

APPENDIX TWO - JOB DESCRIPTION

Kaiwhakamārie/Counsellor



ĀWHINA
WHĀNAU
SERVICES

INSPIRING CHANGE INSPIRING WHĀNAU

GENERAL PURPOSE OF ROLE

The key objectives of this role are:

- Provision of quality professional clinical services to tangata whai ora and their whānau using a range of therapeutic interventions.
- Providing counselling/therapy to tangata whai ora/whānau. Some of the presenting issues may include sexual abuse/harm, trauma, anxiety, depression, self-harm, suicidal ideation, grief, loss, eating disorders, FV, self-esteem, and self-confidence.
- Full case management of tangata whai ora/whānau within the service from intake to exit including engagement, screening, tangata whai ora plans, safety plans, clinical service delivery and risk management using safe cultural work practices that adhere to the core values of Tika, Pono and Aroha.
- Timely, comprehensive and accurate documentation of all tangata whai ora/whānau records within tangata whai ora management database.
- Working closely and maintaining strong relationships with the Team Leader and other members of the team to ensure contracted services are met and reporting is completed to the required standard and within specified timeframes.
- Actively contributing towards new initiatives, programme and resource development, and quality improvement initiatives including encouraging tangata whai ora and their whānau to provide feedback.
- Preparation and facilitation of group programmes as required.
- Develop and maintain a range of internal and external relationships that support the kaupapa of Āwhina Whānau Services, as well as those required to support the tangata whai ora and their whānau on their pathway to wellbeing.
- Participate in ongoing professional development and regular supervision.

REPORTS TO

- Directly to the Team Leader
- Indirectly to the Tumuaki

LOCATION

Primarily in both the Hastings and Napier offices of Āwhina Whānau Services. However duties may need to be performed in other locations on occasion.

HOURS OF WORK

Full time hours as outlined in Appendix One of the Individual Employment Agreement.

REMUNERATION

As specified in Appendix One of the Individual Employment Agreement.

EMPLOYER COMMITMENT

Āwhina Whānau Services is committed to being a good employer. This statement reflects the organisation's commitment to:

- Recruit staff based on skill, experience and qualifications in a transparent process
- Support Equal Employment Opportunities for all people
- Encourage staff development through ongoing training and education
- Provide staff with a safe and supportive network of peers
- Review staff performance in a manner that is supportive of continuing staff development
- Be responsive to staff feedback and contribution to the organisation, and
- Create an environment that promotes the development of cultural identity

FUNCTIONAL RELATIONSHIPS

Internal

- Team Leader
- Team members
- Tumuaki
- Kaiwhakamārie and Contractors
- Governance Board

External

- Te Iwi Māori
- Whānau and tangata whai ora
- Funding Partners
- Other social service providers and NGOs
- Primary Health Professionals
- Community Agencies
- Government Departments including Oranga Tamariki, Police and Ministry of Justice
- Other organisations connected with or supporting tangata whai ora/whānau

KEY RESPONSIBILITIES

Kaiwhakamārie/Counsellor

PRIMARY RESPONSIBILITIES	ACTION REQUIRED	EXPECTED OUTCOMES
CLINICAL		
Tangata whai ora intake Assessment & screening	<ul style="list-style-type: none"> Initial contact is made to engage tangata whai ora within agreed timeframes Tangata whai ora is informed on confidentiality, tangata whai ora rights, and treatment options and informed consent is gained Tangata whai ora are shown around the office and given an overview of manuhiri register, facilities, exits etc Assessment and screening process is completed. Screens may include suicidal, sexual abuse, physical abuse, depression, alcohol, drugs, self-harm, and other related issues/concerns 	<ul style="list-style-type: none"> Tangata whai ora are contacted in accordance with Organisational Policies & Procedures Tangata whai ora feel welcomed and comfortable Informed consent form is completed and signed Assessment and screening process is undertaken for all tangata whai ora
Tangata whai ora plans	<ul style="list-style-type: none"> Short, mid and long term goals are identified, discussed and agreed upon A tangata whai ora plan is created Plan is monitored and reviewed to determine the expectations and outcome of counselling sessions Goals are reviewed and amended as appropriate 	<ul style="list-style-type: none"> Tangata whai ora plans are tangata whai ora-driven All tangata whai ora have a tangata whai ora plan Tangata whai ora plan includes 5-8 S.M.A.R.T. goals that align with the service delivery/contract outcomes Tangata whai ora is able to realistically achieve >80% of goals in their plan
Clinical management	<ul style="list-style-type: none"> Caseload is proactively managed to ensure tangata whai ora are seen within agreed timeframes Where possible, reminders are sent via tangata whai ora management database to minimise DNAs DNAs are followed up as soon as possible and re-booked for a further session 	<ul style="list-style-type: none"> DNAs are minimised Tangata whai ora feel supported and encouraged to continue seeking support

PRIMARY RESPONSIBILITIES	ACTION REQUIRED	EXPECTED OUTCOMES
Facilitation & therapeutic intervention	<ul style="list-style-type: none"> • Quality professional clinical services are delivered to tangata whai ora using a range of therapeutic interventions • Kaiwhakamārie is sensitive to the values and needs of tangata whai ora • A wide range of theoretical models are employed to achieve therapeutic relationships and goals • Kaiwhakamārie assists tangata whai ora to draw on the strengths and healthy relationships within their wider whānau and community • Tangata whai ora is assisted to access any additional professional or supportive services they need • Follow up sessions and referral to other services are provided where needed 	<ul style="list-style-type: none"> • Tangata whai ora report feeling welcomed • Tangata whai ora report satisfaction with services received and express the counselling helped with their issues
Safety	<ul style="list-style-type: none"> • Safe cultural work practices that adhere to the core values of the kawa of Te Ara Tika are used • Risk assessment is completed at intake and regularly reviewed • A safety plan is created for any areas of concern relating to the safety of the tangata whai ora and/or their whānau • If required, safety concerns are discussed at MDT hui or with the Tumuaiki 	<ul style="list-style-type: none"> • Risk assessment identifies areas of concern • Safety plan addresses core areas of risk • Tangata whai ora and/or whānau are aware of how to keep themselves safe
Documentation & tangata whai ora files	<ul style="list-style-type: none"> • A record of all tangata whai ora contact is loaded into Exess, including tangata whai ora plans, phone calls, case notes, DNAs etc • All associated documentation is uploaded into Exess • Hard copies of tangata whai ora documentation is stored securely as per Organisational Policies and Procedures 	<ul style="list-style-type: none"> • All tangata whai ora contact is accurately recorded in Exess on a weekly basis • When audited, the required standard of case notes, plans and documentation is achieved • Privacy of information is upheld for all tangata whai ora
Reporting & performance indicators	<ul style="list-style-type: none"> • A range of reporting will be prepared as requested by the Tumuaiki. This may include: <ul style="list-style-type: none"> – Monthly statistics on new tangata whai ora, caseload, DNAs, session numbers, evaluations, exits etc – Quarterly reporting for contracted service delivery outcomes – Programme completion reporting as required by funders 	<ul style="list-style-type: none"> • Tangata whai ora files are kept up-to-date • Reporting is completed within agreed timeframes, using the prescribed templates and to the standard required by funders

PRIMARY RESPONSIBILITIES	ACTION REQUIRED	EXPECTED OUTCOMES
Tangata whai ora exit from service	<ul style="list-style-type: none"> • If possible, a planned exit process is managed with the tangata whai ora which may include reduced frequency of sessions, follow-up support, referral to other agencies, etc • Tangata whai ora file is prepared for closing • Tumuaki is notified of pending exit process to ensure internal audit process can be followed prior to closing 	<ul style="list-style-type: none"> • Tangata whai ora feels supported through their exit from the service • All tangata whai ora file information is updated to the required audit standards
Feedback & evaluations	<ul style="list-style-type: none"> • Regular feedback is encouraged from the tangata whai ora during their time within the service • Tangata whai ora are encouraged to complete formal evaluations at regular intervals (at least mid-term and during exit) • All feedback will be documented in Exess • Notify the Tumuaki of all complaints received (either formally or informally) 	<ul style="list-style-type: none"> • Feedback is received from all tangata whai ora • Feedback forms are passed to Kaiwhiriwhiri for processing
Contract delivery	<ul style="list-style-type: none"> • Primarily contribute towards the delivery of services for the Sexual Harm Crisis Support Services contract (SHCSS) and Family Violence Safety and Stability Services contract. • Within a team-based approach contributes towards the delivery of services in other contracts held by Āwhina Whānau Services as required, including our generic counselling contract. • Maintain knowledge of the key deliverables of the above contracts and ensure tangata whai ora management contributes directly to these outcomes 	<ul style="list-style-type: none"> • Contribute towards the reporting requirements of the primary contract

PRIMARY RESPONSIBILITIES	ACTION REQUIRED	EXPECTED OUTCOMES
CRISIS SUPPORT SERVICES		
Responding to Local Level Agreement with Te Whatu Ora and the Police	<ul style="list-style-type: none"> • Responding to crisis phone calls on a rostered basis. • Assess the nature of the crisis call received from Te Whatu Ora and/or the Police and respond appropriately to support the tangata whai ora. This may include attending callouts as requested by police to attend: <ul style="list-style-type: none"> – Sexual Abuse Assessment & Treatment Services (SAATS) – Forensic medical examinations • Inform the tangata whai ora of the support available to them and ensure they are consulted during all decision-making processes • Support and advocate for the tangata whai ora and keep them informed about legal and medical processes 	<ul style="list-style-type: none"> • All calls are answered and triaged in accordance with contract service guidelines • If a call is missed for any reason, the caller must be phoned back as per specified procedures • The tangata whai ora receives the immediate support they need at the time of crisis • The response is immediate, non-judgemental and sensitive to the survivor's state and sense of well-being • Safety of self and the /survivor is considered paramount in all decisions made
Emergency face-to-face sessions	<ul style="list-style-type: none"> • Provide kanohi ki te kanohi or remote counselling during and/or immediately following a crisis • If required, tangata whai ora is referred to a provider who delivers under the ACC contract of Integrated Services for Sensitive Claims (ISSC) or to an alternative provider who is best able to meet tangata whai ora needs • Support the tangata whai ora with the transition to these services including: <ul style="list-style-type: none"> – Assistance with informed decision making – Arranging access to alternative services 	<ul style="list-style-type: none"> • Coping mechanisms are provided prior to any next steps the tangata whai ora decides to take • Tangata whai ora/whānau receives the best support appropriate to meet their needs • Tangata whai ora/whānau is successfully transitioned to alternative service provider if necessary
Crisis social work support	<ul style="list-style-type: none"> • Social support needs are assessed and provided as required. This may be: <ul style="list-style-type: none"> – Directly – By liaising with an Āwhina social worker – By liaising with other agencies providing social work support • Social support needs may include (but are not limited to): <ul style="list-style-type: none"> – Work & Income support – Support securing accommodation – Childcare – Food & clothing – Consultations & liaisons regarding child safety 	<ul style="list-style-type: none"> • Tangata whai ora/whānau receives support for any social needs at the time of crisis

PRIMARY RESPONSIBILITIES	ACTION REQUIRED	EXPECTED OUTCOMES
Tangata whai ora access to the service	<ul style="list-style-type: none"> • Ensure the tangata whai ora (and their whānau if required) is well informed about what they can expect when they access the service including: <ul style="list-style-type: none"> - Informed consent processes - Collection & storage of personal information - Confidentiality & limits to confidentiality 	<ul style="list-style-type: none"> • A tangata whai ora/whānau-centred mana-enhancing approach is followed at all times ensuring 'control and choice' is given to the tangata whai ora • The tangata whai ora/whānau is aware of all support accessible to them
Ongoing support	<ul style="list-style-type: none"> • Supporting the survivor through the ongoing processes related to their crisis including (but not limited to): <ul style="list-style-type: none"> - Counselling - Social needs - Advocacy - Court support • The above support must also be provided to the survivor's whānau if required • Provision of information and resources to the survivor including Safe to Talk service information 	<ul style="list-style-type: none"> • Survivor receives the ongoing support they need and is fully informed of resources available to them
Relationship building & professional development	<ul style="list-style-type: none"> • Build connections, collaborate, support and maintain effective relationships with key stakeholders including Police, Safe to Talk, health and forensic services, government agencies and community services and organisations who provide complementary support to the tangata whai ora of sexual harm • Participate in regional and national networking, information sharing and knowledge building activities • Participate in professional development opportunities specifically related to the delivery of sexual harm crisis support services 	<ul style="list-style-type: none"> • Kaiwhakamārie maintains strong working relationships with key stakeholders, keeps up-to-date with key personnel changes and ensures other Āwhina kaiwhakamārie are notified of any changes • Kaiwhakamārie is suitably skilled, trained and knowledgeable in all aspects of delivery of sexual harm crisis support services
Documentation & reporting	<ul style="list-style-type: none"> • Thorough documentation of each call/referral is maintained • Ensure familiarity with and adhere to the requirements of the contract Sexual Harm Crisis Support Service Guidelines as well as the Āwhina process maps & procedures specifically relating to this contract • Feedback/evaluations are obtained from every tangata whai ora to ensure Āwhina is able to meet its reporting requirements 	<ul style="list-style-type: none"> • Every call is documented in the crisis response spreadsheet • Tumuaki is notified of any issues as soon as they arise • Feedback is provided to the Tumuaki as needed • Service delivery targets and reporting requirements are achieved or exceeded on completion of each quarterly report

PRIMARY RESPONSIBILITIES	ACTION REQUIRED	EXPECTED OUTCOMES
PROFESSIONAL DEVELOPMENT Clinical upskilling and case presentation is essential to the maintenance of one's practice		
Supervision	<ul style="list-style-type: none"> Attendance at internal and external supervision on a monthly basis Participate in cultural supervision Ensure a Supervision Agreement is signed with each supervisor 	<ul style="list-style-type: none"> Supervision is attended monthly Supervision documentation is completed as required
Professional Development	<ul style="list-style-type: none"> Actively participate in weekly in-service training sessions Facilitate in-service training sessions in areas of expertise or to share knowledge gained as a result of external training undertaken Participate in an annual appraisal process Investigate relevant external professional development opportunities and complete requests for the Team Leader to consider/approve 	<ul style="list-style-type: none"> Annual appraisal is completed and signed Knowledge is shared with team Professional development documentation is completed as required and copies of attendance/certificates are provided for storage in staff folders
RELATIONSHIPS		
Team	<ul style="list-style-type: none"> Attend and actively participate in team meetings Meet regularly with other kaiwhakamārie to offer support and contribute to any tangata whai ora/whānau needs that may have surfaced 	<ul style="list-style-type: none"> Positive team environment is created and maintained Issues are discussed openly, honestly and professionally
Team Leader	<ul style="list-style-type: none"> Attend regular hui with team leader as requested Discuss any issues or concerns as and when required 	<ul style="list-style-type: none"> Open communication processes are maintained
Tumuaki	<ul style="list-style-type: none"> Discuss any issues or concerns as and when required 	<ul style="list-style-type: none"> Open communication processes are maintained
Stakeholder relationships	<ul style="list-style-type: none"> Maintain a knowledge of the social service provider network Form and maintain positive networking relationships with key stakeholders Create awareness of Āwhina Whānau Services within the community Attend hui with key stakeholders/funders as requested 	<ul style="list-style-type: none"> Positive relationships are created with external stakeholders Community is aware of the services provided by Āwhina Whānau Services
Board	<ul style="list-style-type: none"> Participate in Board-led sessions, training or hui when required 	<ul style="list-style-type: none"> Positive relationships are created with Board members Board is aware of key issues affecting staff

PRIMARY RESPONSIBILITIES	ACTION REQUIRED	EXPECTED OUTCOMES
ADMINISTRATION/GENERAL		
Payroll records	<ul style="list-style-type: none"> Complete leave forms and timesheets 	<ul style="list-style-type: none"> Payroll documentation is completed and signed off prior to each pay cycle
Staff files	<ul style="list-style-type: none"> Ensure any information pertaining to the employment relationship is kept up-to-date, including supervision and professional development 	<ul style="list-style-type: none"> Staff records are up-to-date at all times
Policies & Procedures	<ul style="list-style-type: none"> Maintain familiarity with Organisational Policies and Procedures 	<ul style="list-style-type: none"> Organisational Policies & Procedures are followed at all times
Health & Safety	<ul style="list-style-type: none"> Immediately notify the Tumuaki of any health or safety concerns Complete incident/accident reports if required 	<ul style="list-style-type: none"> Organisational Policies & Procedures are followed at all times
Complaints & Concerns	<ul style="list-style-type: none"> All complaints or concerns received are documented and communicated to the Team Leader 	<ul style="list-style-type: none"> Organisational Policies & Procedures and legislative requirements are followed at all times Team Leader is aware of all complaints or concerns raised regarding their team's mahi

PERSON SPECIFICATION

Kaiwhakamārie/Counsellor

QUALIFICATIONS

- Recognised qualification in psychotherapy, psychology, counselling, family therapy and/or equivalent skills and experience including: time in the work, workplace training, lived experience and recovery, mentoring and supervision
- Current registration with a relevant professional body (eg NZAC, SWRB, PBANZ, NZAP or similar)
- Current full New Zealand driver's license

REQUIRED SKILLS & EXPERIENCE

Clinical

- Proven counselling, facilitation, mediation and negotiation skills
- Personal characteristics and skills to engage (therapeutically) with a cross-section of people in order to maximise the effectiveness of the support provided
- Competence and flexibility in working with tamariki, rangatahi, whānau, hapū and iwi
- Ability to welcome and manage distressed tangata whai ora with sensitivity and respect
- Advocate with and for tangata whai ora and whānau
- Ability to integrate the kaupapa and core values of Āwhina Whānau Services into one's day-to-day practice
- Knowledge of and adherence to consent, conflict and confidentiality protocols, including statutory reporting
- Knowledge of trauma informed practice, understanding and recognition of the immediate and cumulative impacts of trauma

Sexual Harm Crisis Support Work

- Knowledge of and adherence to consent, conflict and confidentiality protocols, including statutory reporting
- Knowledge of the dynamics of sexual harm, risk factors and safety planning in a community context
- Knowledge of trauma informed practice, understanding and recognition of the immediate and cumulative impacts of trauma that result from sexual harm
- Knowledge and understanding of indigenous practice models and culturally relevant understanding and perceptions of sexual harm

Self & Professional Development

- Understanding of the issues of secondary/vicarious trauma and can demonstrate good work/life balance and self-care, and able to utilise workplace support and supervision
- Able to make effective use of clinical supervision and self-monitor
- Critically reflect on and evaluate own work to identify self-development needs

Relationships

- Knowledge of the social service sector
- Ability to identify, develop and maintain professional networks
- An understanding of integrated responses to crisis support and the ability to develop and sustain relationships with other agencies and key personnel across the social services sector
- Assist colleagues to achieve professional growth

Tikanga

- Ability to use Māori structures and processes and work comfortably within them
- Understanding and knowledge of Whānau/Hapū/Iwi structures

Administration

- General computer skills including Windows, Outlook and Word
- Accurately and timely completion of database records and tangata whai ora files
- Proven ability to write reports and plans to a high standard

Leadership

- Demonstrated ability to identify, prioritise, analyse and resolve a range of issues/problems
- Ability to guide and lead others to develop their full potential

CORE COMPETENCIES

- Innovative and supportive team member
- Basic ability in speaking and writing te reo Māori
- Understanding of Whānau, Hapū, and Iwi regarding kawa, tikanga and manaaki
- Ability to integrate the principles of Te Tiriti into professional practice
- Strong verbal and written communication skills
- Reliable, self-motivated, use initiative and ability to work without supervision
- Ability to respect the privacy and confidentiality of information at all times
- Organised and methodical with excellent time management skills
- Professional personal presentation and attitude
- Self-awareness and ability to monitor and manage self-wellbeing and seek help when required
- Responsible for addressing personal life issues that may impact on effectiveness and ability to fulfil the role
- Ability to reflect on the core values underpinning one's own practice and relationships with colleagues
- Capability of implementing change successfully
- Energy and motivation to work flexible hours if required
- Demonstrated ability to persevere through periods of heavy workloads in stressful situations
- Clear Police Vet report