

## Pou Āwhina/ Practitioner

<b>Reporting To</b>	Regional Manager, Central
<b>Region</b>	Central
<b>Location</b>	PGF Services Hamilton Office
<b>Staff</b>	None
<b>FTE</b>	1.0
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>– Graduate qualifications from New Zealand recognised tertiary institution in counselling, applied mental health sciences, psychology, psychotherapy, social work, or nursing.</li> <li>– Member of appropriate professional body.</li> <li>– Full and clean Driver's License.</li> </ul>
<b>Purpose</b>	<p>Participate as a member of a multidisciplinary team (MDT) to provide clinical care and case management to individuals, whānau/families and affected others experiencing gambling harm and other co-existing conditions such as mental health, drug and alcohol use and wellbeing.</p> <p>As the case manager you will be responsible for coordinating and overseeing the care and support available for individuals experiencing gambling harm, including both internal (peer and cultural support workers) and external services and resources.</p> <p>As a member of the MDT, your expertise will contribute to all aspects of multi-disciplinary activity including promoting gambling harm services, education, and engagement in the community to raise awareness about factors contributing to gambling harm and how to reduce harm for individuals, whānau and communities.</p>
<b>Hours and Conditions of Work</b>	<ul style="list-style-type: none"> <li>– The ordinary hours of work are eighty hours per two-week period with no more than ten hours per day between 7.30 am and 9pm Monday to Friday and 8.30am to 12.30pm Saturday in each week. The role involves variable hours of work, which will be agreed with the Regional Manager (Central), with a minimum of one month's advance notice.</li> <li>– The Practitioner will be required to work at a range of sites and will be required to travel to deliver outreach clinics within and outside of the region.</li> <li>– From time to time, the Practitioner will be required to attend some key public health activities outside of normal working hours. Time in lieu will be provided in these instances.</li> <li>– A pool car will be provided to enable travel across sites.</li> <li>– Children's Worker – police vetting check must be undertaken every 3 years.</li> </ul>
<b>Key Performance Indicators</b>	
<b>Counselling – Gambling Harm</b>	<ul style="list-style-type: none"> <li>– Deliver brief interventions, facilitations, group therapies and individual counselling for people experiencing harmful gambling and for affected others.</li> <li>– Meet all case management requirements, including completing a comprehensive assessment, developing treatment plans and overseeing and co-ordinating service level support, while</li> </ul>

	<ul style="list-style-type: none"> <li>collaborating with tāngata whaiora and connecting them to appropriate services and resources.</li> <li>— Apply appropriate assessment tools including the Problem Gambling Severity Index and co-existing issues screens.</li> <li>— Provide timely and effective crisis intervention when necessary, collaborating with emergency services and other relevant entities.</li> <li>— Work collaboratively within a multi-disciplinary team to ensure comprehensive and integrated care.</li> <li>— Meet all reporting requirements accurately and in a timely manner.</li> <li>— Participate in agreed practice supervision.</li> </ul>
<b>Service Promotion</b>	<ul style="list-style-type: none"> <li>— Engage effectively with the mental health and addictions sector to support gambling screening in a wide range of organisations.</li> <li>— Build relationships with mental health, addictions and other public, private and not-for-profit health providers to increase referrals and to improve access to problem gambling services.</li> <li>— Develop relationships with organisations that work with people experiencing gambling harm and related issues to encourage help seeking behaviour to support achievement of the Vision.</li> </ul>
<b>Research and Projects</b>	<ul style="list-style-type: none"> <li>— Participate in research projects related to gambling harm and related issues.</li> <li>— Participate in service and programme evaluations.</li> <li>— Participate in projects to improve existing and develop new services or programmes.</li> </ul>
<b>Lived Experience Voice</b>	<ul style="list-style-type: none"> <li>— Take steps to actively break down barriers to help seeking and improve access and choice for service users.</li> <li>— Incorporate language, messages and practices that break down stigma associated with gambling harm.</li> <li>— Identify and actively support service users to safely share their stories in a range of settings.</li> </ul>
<b>Awareness and Education</b>	<ul style="list-style-type: none"> <li>— Participate in multidisciplinary initiatives to increase public and community awareness about gambling harm, help seeking and referral pathways.</li> <li>— Participate in multidisciplinary initiatives to increase public and community awareness about other public health issues for example mental health, drug and alcohol use and family wellbeing.</li> <li>— Facilitate internal and external training and workshops to share gambling harm (and other public health) knowledge and expertise.</li> <li>— Participate in the development and dissemination of resources to share gambling harm (and other public health) knowledge and expertise.</li> </ul>
<b>Public Health</b>	<ul style="list-style-type: none"> <li>— Support the integration of public health programme objectives and priorities across services and teams to ensure a joined-up approach to service delivery across a continuum of gambling harm services (stepped model of care).</li> </ul>
<b>Skills and Experience</b>	
Case management	<ul style="list-style-type: none"> <li>— Minimum 3 years' clinical practice experience.</li> <li>— Knowledge of a wide range of assessment and screening tools.</li> <li>— Experience in harm minimisation and non-abstinence-based approaches.</li> </ul>

	<ul style="list-style-type: none"> <li>– Experienced in working with Māori and Pacific Peoples as clients and with Māori and Pacific whānau.</li> <li>– Knowledge of Māori and Pacific treatment models of care.</li> <li>– Ability to practice holistic models of care.</li> <li>– Willingness and/or experience in working in Prisons and with Probation services.</li> </ul>
Relationship management	<ul style="list-style-type: none"> <li>– Knowledge of the mental health and addictions sector.</li> <li>– Proven local networks especially with Māori and Pacific communities and providers.</li> <li>– Ability to engage and communicate well with community leaders.</li> </ul>
Legislation	<ul style="list-style-type: none"> <li>– Understanding of key legislation such as the Privacy Act, Mental Health and Disability Act, Vulnerable Children’s Act.</li> </ul>
– Workplace Competencies	
Teamwork	<ul style="list-style-type: none"> <li>– Participates as a full member of a multidisciplinary team to collectively achieve the Vision and Mission of PGF Services.</li> <li>– Maintains open dialogue with line manager.</li> </ul>
Computer Literacy	<ul style="list-style-type: none"> <li>– High level of competency with Microsoft Office Suite (Outlook, Word, Excel, PowerPoint, One Note etc.) and with database systems.</li> <li>– Able to use Skype/Teams/Zoom video conferencing tools to facilitate engagement with the team.</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>– Understands and complies with health and safety requirements.</li> </ul>
Quality Management	<ul style="list-style-type: none"> <li>– Works to the standards of PGF Group’s Quality Management System.</li> </ul>
Cultural Safety	<ul style="list-style-type: none"> <li>– Supports and promotes cultural safety in all aspects of service delivery and internally among kaimahi.</li> <li>– Knowledge of Te Reo Māori or Pacific languages an advantage.</li> </ul>
Te Tiriti o Waitangi	<ul style="list-style-type: none"> <li>– Understands the principles of the Te Tiriti o Waitangi and its impact of work practices and service delivery.</li> </ul>
Values	<ul style="list-style-type: none"> <li>– Walks the talk of the Values of PGF Group</li> </ul>
<b>Key Relationships</b>	
Internal	<ul style="list-style-type: none"> <li>– Kaiwhakarite</li> <li>– Regional Managers</li> <li>– Practitioners</li> <li>– First Contact and Response Lead</li> <li>– Peer and Cultural Support Workers</li> <li>– Administrators</li> <li>– Clinical Director</li> </ul>
External	<ul style="list-style-type: none"> <li>– Regional mental health and addiction service providers</li> <li>– Other regional public, private and not-for-profit health providers</li> <li>– Probation and Correctional Facilities</li> </ul>