



Able Charitable Trust trading as **Able Minds** mission is to support tangata whaiora who are affected by mental distress or addiction and their family and whānau in New Zealand. Our goal is to provide individuals and whānau with the strengths, skills and support they need for a better life experience at home, at work and in the community both now and into the future.

Our **Support workers** are experts in this area – they understand the impacts of mental distress and addiction, the system and collaborate with agencies so that clients are well resourced in the care of their loved one. It can be demanding with mental distress or addiction in the family, Able Minds builds resilience so that families can cope effectively with the challenges they face. Able Minds also facilitates **whānau peer support groups** to inform whānau on topical matters. These groups also promote connection and create support networks between families.

Able Minds delivers three signature programmes in the community. **Light Beyond the Shadows** is where we walk alongside those who have suffered bereavement as a result of suicide. **CUMIA** (Children Understanding Mental Illness and Addiction) is designed for tamariki who have a loved one that is affected by mental distress or addiction. **RAW** (Rangatahi and Wellbeing), is our youth mentoring programme to empower and build resilience. All programmes are a combination of counselling, one on one emotional support and peer support as appropriate, designed to impart tools, tactics and strategies to move forward and live well.

Able Minds facilitates **Activity Centres and Groups** which are formalised meetings where those with mental distress and addiction issues can come for peer support but also to actively focus on their recovery by learning new skills to build self-esteem and confidence. They are proven groups led by **lived experience Coordinators** to reconnect people back into the community.

Our **Timeout Contact** provides individual supervised contact for parents and children who are exposed to challenges associated with separation. Timeout Contact creates a safe environment to strengthen and maintain vital relationships so that long term, any feelings of guilt or blame is reduced.

Able Minds' holds the **Supporting Parents Healthy Children** contract which is the primary link between Te Whatu Ora and community. With a focus on achieving better health outcomes for children, parents and family as a whole. This comes from a family /whānau centred health viewpoint and is about analysing trends in the community and feeding this back into the system so that it evolves and produces equitable outcomes.

Able Minds is a free, confidential and mobile service and people can self-refer. We have office presence in Invercargill, Gore, Dunedin, Alexandra and Oamaru.

Contact us via Telephone: 0800 494 262 or email: admin@able.org.nz

Our Mission

“Able Minds supports tangata whaiora who are affected by mental distress or addiction and their whānau in New Zealand. Our goal is to provide individuals and families with the strength, skills, and support they need for a better life experience at home, in the community, and at work both now and into the future.”

Job Title:	Family Whānau Support
Geographical Region	Southern Region (Otago and Southland)
Reports to:	Practice Manager
Internal Relationships:	All Able Minds' Staff, Senior Managers, volunteers, students and Able Minds' Trust Board.
External Relationships:	Family and Whānau, Mental Health Services, interagency groups, Tangata Whenua, Family Advisor, other social and professional service agencies.
Purpose of Position:	To support, empower, inform and advocate for whānau and carers so they can learn to self-advocate, problem-solve and plan strategies for helping their loved one with a mental distress or addiction. To support the mental wellbeing of the carer to build resilience within themselves and the family unit.
Salary Band:	Determined by qualification, and experience. As at 31 October 2022 – \$51,000 – \$56,000 pa
Hours of Work:	The position is a full-time permanent, waged position (37.5 hours per week). Work hours are flexible, will mainly be carried out between the hours of 8.00am and 6.00pm but some evening work or weekend may be required. Periodic travel will be required.
Principal Task	Performance Standards
1. Referrals	<ul style="list-style-type: none"> • Incoming referrals – where appropriate contact with the family/whānau will be made within 24 hours of receiving the referral from the Practice Manager. • Outgoing referrals – all referrals to other organisations/agencies are made in consultation with the Practice Manager.
2. Service Delivery	<ul style="list-style-type: none"> • Provide relevant information based on the need of the client. • Build trust and rapport with the client. • Assist the client to develop individualised plans and strategies so they can <ul style="list-style-type: none"> a) support their loved one with mental distress or addiction and navigate the system b) build resilience and cope with the impact of the mental distress or addiction on themselves and their family c) help their tamariki and rangatahi understand and talk. • Meet regularly with clients, to assist them to meet their individualised goals. • Regularly monitor, evaluate, and assess client's progress against the individualised plan and in light of the stated goals. Modify the plan as needed. • Attends meetings when requested by family/whānau to assist them in advocating effectively for the outcome they require.

	<ul style="list-style-type: none"> • Assists and empowers family/whānau with the right knowledge to advocate effectively for themselves. • Record all interactions with clients on Recordbase CMS. • Undertake client satisfaction surveys and partake in quality management reviews. • Encourage empowerment of Family Support clients by linking families through peer support networks and groups. • Undertake the delivery of Signature Programmes as directed by Practice Manager. • Facilitate peer support groups to meet community need as directed or approved by the Practice Manager. • Maintain confidentiality in all dealings with clients except when legally required to prevent self-harm or harm to others.
3. Communication and Networking	<ul style="list-style-type: none"> • Regularly attend and participate in appropriate meetings, forums, and networks for ongoing promotion of the service as directed or approved by the Practice Manager. • Partake in the promotion and support of Mental Health Awareness Week activities and other promotional events in the area. • Develop constructive and cooperative working relationships by encouraging and building mutual trust and respect.
4. Cultural Relationships and Protocols	<ul style="list-style-type: none"> • Understand the cultural practices and needs of the client in relation to their ethnic group and including giving effect to the principles of the Te Tiriti o Waitangi - Treaty of Waitangi and incorporating Te Whare Tapa Wha into service delivery.
5. Training and Development	<ul style="list-style-type: none"> • Attend courses as agreed to with Practice Manager and Chief Executive. • Liaise with the Workforce Development Manager to put in place an individualised professional development plan and work toward achieving this. • Reporting of all networking and training in Recordbase Account Management in accordance with Able Minds' policies and processes.
6. Health and Safety	<ul style="list-style-type: none"> • Work in a manner to ensure the safety of everyone on site. • Record/report incidents, hazards, accidents and near misses. • Keep your work space tidy and free from clutter.
7. Flexibility	<ul style="list-style-type: none"> • Assist as and when needed to ensure the effective running of Able Minds' Services according to the requirements of the contracts and Able Minds' Strategic and Business Plans. • Travel across the District may be required.
Skills, qualifications, and core competencies:	<p>A mental health qualification or related health qualification or be committed and working towards one is a necessity.</p> <p>Personal skills and knowledge of a lived experience supporting a loved one with mental distress or addiction is an advantage.</p>

Experience in advocacy and creating, implementing and evaluating individualised plans.

Thinking critically, creatively and an ability to problem-solve to promote empowerment.

A sound working knowledge of Microsoft products/applications is valuable.

A current full New Zealand driver's licence is essential.

Personal Qualities:

Be a team player.

An excellent communicator both written and oral.

Excellent time management.

Professional.

Have a good sense of humour.

Able Minds is an equal opportunity employer, committed to excellence in occupational health and safety and is committed to providing and maintaining a safe and healthy working environment for employees, students and contractors, visitors and anyone using its premises as places of work.

I have received and fully understand the job description for Family Whānau Support. I further understand that I am responsible for the satisfactory execution of the essential functions described therein under any and all conditions as described.

Employee Name _____

Employee Signature _____

Date _____