

Job Description

Job Title: Whānau Peer Supporter

Role description:

Providing support for people who have a whānau member with a spinal cord impairment, within the Auckland Spinal Unit (ASRU) as well as within their wider communities.

Location:

Auckland Spinal Unit (ASRU) & the ASRU catchment Area (i.e. from The Top of the North Island to the Southern borders eg Taumarunui, Turangi and across to Wairoa/Gisborne).

Reports to:

Collaborates with the Peer Support Co-ordinator and the Northern Regional Manager

Key Relationships:

- SSNZ Peer Support Workers
- ARSU Social Workers
- ARSU Clinical Psychologist
- ARSU Management

Role Purpose:

This position is responsible for the provision of support to those who have a whānau member with spinal cord impairment. The individual will support people who have whānau within the Auckland Spinal Unit as well as within the wider community, via face to face meetings, regular phone calls, emails, regular group forums such as Back on Track and gatherings and the use of social media.

The position needs to be responsive to the individual needs of the patients'/SSNZ members' whānau and maintain a flexible, constructive and effective relationship with these individuals. It is also important to ensure Peer Support work is relevant, culturally appropriate and effective.

It is required to coordinate other support service planning with other SSNZ and DHB staff and this is often an informal process, requiring liaison with all staff/departments where necessary. Therefore, this requires the establishment and maintenance of positive relationships with all staff, volunteers and clients.

It is also necessary to stay up to date about developments regarding supports that are available in the wider community as well as knowing what other support agencies are available for clients.

Experience/Qualifications Required:

- Must have lived experience of living around and supporting people with spinal cord impairment.
- At least 18 years of age and a high degree of Emotional Intelligence i.e. know when to speak and when to listen.
- Comprehensive knowledge and understanding of the issues, facing a person with a spinal cord injury and their whānau during and after rehabilitation.
- Excellent knowledge of local community facilities, support networks and service providers

- A current, unencumbered C Class driver's license or access to own transport to attend Gathering etc.
- High level of understanding of the principles of respect, maintaining confidentiality and establishing relationship boundaries ad per our policies and procedures.
- High level of interpersonal, verbal communication, listening, negotiation and conflict resolution skills.
- Strong Social Media skills.
- Good initiative and capable of out-of-the-box thinking.

Key Responsibilities & Expected Deliverables:

Responsibility	Deliverable
<p>Whānau Support and Community Linking</p> <ul style="list-style-type: none"> • Works with ASRU staff (particularly Social Workers & Clinical Psychologist) and other SSNZ staff to ensure all families have the opportunity to receive support whilst their whānau member is on the Spinal Ward and thereafter, following their discharge into their communities. • Facilitating a support network from other community providers (e.g. church, mental health providers, citizens advice bureaus) to support displaced whānau. • Providing connections to other families within their local community where possible. • Organizing regular whānau group forums/gatherings. • Linking/referral clients of the whānau Support Program to relevant services. 	<ul style="list-style-type: none"> • Positive feedback from formal and informal mechanisms. • Regular bi-monthly events • Referrals and other information reflected in client notes
<p>Service Delivery</p> <ul style="list-style-type: none"> • Collecting and submitting service delivery statistical data • Completing and submitting client documentation 	<ul style="list-style-type: none"> • Accurate & up to date Client files and Interactions data maintained
<p>Quality Management System</p> <ul style="list-style-type: none"> • Following and supporting all Spinal Support NZ and ARSU Policy and Procedures. 	
<p>Other Responsibilities</p> <ul style="list-style-type: none"> • As directed by Northern Regional Manager and the Peer Support Co-ordinator 	