

CareNZ Job Description

ADDICTIONS COUNSELLOR

Responsible to: Clinical Manager/Team Leader

Dimensions

Location of work	<i>service group</i>
Financial authority	<i>no budgetary authority required</i>
Internal relationships	<i>Line manager Team members Wider CareNZ staff</i>
External relationships	<i>Service users and their whanau Visitors Referrers Statutory agencies Community groups</i>

Job Context and Environment

Care NZ is a leader in the provision of services and interventions for people experiencing problems with alcohol and other drugs with a range of community and prison based services across New Zealand.

Position Summary and Duties

- Provide interventions and services, in line with agreed targets and objectives.
- Provide interventions and services in line with CareNZ service delivery models and policies.
- Provide assessment, care co-ordination and treatment planning.
- Following assessment provide one to one and group work interventions as required, requested and identified.
- Contribute to the development of recovery champions and peer support initiatives as appropriate.

Tasks

Service Delivery:

1. Assessment

DAPAANZ B1 Understanding alcohol and other drug addiction and co-existing problems: *Applies the knowledge base required to undertake drug and alcohol assessment and intervention*

DAPAANZ F1.5 Screening and brief intervention: *Assists clients, families and whanau to identify alcohol and other drug and co-existing problems and provides information, advice and support tailored to their strengths and individual needs.*

- Undertake the brief and comprehensive assessments.

- Assess possible risks including physical and mental health, harm to self and others and care and protection.
- Enable individuals to adopt safe practises associated with substance use through effective communication of harm reduction issues as appropriate.
- Support individuals in reducing substance use.
- Consider risk and protective factors.
- Assess service users understanding of services available and readiness for change.
- Provide motivational enhancements strategies to promote engagement with the service.

2. Treatment and Care Planning

DAPAANZ B2 Alcohol and other drug assessment and intervention planning: *Collaborates with the clients, family, whanau and others to assess alcohol and other drug related problems, negotiate appropriate goals and plan relevant interventions aimed at supporting clients wellbeing.*

- Identify and prioritise needs and issues to be addressed arising from the assessment meeting.
- Negotiate and agree objectives with the service user, to meet identified needs based on the assessment and formulate these into a treatment/care plan.
- Establish connection and rapport with the family/whanau as part of the assessment process and treatment/care plan development.
- Review treatment/care plans at agreed intervals and provide feedback to service users.

3. Referral

DAPAANZ B3 Alcohol and other Drug intervention management: *Applies intervention strategies to support client wellbeing and address alcohol and other drug related problems.*

- Accept and process all referrals.
- Follow referral criteria and procedures for the service.
- Make initial contact with service users, and prioritise the referral accordingly.
- Liaise with and provide information to referring agencies.
- Provide support to service users during transfer between agencies and services.
- Carry a caseload of individual clients and provide and co-ordinate interventions appropriate to their needs.
- Provide onward referral options, where appropriate, to specialist drug services and to other services in both the prison and community as appropriate.
- Liaise with onward referral agencies and services, both in prison and in the community, to ensure continuity of through and aftercare arrangements.

DAPAANZ F4.2 Social Connectedness: *Supports clients, family and whanau to develop and maintain positive relationships and positive roles within their communities.*

- Support clients develop and/or strengthen positive connections with family, whanau, friends and the community.
- Support clients to participate in the life of their community.

4. Champion and promote wellbeing and recovery

DAPAANZ F1.1 Supporting recovery and promoting wellbeing: *Integrates principles of recovery into practice and promotes well-being for clients, family and whanau*

- Develop effective therapeutic relationships with service users and work flexibly with them.

DAPAANZ F4.1 Self-determination and empowerment: *Demonstrates understanding of the importance of self-determination and actively supports empowerment of clients, families and whanau.*

- Provide services and interventions that empower our service users to identify personnel strengths.
- Partner with service users to assist them in finding their own solutions to the challenges they face and make lasting changes for themselves, their children, whanau and community.

5. Work with family and whanau

DAPAANZ F6.1 Involving family and whanau: *Ensures family and whanau are included in assessment planning and intervention processes, as appropriate to the client's needs and the intervention context.*

- Work with service users to identify their family/whanau and people significant to them.
- Work with service users to include family/whanau, significant people and other networks in treatment/care planning and interventions to support recovery.

DAPAANZ F1.3 Engaging clients, family and whanau: *Actively involves and supports the client, family and whanau to engage in the intervention process*

- Establish connection and rapport with family/whanau

DAPAANZ 6.2 Supporting family and whanau: *Ensures family and whanau receive appropriate support and intervention.*

- Facilitate access for family and whanau to services and support within the community (including hapu and iwi) as appropriate.

6. Service Delivery (One to one work)

- Establish and manage one to one relationship using counselling skills.
- Develop an action plan with service users and agreed framework for the intervention.
- Provide brief interventions including motivational enhancement and relapse prevention sessions on a one to one basis.
- Provide counselling which supports service users explore their concerns about their drug and alcohol use, the reasons for this and strategies to address their problems.
- Provide feedback to service users.
- Review progress and conclude the intervention appropriately.

7. Service Delivery (Groupwork)

DAAPANZ F7.1 Developing and facilitating groups: *Develops and facilitates groups.*

- Deliver workshops and groupwork packages.
- Prepare and support service users for and during groupwork.
- Manage group process and facilitate collaborative learning within the groupwork setting.
- Provide feedback to service users
- Evaluate delivery and service user feedback.

Cultural Responsivity and Diversity

1. Working with Maori

DAPAANZ F2.1 Mihimihi: *Understands the significance of mihimi to uphold tikanga in communication and applies this understanding in practice*

DAPAANZ F2.2 Te reo Maori: *Promotes the use of te reo Maori as an essential component of healing for Maori.*

- Promote use of te reo maori with service users and their whanau.
- Use karakia and waiata as appropriate.
- Provide resources and information in te reo maori.

DAPAANZ F2.3 Whakawhanaunga: *Demonstrates recognition of interconnectedness and relationships, particularly between whanau, hapu and iwi.*

- Support clients in building connectedness with whanau, hapu and iwi.
- Promote and provide effective service delivery processes (e.g. whanau hui)

DAPAANZ F2.4 Manaaki: *Demonstrate core values on manaaki in their practice*

- Employ manaaki in the hosting of, working with and support process of tangata whaiora and whanau, including community organisations.

DAPAANZ F2.4 Hauora Maori: *Demonstrates understanding of maori perspectives of health and wellbeing.*

- Incorporate maori models or perspectives of hauora in service delivery as appropriate.
- Utilise interventions with tangata whaiora and/or their whanau which optimise physical, social, cultural, spiritual and mental aspects of health.
- Provide information on kaupapa maori interventions and support service users and their whanau in accessing and engaging with maori-responsive services and activities that optimise cultural linkages and whanau connectedness.

2. Working with Pacific Peoples

DAPAANZ F3.1 Family: *Understands or acknowledges the various dimensions and context of pacific people, providing their families (biological, adopted, nuclear and extended) with information, encouragement, education and support to engage in recovery.*

- Recognise the cultural status of a pacific service user within their family and community, and the importance of family and community in all aspects of service delivery.
- Ensure significances and differences in cultural context are incorporated into services provided.

DAPAANZ F3.2 Language: *Understands the importance of language, both spoken and unspoken, across a variety of pacific contexts, and is able to either personally apply appropriate communication techniques in working with Pacific people, or know where such skill is available.*

- Build rapport with service users and their families through appropriate use of verbal and non-verbal communication.

DAPAANZ F3.3 Pacific concepts of Tapu: *Is open-minded to the cultural, spiritual and relationship environments and belief systems that may accompany Pacific clients and their families.*

- Provide services which acknowledge that the Pacific self-concept.
- Demonstrate respect for Pacific values of Tapu.

3. Diversity

DAPAANZ F1.2 Responds effectively to people in relation to their gender, culture, age, ability and sexual orientation: *Responds effectively to people in relation to their gender, culture, age, ability and sexuality*

- Ensure service delivery is delivered within an anti-discriminatory framework.

Monitoring

DAPAANZ 5.4 Accountability, quality and research: *Meets standards of accountability and contributes to the overall development of practice within the addiction sector.*

- Keep client records in accordance with CareNZ policies and procedures.
- Input case records and client data into online case management system.
- Participate in service evaluations and reviews.

Supervision

DAPAANZ 5.3 Reflective practices and professional development: *Reviews and reflects on professional practise and participates in ongoing professional development.*

- Seek appropriate supervision and negotiate with line manager framework for own supervision contract.
- Bring work to supervision and use supervision provided appropriately.
- Reflect on and evaluate your own values, priorities interests and effectiveness.
- Incorporate new knowledge into the development of your own practise.

General:

DAPAANZ F1.4 Relating and communicating: *Relates with empathy and communicates effectively with clients, family and whanau*

- Communicate effectively with services users, their family, whanau and others

DAPAANZ 4.3 Stigma and discrimination: *Uses strategies to challenge stigma and discrimination and promotes social inclusion.*

- Provide services that reduce the stigma and discrimination experienced by our service users their family and whanau.

DAPAANZ F5.1 Ethics, law and policy: *Practises in accordance with ethical, legal and professional practice standards.*

- Carry out all duties in accordance with CareNZ's policies and procedures.
- Respect the rights of clients and their families and whanau under the Code of Health and Disability Services Consumers' Rights.
- Abide by appropriate professional code of ethics.

Other Duties:

DAPAANZ F5.2 *Working within teams organisations and systems: Works effectively as a team member and contributes towards organisational and inter-organisational effectiveness.*

- Develop the trust and support of colleagues and team members.
- Develop the trust and support of your manager.
- Engage in close joint-working with other agencies, in order to meet the needs of our service users.
- Attend such meetings, as may be required, by CareNZ.

DAPAANZ F8 *Working with Communities*

- Support community well-being initiatives and the harms related to alcohol and other drugs as appropriate.

Any other reasonable task that may be required.

All interventions are to be delivered in line with CareNZ's Equal Opportunities Policy, particularly concerning age, culture, ethnicity, gender, sexual orientation, religion, and educational ability.

This job description is subject to review and revision, as agreed by the post-holder and the Chief Executive (or their delegate), in order to maintain a relevance to work undertaken and any changes to the demands of the internal, or external environment.