

Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

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| Title | Peer Support Worker, Youth | | |
| Reports to | Clinical Manager, SIEDS Community Team | | |
| Location | Hillmorton Hospital | | |
| Department | South Island Eating Disorders Service | | |
| Direct Reports | Nil | Total FTE | 0.5 |
| Budget Size | Opex | Capex | |
| Delegated Authority | HR | PC3988205 | Finance |
| Date | | | |
| Job band (indicative) | Employment Agreement: PSA Allied, Public Health Technical SECA Salary Scale: Group B Lvl 2 Health & Community Worker | | |

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the role is to:

The Youth Peer Support worker is responsible for:

- Developing peer relationships with people <25, who are being treated by SIEDS, that are based on mutuality and authenticity .
- Using their lived experience to inspire hope and offer encouragement in the journey through the service.
- The promotion of choice, self-determination and active participation of the person, in the implementation through the MDT of care and support options utilising a strengths-based and trauma informed approach.
- Understanding and promoting the importance of connections with family-whānau, communities, and other specialist mental health services.
- Being an integral and valued member of the multi-disciplinary team, contributing to the team culture and developing relationships with SIEDS staff.
- Using clear communication and being able to articulate peer support principles, values and tasks. Including contributing to written documentation and quality initiatives.
- Adhere to all SMHS policies and protocols.
- Having a sound knowledge of the community and NGO mental health sector, particularly peer support community providers so that practical information and connections can be made with the people you are working with.
- At times peer support maybe provided in a group setting –Training to be provided if and when group facilitation skills are needed.
- Challenging stigma and discrimination and proactively promoting inclusion and diversity.

| Key Result Area | Expected Outcomes / Performance Indicators |
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| | Develop leadership character Meet with consumers across both arms of the service Develop constructive relationships with clinicians to bridge any gaps for consumers |
| | Work to support the clinical plan for each consumer |
| | Promote understanding of the potentially different perspectives of consumers and clinicians |
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| Te Tiriti o Waitangi | Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership. |
| <ul style="list-style-type: none"> Equity | <ul style="list-style-type: none"> Commits to helping all people achieve equitable health outcomes. Demonstrates awareness of colonisation and power relationships. Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery. Shows a willingness to personally take a stand for equity. Supports Māori-led and Pacific-led responses. |
| <ul style="list-style-type: none"> LEADERSHIP ROLES ONLY - Culture and People Leadership | <ul style="list-style-type: none"> Leads, nurtures and develops our team to make them feel valued. Prioritises developing individuals and the team so Health New Zealand has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others. Provides leadership that shows commitment, urgency and is visibly open, clear, and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally. Implements and maintains People & Communications strategies and processes that support provide an environment where employee experience, development, and performance management drive achievement of the organisation’s strategic and business goals. Ensures Business Unit culture develops in line with expectations outlined in Te Mauri o Rongo, ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained & strengthened. |
| <ul style="list-style-type: none"> Innovation & Improvement | <ul style="list-style-type: none"> Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to ‘do it better’ to the table. |

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| | <ul style="list-style-type: none"> • Models an agile approach –tries new approaches, learns quickly, adapts fast. • Develops and maintains appropriate external networks to support current knowledge of leading practices. |
| <ul style="list-style-type: none"> • Collaboration and Relationship Management | <ul style="list-style-type: none"> • Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same. • Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services. |
| <ul style="list-style-type: none"> • Health & safety | <ul style="list-style-type: none"> • Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. • Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. • Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture. |
| <ul style="list-style-type: none"> • Compliance and Risk | <ul style="list-style-type: none"> • Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware. |

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- Matters which must be referred to the [Clinical Manager]
- Conflicts of interest
- Conflict or concerns re practice of clinicians
- Concerns about risk a consumer presents to themselves or others
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Relationships

| External | Internal |
|--|--------------------------------------|
| SIED staff, clinical leads and management. The Peer Family Role. The Lived Experience and Family-whānau advisory teams. Te Korowai Atawhai. | Peer support services and colleagues |

About you – to succeed in this role

You will have

- Essential:

- Personal lived experience of an eating disorder, have used support from services as part of your recovery journey and can appropriately apply your own experience in a peer manner
- Aware of your own wellbeing, self-care, self-advocacy and stress management
- Appropriately assertive when necessary – working in partnership and demonstrating professional conduct, personal responsibility and accountability
- Commitment to continued learning – self and professional development
- A working understanding of Te Tiriti o Waitangi and demonstrated commitment to culturally responsive practice
- Skills:
 - Communicates well to a broad range of people
 - Team work but can also be self-sufficient
 - Demonstrated networking skills and engaging/consulting with communities
 - Current drivers licence

Desired:

- Has experience as a peer support worker (desirable)

You will be able to

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.
- Desired:

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

