

## POSITION DESCRIPTION

<b>Position</b>	Gambling Harm Practitioner / Counsellor	
<b>Team</b>	Korowaitia Te Puna Waiora	
<b>Reporting to:</b>	Kaitātaki He Puna Ora / Korowaitia Te Puna Waiora (Team Leader)	
<b>Staff responsibility:</b>	NIL	
<b>Job purpose</b>	<p>This Service is a significant co-design of new, enhanced, and equitable Māori specific preventing and minimising Gambling harm – local clinical services in Aotearoa. New Māori specific preventing and minimising Gambling harm services will reflect the aspirations of whānau, hapū and iwi across Aotearoa that are fundamentally underpinned by te ao Māori approaches.</p> <p>Korowaitia Te Puna Waiora is a kaupapa Maori primary mental health and addiction service that use kaupapa Maori approaches for engagement, health, supporting learning and connections grounded in mātauranga and pūrakau of rohe knowledge.</p> <p>This kaupapa Māori Specific Preventing and Minimising Gambling harm will contribute towards building a strong system that supports wellbeing and responds to the needs of tāngata whaiora/lived experience and their whānau. The service will provide a range of interventions delivered in a variety of settings to people who are experiencing Gambling harm and those affected by someone else's gambling. It is important that services are person/whānau centred and able to support people holistically in their journey to recovery.</p> <p>All our services place whānau at the centre of nurturing outcomes in;</p> <ul style="list-style-type: none"> <li>• self-managing;</li> <li>• living healthy lifestyles;</li> <li>• participating fully in society;</li> <li>• confidently participating in Te Ao Māori;</li> <li>• economically secure and successfully involved in wealth creation; and</li> <li>• cohesive, resilient and nurturing.</li> </ul>	
<b>Accepted by:</b>	<b>Employee Signature:</b>	<b>Date:</b>
<b>NAME</b>		

### Background

Te Oranganui is an Iwi governed Health and Social Service Organisation. Established in 1993, Te Oranganui has seven service lines and covers the iwi boundaries of Ngāti Apa/Ngā Wairiki, Te Ātihaunui a Pāpārangi and Ngā Rauru Kītahi. The seven services are;

Waipuna  
Taihāhā  
Waiora Hinengaro

Toiora Whānau

Primary Health & Medical  
Vocations, Disability Support Service  
Mental Health and Addiction Services, He Punaa, Korowaitia te  
puna Waiora,  
Whānau & Community

Initials: \_\_\_\_\_

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Waiora Whānau  
Whakahaumanu Mana Tane  
Taituarā

Healthy Families  
Clinical Services Corrections  
Business Unit

**Vision**

Korowaitia te puna waiora, hei oranga motuhake mō te iwi

**Mission statement**

Investing in transformational wellbeing where whānau are at the centre of everything we do.

**Aspiration**

We aspire to be an innovative and contemporary whānau ora organisation with, and for, whānau

**VALUES**

**Kotahitanga**

**Kei te kotahitanga o ngā kūmete nō uta, nō tai te oranga o te iwi.**

We are working for a common cause to effect positive change for the whānau we serve. We are collaborating with marae, hapū and iwi to build smarter capability and capacity for the collective. We are innovators of change, building a movement for transformation.

**Whanaungatanga**

**Nō te whānau, mō te whānau**

We acknowledge whānau are the experts in their own lives. We care what whānau have to say about our services. We listen. We act. We learn.

**Pono**

**Kia mau, kia ū ki ngā kete mātauranga nō ngā tūpuna**

Our delivery and commitment to whānau, each other, and our partners is underpinned by Mātauranga and Kaupapa-Māori. We are well informed and value the knowledge we hold.

**Tika**

**Whaia te ara tika ahakoa te aha Whānau**

Ability to attain wellbeing is a fundamental right. We believe in a just and fair system and so, we will always do the right thing, even when it's not the easiest thing. We are honest and transparent. We honour our word.

**Key Result Area 1. Clinical Practice**

- Use general counselling skills that:
  - Engage tangata whai ora and their whānau.
  - Sensitive to the needs and values to tangata whai ora and their whānau.
  - Employ a wide range of strength based theoretical models to achieve an initial relationship.
- A full comprehensive assessment is formulated and may include:
  - Summary of persons gambling.
  - Summary of associated problems.
  - Cultural context.
  - Family context completed so that the appropriate treatment/treatment plan can be formulated with tangata whai ora/whānau members.
- Provide a full range of Treatment options in collaboration with tangata whai ora, their whānau and those affected by the Problem Gambler using.
- Liaise with and make referrals to appropriate agency or Service that will provide the necessary treatment care that will meet their needs.



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- Incorporate Te Reo me ona tikanga Māori into work practices; create and sustain an environment that promote and addresses Māori issues
- Establish an environment of respect and trust
- Demonstrate the ability to include cultural safety and wellness of the client and their whānau when relating to care and processes within Korowaitia Te Puna Waiora
- Participate in any other duties, within your organisation which will assist the provision of a comprehensive and collaborative service.

#### Key Result Area 2. Wānanga

- To participate in the development, planning and implementation of wānanga
- Encourage and actively support tangata whai ora to participate in wānanga
- Help facilitate wānanga using a range of innovative methods as appropriate to meet the learning and health needs of the whānau.

#### Key Result Area 3. Whānau Ora

- Uphold the principles of Whānau Ora within the team and across services and organisations
- Ensure the inclusion of Whānau Ora as core practice within the team
- Understand the Whānau Ora outcomes framework and include Whānau Ora plans as a contribution to whānau aspirations and potential within their practice
- Work alongside of whānau as creators and drivers of their own Whānau Ora plan
- Participate in the Te Oranganui organisational Whānau Ora training
- Develop relationships within whānau, hapū and iwi and the wider community where direct opportunities exist to support whānau to achieve their full potential, aspirations and to grow leaders;
- Build trust and rapport through whakawhānaungatanga with whānau to establish supportive and effective relationships;
- Work with whānau to identify goals and develop/navigate clear pathways to make them happen;
- Demonstrate the ability to include cultural safety and wellness of the client and their whānau when relating to care and processes.
- Support whānau to develop te reo me ōnā tikanga;
- Provide continued pastoral support for whānau as they undertake their pathways to lead healthy lifestyles
- Assist whānau to build on their strengths and increase their resilience. Building and strengthening their own whānau networks support and access to community networks
- Support, promote and advocate for healthier lifestyle options/choices to whānau i.e. quit smoking, dental care, healthy eating and physical activities, family planning, education and training, career pathway, etc.
- Obtain and maintain an understanding of hapū and iwi developments, the health and disability and other sectors i.e. social, justice, education in order to ensure that whānau benefit from any new developments or opportunity
- Work closely within the organisation to connect whānau to specialist supports, expertise and tools as needs are identified
- Attend all service, contract and planning hui; promotions and activities kaupapa as required

#### Key Performance Indicators

- Strong community connections and network base
- Positive feedback on support provision from kaimahi and networks
- High performing
- Evidenced based Whānau Ora Outcomes

#### Key Result Area 4. Client Information Management

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- All administration and documentation is completed in accordance with service & organisational guidelines and within specified timeframes;
- Complete all reporting and communication requirements in a timely manner;
- Participate in quality improvement activities as required
- Electronically record and evidence rangatahi goals and outcomes for reporting purposes
- Maintain current and up to date electronic records/files

### Key Performance Indicators

- Audit ready files
- Monitoring tools up to date
- Outlook Calendar

### Key Result Area 5. Knowledge & Relationships

- To stay abreast of developments and build a strong customer service focus to kaimahi that will enhance the service provided to whānau;
- Continuously build your knowledge base on the developments of administration and project work;
- Work constructively with colleagues and perform all duties with a strong customer service focus to kaimahi, Kaitātaki and whānau;

### Key Performance Indicators

- Ongoing development evidenced by growing skill base
- Positive feedback on support provision from kaimahi and networks

### General Provisions

- Actively participate in Te Oranganui kaupapa activities including attending hui, karakia, whakawhanaungatanga, waiata sessions etc.
- Contribute to and uphold the principles of Whānau Ora at all times – including working across teams and functions; acknowledging the unique skills and abilities all kaimahi bring.
- Ensure you maintain an accurate and up to date understanding of Te Oranganui policies and that you uphold these at all times.
- Ensure the health & safety of yourself as well as others in your working environment, upholding organisational health and safety policies and procedures at all times.
- Proactively promote Te Oranganui in a positive light in all activities.
- Actively participate in ongoing professional development.
- Be prepared for redeployment in times of uncertainty i.e. flooding, pandemic etc.

*The above statements are intended to describe the general nature and level of work being performed by the job holder. They are not construed as an exhaustive list of all responsibilities, duties, or skills required of the job holder. From time to time, personnel may be required to perform duties outside of their normal responsibilities as needed.*

### PERSON SPECIFICATION

#### Experience & Qualifications

- Registration with a professional body covered by the Health Practitioners Competence Assurance Act 2003 Act or Social Workers Registration Act 2019
- Current Annual Practicing Certificate
- Extensive experience in a similar role

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**Essential skills**

- Demonstrated ability to work under pressure with minimal supervision to strict deadlines and competing priorities
- Proficiency in Te Reo Māori and embodying tikanga Māori in all aspects of work
- Is reliable, friendly, approachable and resilient
- Report writing skills
- Demonstrated organisational and planning ability for the successful completion of work
- Demonstrated problem solving and analytical skills in order to understand, interpret and administer the needs of the organisation
- Strong computing skills including the Microsoft Office suite, client management systems, canva
- Accuracy and attention to detail
- Negotiation skills

**Personal Attributes**

- Proactive, co-operative, and strive to achieve the best outcome for your team
- Enthusiastic and eager to assist where necessary
- Commitment to whānau, hapū and Iwi

**Physical Attributes – Administration positions**

- Occasional lifting up to 10 kg
- Must be able to work in an office environment
- Manual dexterity needed for keyboarding and other repetitive tasks
- Sitting for extended periods of time
- Hearing and speech sufficient to communicate with others enabling direct and telephone communication
- Visual ability sufficient to read accurately, write/record in a legible manner and perform normal duties of this position

