

Family Whānau Advisor

Position Description

The Wise Group is a Peak Performing organisation. Peak Performance is about enabling individuals and organisations to continuously exceed their best in the pursuit of an inspiring purpose. It's a journey not a destination and it's about becoming the best we can be.

LinkPeople believes that everyone has the potential to live well, and successfully navigating social services is a crucial success factor in delivering positive health outcomes. LinkPeople links people to the right support services for their health and wellbeing needs. In Rotorua and the Southern Lakes region, we support whanau and people experiencing distress, mental illness or addiction by:

- helping to find the right services to meet their needs
- providing brief intervention
- supporting access into the services of their choice, including follow up support.

LinkPeople is about working together to make a difference in our communities, because connected communities are healthier and stronger. That includes partnering with people who have lived experience, to ensure we can deliver the right information, at the right time, in the right way for the people we support.

Purpose

The purpose of this role is to support LinkPeople to deliver the best service possible by ensuring family and whanau perspectives are heard and integrated into services and resources. The role draws on personal experience of supporting a family and whanau member through a personal mental health or addiction journey to recovery. In this role you will provide recovery-orientated consumer leadership, consultancy, liaison and advice to mental health and addiction services. This includes input and leadership into strategic planning and funding, implementation, evaluation and monitoring, quality assurance and improvement activities, staff recruitment, and the development and review of policies and procedures. You will bring lived experience and participate in the development of change proposals in the way our mental health and addictions services are provided. Together our local voice is strong.

Focus

1. Provide a family and whanau perspective for service development, planning, implementation, evaluation, policy and procedures, serious incidents and sentinel event processes and recruitment.
2. Effectively reflect and communicate the needs, interests and rights of families by providing or facilitating a family and whanau perspective.
3. Collaborate and consult with families and whanau, family and whanau support services and relevant local, regional and national groups, in order to inform the family and whanau perspective within mental health.
4. Provide education and training to staff around how to work with and engage families.
5. Where appropriate, provide a perspective from the lived experience as family or whanau of someone with a mental illness and/or addiction.
6. Act as a liaison between staff, families and whanau, following a sentinel event, serious incident or complaint.
7. Provide advice on current issues affecting family participation within the service.
8. Network with other family advisors.
9. Attend Family Advisors' forums at a local, regional and national level to represent people using our services in mental health & addiction matters.



10. Contribute family and whanau perspective and expertise to projects and initiatives.
11. Take responsibility for personal wellbeing and health management within the workplace
12. Build outstanding relationships with key stakeholders.
13. Be committed to safety and wellbeing by following the Wise Group roles and responsibilities.
14. Beyond anything else we want you to love your work and we'll do whatever we can to support you to be the very best you can be.
15. Doing whatever is required to ensure that we are making a difference for the people in our community.

Attributes

Doer Demonstrated by your 'whatever it takes' approach, thinking beyond yourself and taking opportunities to help others.

Tenacious You focus on doing the best by the people we serve, which means never giving up and role modelling perseverance and commitment to a successful outcome.

Dynamic You are energetic and proactive, thriving in a changing environment.

Passionate You inspire others with energy, enthusiasm and motivation to take action.

Connecting You bring people, groups and organisations together and have excellent relationships.

Aroha You hold people at the heart of your work, being non-judgmental and showing unconditional positive regard.

Respectful You support people with dignity and respect and ensure that they are provided with choices around services they receive.

Authentic You build rapport quickly, engage with people in a warm and genuine way and do what you say you'll do.

Requirements

Essential

- Experience working within the mental health, addiction, disability and/or public health sector.
- Experience engaging with Maori and Pasifika.
- Lived experience of using health services for yourself or with family whānau
- Lived experience in recovery principles with yourself or with family whānau
- Relevant qualification in health or related field.
- Excellent verbal and written communication skills.
- Ability to work in a fast-paced team and flourish under pressure.
- Ability to develop and sustain positive relationships across a range of networks.
- Problem-solving and conflict resolution skills.
- Ability to support continuous improvement.
- Excellent attention to detail.
- Proficient in Microsoft Office suite.
- Knowledge of Treaty of Waitangi principles.
- Full New Zealand driver's licence.

Preferred

- Ideally a minimum of two years' experience in a similar position.
- Knowledge of relevant standards and legislation.
- First aid certificate.

