



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.

### **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.”

<b>Job Title:</b>	<b>Timeout Contact Supervisor</b>
<b>Geographical Region</b>	Southern Region (Otago and Southland)
<b>Reports to:</b>	Timeout Contact Manager
<b>Internal Relationships:</b>	All Able Minds' Staff, Senior Managers, volunteers, students and Able Minds' Trust Board.
<b>External Relationships:</b>	Timeout Contact clients.
<b>Purpose of Position:</b>	<p>To provide a safe, controlled environment for children to spend time with a parent or other person who does not have day to day care of them.</p> <p>To provide a chance for parents or other person to rebuild a solid relationship with their children.</p>
<b>Salary Band:</b>	An hourly rate determined on qualifications and experience.
<b>Hours of Work:</b>	The position is a part time permanent, waged position (20 hours per week). Work hours are flexible but will mainly be carried out between the hours of 9.00am and 8.00pm and weekend may be required. Travel will be required between Invercargill, Gore and greater Southland.
<b>Principal Task</b>	<b>Performance Standards</b>
<b>1. Service Delivery</b>	<ul style="list-style-type: none"> <li>• Ensure that the venue is set up appropriately to meet best practice and health and safety standards.</li> <li>• Monitor arrival and departure times so that transfers do not conflict.</li> <li>• Create a neutral environment for the session ensuring a happy, safe and calm visit for the children.</li> <li>• Monitor that the rules are adhered to before, during and after the visit. This includes never leaving a child unattended or alone with the visiting party.</li> <li>• Facilitate the contact to follow the children's lead to ensure a positive experience.</li> <li>• Ensure that the venue is clean and tidy in preparation for subsequent visits.</li> <li>• As directed provide a transfer service in a safe and timely manner.</li> <li>• Provide a report to the Timeout Contact Manager following each session using appropriate templates.</li> <li>• Report any risk or health and safety concerns immediately to the Timeout Contact Manager.</li> <li>• Attend supervision meetings as required by the Timeout Contact Manager.</li> <li>• Maintain strict confidentiality, privacy and ethics at all times with regard to anything seen or heard while on the Able Minds site except when legally required to prevent self-harm or harm to others.</li> </ul>

<b>3. Communication</b>	<ul style="list-style-type: none"> <li>• Communicate clearly and calmly with clients.</li> <li>• Ensure all written communications are clear, concise and accurate.</li> <li>• Develop constructive and cooperative working relationships by encouraging and building mutual trust and respect.</li> </ul>
<b>4. Cultural Relationships and Protocols</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
<b>5. Training and Development</b>	<ul style="list-style-type: none"> <li>• Attend all courses agreed to with the Timeout Contact Manager.</li> </ul>
<b>6. Health and Safety</b>	<ul style="list-style-type: none"> <li>• Work in a manner to ensure the safety of everyone on site.</li> <li>• Record/report incidents, hazards, accidents and near misses.</li> <li>• Keep your work space tidy and free from clutter.</li> </ul>
<b>7. Flexibility</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Travel across the District will be required.</li> </ul>

**Skills, qualifications, and core competencies:**

An understanding of child behaviour, de-escalation practices and a non-judgmental attitude is essential to this role.

Advanced emotional intelligence including how to create a neutral environment, yet clearly communicate rules ensuring compliance in a non-threatening manner is essential.

A current NZ full driver's license is essential.

**Personal Qualities:**

Responsible and uses initiative.

Be a team player.

An excellent communicator both written and oral.

Excellent time management.

Professional.

Patient and calm manner.

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.