KEY DELIVERABLES	Clinical Practice- Te Mahi Haumanu <ul style="list-style-type: none"> ▪ In partnership with the keyworker/registered health professional and the wider multidisciplinary team (MDT) supports the individualised plan of care for the tangata whaiora, family / whānau, to achieve the desired outcomes. ▪ Works in collaboration with tangata whaiora to support them in their own recovery planning, providing interventions and activities to build skills for recovery and engagement in intervention programme. ▪ Completes health record documentation consistent with legal, professional and organisational requirements within the working day. ▪ Demonstrates effective communication and utilises relationship centred practice to establish a therapeutic relationship and develop agreed goals with the tangata whaiora, their whanau, including the wider health team and external agencies. This includes relaying complex, sensitive and contentious information. ▪ Takes action in situations that compromise the patients safety and wellbeing. ▪ Responds proactive to effectively manage identified risks, seeking support from the Key Worker and wider MDT. ▪ Demonstrates an awareness of health inequalities, with evidence of implementing actions within own clinical practice towards reducing these for the patient/ clients/tangata whaiora, and their whānau. ▪ Demonstrates provision of culturally safe practice and a confident approach to partnership, protection and participation with patients / clients/tangata whaiora and their whānau. ▪ Identifies unmet needs of patients/clients/tangata whaiora and their whānau and identifies potential solutions to address these needs. ▪ Demonstrates an understanding of the roles and contributions of the Springhill and Alcohol and Other Drug multidisciplinary team (MDT). ▪ Works in other areas as identified or following a reasonable request in order to support the organisation in managing safe tangata whaiora care and maintaining service delivery. 			
KEY DELIVERABLES	Teaching & Learning - Ako Atū, Ako Mai <ul style="list-style-type: none"> • Proactive about improving own skill set through identification of learning needs. • Maintains record of competency training. • Involved in the induction and training of newly appointed staff as required. • Completes mandatory training as applicable for the role. • Completes NZ Certificate in Health & Wellbeing Level 4 within 2 years of starting role, if not already held. • Participates positively in an annual performance review and associated clinical assurance activities. • Participates in regular professional supervision in line with the organisation's requirements. • Provides mentoring and support where required. • Role models Hawke's Bay Sector values and behaviours. 			

KEY DELIVERABLES	Leadership & Management - Te Ārahi me te Whakahaere <ul style="list-style-type: none"> Attends and contributes to relevant department, clinical and team meetings, leading and facilitating such meetings as requested. Assists team leaders and professional leaders in clinical assurance activities as requested 	
KEY DELIVERABLES	Service Improvement & Research - Te Whakapai Ratonga me te Rangahau <ul style="list-style-type: none"> Participates in data collection for service improvement activities as requested by Team Leader Participates in quality improvement activities to develop and improve service delivery. Establishes working partnerships with external organisations to promote integrated working. Practises in a way that utilises resources (including staffing) in the most cost-effective manner Awareness of and complies with all legislative and contractual requirements as applicable to the role (e.g. Health and safety in Employment Act 1992, Privacy Act 1993, Vulnerable Children’s Act 2014, Privacy Act, ACC service specifications etc.) 	
HEALTH & SAFETY RESPONSIBILITIES	<p>Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke’s 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	INTERNAL <ul style="list-style-type: none"> Springhill Residential Centre team members Springhill Team Leaders Community Mental Health Services (North) Clinical Manager Mental Health and Addictions Group Leadership Team Te Wāhanga Hauora Māori Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke’s Bay Other teams relevant to supporting the Tangata Whaiora and whānau journey 	EXTERNAL <ul style="list-style-type: none"> Client /patient/ tangata whaiora and their whānau Community Services and Agencies All other Health Providers, including PHO, GPs
DELEGATION AND DECISION	<ul style="list-style-type: none"> Recovery Support Workers are unregulated health care workers work under the direction and delegation of registered health professionals 	
HOURS OF WORK	Casual as and when required	
EMPLOYMENT AGREEMENT & SALARY	In accordance with Public, Allied and Technical Health Employee’s Multi Employer Collective Agreement (MECA) according to qualifications and experience pro-rated for hours worked.	
DATE	January 2025	
EXPENDITURE & BUDGET ACCOUNTABILITY	N/A	
SCOPE & COMPLEXITY	<ul style="list-style-type: none"> Works under the direction and delegation of registered health professionals Able to solve routine problems within scope of practice and initiate seeking assistance to solve complex issues as they arise. Supports a holistic approach within a progressive service to better enable collaborative relationships and integrated pathways Ensure smooth and effective pathway for rangatahi / tangata whaiora/ whānau /kaumatau/kuia referred to the service to ensure barriers to services are reduced Competent engaging and addressing cultural needs of the tangata whaiora and whānau A strong emphasis on improving services & reducing inequities for Māori whānau, hapū and iwi 	

ESSENTIAL CRITERIA

Qualifications

- National Certificate in Health and Wellbeing (Level 4) or working towards, Mental Health & Addiction Support or other graduate qualification within mental health and addictions sector

Experience

- Experience applicable to role.
- Addiction and or Mental Health, residential or community service delivery experience and knowledge.

Business / Technical Skills

- Proficiency in Microsoft Office, Word, i.e. (Outlook, Excel, PowerPoint, Internet resources and e-mail).
- Clean current full NZ driver's license.

Key Attributes

- Willingness and ability to work independently and take initiative within the scope of assigned work and areas of responsibility.
- Demonstrated ability to perform professionally and efficiently under pressure and a capacity to work with complex situations and problems.
- Motivated and open to new challenges and creative solutions.
- High interpersonal communication skills.
- Working with complex and competing demands.
- Working with small groups of people.

Effectively Engaging with Māori

- Demonstrates the ability to engage effectively and respectfully with Māori consumers (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 - Health New Zealand, Te Matau a Māui, Hawke's Bay Physical Requirements and Vaccination Status Guidelines May 2019

Current drivers licence and ability to drive

Vaccination status for role:

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

DESIRABLE CRITERIA

- Member of a professional association
- Familiar with Te Pou 'Let's Get Real: Skills, Attitudes and Behaviour for working effectively with people and whānau experiencing mental health and addiction needs



Our Vision and Values

Te hauora o te Matau-a-Māui: Healthy Hawke's Bay

Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.



HE KAUANUANU RESPECT

Showing **respect** for each other, our staff, patients and consumers. This means I actively seek to understand what matters to you.

ĀKINA IMPROVEMENT

Continuous **improvement** in everything we do. This means that I actively seek to improve my service.

RARANGA TE TIRA PARTNERSHIP

Working together in **partnership** across the community. This means I will work with you and your whānau on what matters to you.

TAUWHIRO CARE

Delivering high quality **care** to patients and consumers. This means I show empathy and treat you with care, compassion and dignity.