



## JOB DESCRIPTION

<b>Position Title</b>	<b>MHOAD Specialist</b>
<b>Position Type</b>	Fixed Term (24 months) Full time 37.5
<b>Direct Reports</b>	Nil
<b>Location</b>	Wellington
<b>Date</b>	March 2025
<b>Reports to</b>	Programme Manager

### Our Vision

Our vision is leadership that influences the prevention and elimination of family violence.

### Our Purpose

To liberate women, children, families and whānau from family violence through the provision of quality services and social commentary.

### Background

The National Collective of Independent Women's Refuges Inc (NCIWR) is an independent non-government umbrella organisation for 40 Refuges throughout Aotearoa/New Zealand. The National Office provides specific services to member Refuges including developing training for member Refuges and advising and assisting member Refuges with administration, organisation and service development.

### Purpose of the Role

The MHOAD position is the result of a new initiative set up by NCIWR to address and bridge the gap in services experienced by women seeking access to services and support and the barriers they encounter in their attempts.

The purpose of this role is to support and assist women put at risk by family violence experiencing mental health and/or addiction challenges needing to access appropriate services and support. Furthermore, the primary function of the role is to work in collaboration and engage with Women's Refuge front line staff, mainly advocates to assess areas of need based on feedback from the women they support. Information gathered not only provides direction, it informs how we address disparities in knowledge around mental health and addictions of refuge workers and to ultimately close the gaps ensuring we provide substantive and practical support at the front line.

This will require a targeted and focussed response to address and provide appropriate training requirements to upskill staff. Ideally a continuous evaluation to assess the cogency of training for refuge frontline workers will ensure the ongoing efficacy of the support provided to women and their families.

This role requires an experienced senior mental health and addiction practitioner with tertiary qualifications underpinned by proven experience and skills in providing high quality advice and support to frontline staff.

**Key Requirements:**

Tertiary qualification in Mental Health and Addiction Management. Senior practitioner with 3 years proven experience and skills in providing high quality advice and support to frontline staff

- Demonstrated knowledge of the health system, including comprehensive knowledge of mental health and addiction services;
- Understanding and application of practices that honour tangata whenua and Te Tiriti o Waitangi;
- Experience providing mental health and addiction support to frontline workers;
- Experience implementing practice change;
- An ability to develop networks and communities of practice;
- Competency in developing training and resources that facilitate knowledge transfer;
- An ability to travel with overnight stays will be required;

**Role responsibilities:**

- Provide advice to Women’s Refuge frontline staff
- Engage with Women’s Refuge workforce to identify current gaps or challenges and develop targeted training, and report on the findings.
- Deliver training to the workforce
- Evaluate the effectiveness of the support and training provided
- Drive better networking locally between Women’s Refuge, Mental Health and Drug and Addictions services

Key Result Area	Accountabilities
Attributes and Values	<ul style="list-style-type: none"> <li>• Positive and supportive attitude</li> <li>• Ability to quickly establish rapport in diverse settings</li> <li>• Exceptional verbal and written communication skills</li> <li>• Proactive use of initiative</li> <li>• High EQ</li> <li>• Demonstrated ability to maintain professional boundaries</li> </ul>
Consultation, Planning & Delivery	<ul style="list-style-type: none"> <li>• Provide mental health &amp; addiction consultative advice and support to front line workers</li> <li>• Identify development, opportunities, and constraints</li> <li>• Develop resources and practical training tools to support refuge workers to enhance their practice and close existing gaps in knowledge</li> <li>• Deliver training to the workforce – travel to refuges for this purpose</li> </ul>
Service provision	<ul style="list-style-type: none"> <li>• Being available to respond to calls for assistance and advice either by email or direct calling.</li> </ul>

Key Result Area	Accountabilities
	<ul style="list-style-type: none"> <li>• Support colleagues and Refuges through steps to help them resolve basic everyday problems</li> <li>• Develop and maintain sound processes and a control system to record service provision refuge workers to support data and information gathered for accurate reporting purposes.</li> <li>• Analyse data and information gathered to spot underlying trends and potential issues.</li> <li>• Evaluate, and carry out regular needs assessment to support ongoing adaptation to close gaps and meet evolving needs.</li> <li>• Attend monthly personal supervision to ensure healthy and safe practice</li> </ul>
Reporting and Analysis	<ul style="list-style-type: none"> <li>• As directed, assist in the administration, data collection, and preparation of reports and presentations</li> <li>• Maintain excellent notes and case management to support good practice</li> <li>• Identify opportunities for collaborative initiatives/projects</li> <li>• Provide quality information related to reporting and information management in response to requests by the Chief Executive, NCIWR management team and the key stakeholders</li> </ul>
Team Contribution	<ul style="list-style-type: none"> <li>• Contribute to processes within information management, privacy,</li> <li>• Contribute to the development of a positive and proactive team culture, actively reaching out and collaborating on projects</li> <li>• Build experience and competence in core practise and specialty in administration of the role</li> </ul>
Relationship Management	<ul style="list-style-type: none"> <li>• Build and manage positive work relationships with key stakeholders internal and external e.g. NCIWR National Office and refuges</li> <li>• Manage relationship and network with Mental Health and Addiction services</li> <li>• Develop internal and external working and collaborative relationships, as appropriate</li> </ul>
Quality Assurance and Risk Management	<ul style="list-style-type: none"> <li>• Ensure all risk is identified, minimised and managed throughout all relationships and processes</li> <li>• Maintain and ensure client privacy and confidentiality at all times</li> <li>• Advise and escalate where required on risk areas and emerging issues and develop strategies to manage these</li> <li>• Ensure that conflicts of interest are identified, reported and if required effectively managed</li> </ul>
General	<ul style="list-style-type: none"> <li>• Maintaining constructive working relationships with the Chief Executive and all National Office staff, and Refuges to promote a cooperative and harmonious working environment to</li> </ul>

Key Result Area	Accountabilities
	facilitate positive morale, productivity and continued improvement <ul style="list-style-type: none"> <li>• Improve operations, processes, efficiency, and services when and where necessary,</li> <li>• Contribute to the ongoing development of the front line refuge workers</li> <li>• Develop and maintain a positive and professional profile for NCIWR in dealings with contractors, agents, stakeholders, and other third-party organisations</li> <li>• Attend meetings as required</li> </ul>

**Required Qualifications and Technical Skills:**

A tertiary qualification in Mental Health and Addiction Management. At least three years experience at a practitioner level and or related work environment including providing support to teams. Knowledge of the health system is essential.

**Qualifications:**

*Fully registered under the Health Practitioner Competence Assurance (HPCA) Act 2003 with a scope of practice that is appropriate to working as a mental health and addiction clinician e.g. nurse, psychologist, psychotherapist, occupational therapist*

**or**

- a) *a fully registered alcohol and drug and/or gambling practitioner member of the Addiction Practitioners’ Association Aotearoa - New Zealand (dapaanz); or*
- b) *a fully registered Social Worker or*
- c) *a full member of the New Zealand Association of Counsellors (NZAC) who meets the criteria and has been accredited by the NZAC to work within the mental health and addictions services scope of practice.*

*In addition, must have a current annual practicing certificate and the relevant skills and experience for working in clinical roles within mental health and addiction services appropriate to the specific population group/s being served by this service.*

*They must also have satisfied all other necessary requirements for working with vulnerable children and adults including requirements in relation to police vetting. Accredited NZAC counsellors will hold an annual health subscription certificate issued by NZAC.*

**Other desired attributes and skills:**

- An understanding of the practice and purpose of Women’s Refuge;
- Experience with family violence service provision or related field of practice;
- Experience in the development of training and adult learning is an advantage; and
- Ability to acknowledge and think about matters from different perspectives;

- Solution focused. Delivers agreed outputs to consistently high standards;
- Strong organisational skills - being able to see the detail and the big picture;
- Excellent time management skills;
- Enjoys working in a team and with a diverse range of people;
- Ability to collaborate on multiple projects;
- Emotional intelligence and collective thinking;
- Honest and trustworthy;
- Enthusiastic, confident, friendly, compassionate;
- An interest in Māori achievement and working with Māori development;
- Ability to establish and maintain effective relationships with a diverse group of people;
- Flexible and adaptive;
- Understanding and applying the principles of the treaty of Waitangi;

### Conditions of Employment

The MHOAD role will be based in Wellington with the National Office team and will work throughout New Zealand communities with member refuges and community stakeholder agencies and organisations.

### Accountability and dimensions of the position:

Number of direct reports	nil
Number of indirect reports	nil
Other formal NCIWR delegation levels	nil

### Key Relationships:

You will need to establish and maintain effective working relationships:

#### Internal

- Chief Executive Office
- Contract Manager
- HR and Office Manager
- National Office staff

#### External

- Member Women’s Refuges
- Suppliers / Service Providers
- Community Agencies and stakeholders

### CERTIFICATES, LICENSES, REGISTRATIONS

Maintain a valid Driver’s License and clean police record.

Mandatory achievement areas for all NCIWR National Office Positions

Compliance with legislative requirements and NCIWR policy

- Knows and monitors compliance against all NCIWR policies and guidelines

#### Business Continuity Planning

- Is aware of the NCIWR Business Continuity Plan and understands the implications and requirements of this on this specific role.

#### NCIWR Strategic Objectives

- Has an understanding and working knowledge of NCIWR Strategies, including the goals and actions; and
- Can discuss its content, key evidence and key ideas and apply this within the research context.

#### Parallel Development

- Shows active leadership in applying this knowledge to ensure all work results in Māori achieving success as Māori.

#### Health and Safety

- Proactively attends to own well-being needs and has established mechanisms to manage difficult aspects of gendered violence research;
- Takes all practicable steps to ensure safety at work;
- Reports all hazards, accidents, near misses, or unsafe conditions to the Health and Safety Representative as soon as practicable; and
- Adheres to NCIWR's health and safety policies and guidelines.

#### Professionalism

- Uses their professional skills and knowledge to achieve success individually and collectively;
- Welcomes being challenged and constructively challenges teammates;
- Encourages teamwork and collaboration between all staff; and
- Articulates a vision of the NCIWR Strategic outcomes. Personally and professionally challenges own thinking about how best to respond and support sustainable efforts that focus on achieving education success;
- Promotes a positive attitude towards change. Represents and promotes challenge;
- Adopts a range of work styles to enable others to grow from learning around Māori achieving success;
- Encourages teamwork and cooperation between all staff;
- Demonstrates a strong stakeholder focus;
- Provides reports on task performance as required;
- Manages and develops own training and professional development within the allocated budget.

## Schedule 2

### What is an employment relationship problem?

It can be anything that harms or may harm the employment relationship, other than problems relating to setting the terms and conditions of employment.

### Clarify the problem

If either the Employer or Employee feels that there may be a problem in the employment relationship, the first step is to check the facts and make sure there really is a problem, and not simply a misunderstanding.

Either party might want to discuss a situation with someone else to clarify whether a problem exists, but in doing so they should take care to respect the privacy of other Employees and managers, and to protect confidential information belonging to the Employer. For example, the Employee could seek information from:

- friends and family
- the Employment Relations Info-line on 0800 800 863 or on its website at [www.ers.dol.govt.nz](http://www.ers.dol.govt.nz)
- pamphlets/fact sheets from the Employment Relations Service
- their union (if they are a union member), a lawyer, a community law centre or an employment relations consultant.

### Discuss the problem

If either party considers that there is a problem, it should be raised as soon as possible. This can be done in writing or verbally.

The process that should be used wherever possible is set out below.

Firstly, raise your concern with individual concerned.

- (i.) If the concern is not resolved directly, the matter should be escalated to the individual's direct manager;
- (ii.) If the Employee is uncomfortable about approaching the individual's direct manager, the matter should be referred to another appropriate manager.
- (iii.) A meeting will usually then be arranged where the problem can be discussed. The Employee should feel free to bring a support person with them to the meeting if they wish.
- (iv.) The parties will then try to establish the facts of the problem and discuss possible solutions.

### The Next Steps

If the parties are not able to resolve the problem by talking to each other a number of options exist:

- The Employee can contact the appropriate Core Group Staff Representative
- Either party can contact the Employment Relations Infoline, who can provide information and/or refer the parties to mediation.

- Depending on the nature of the problem, the issues involved may also be ones that the Labour Inspectors employed by the Department of Labour can assist with, i.e. minimum statutory entitlements such as holiday, leave or wages provision.
- Either party can take part in mediation provided by the Employment Relations Service (or the parties can agree to obtain the services of an independent mediator).
- If the parties reach agreement, a mediator provided by the Employment Relations Service can sign the agreed settlement, which will then be binding on the parties.
- The parties can both agree to have the mediator provided by the ERS decide the problem, in which case that decision will be binding;
- If mediation does not resolve the problem, either party can refer the problem to the Employment Relations Authority for investigation.
- The Authority can direct the parties to mediation, or can investigate the problem and issue a determination.
- If one or other of the parties is not happy with the Authority's determination, they can refer the problem to the Employment Court.

In limited cases, there is a right to appeal a decision of the Employment Court to the Court of Appeal.

### **Personal Grievances**

If the problem is a personal grievance, then the Employee must raise it within 90 days of when the facts that give rise to the grievance occur or come to their attention. A personal grievance can only be raised outside this time frame with the agreement of the Employer or in exceptional circumstances.