

Support Worker

PGF Services

Reporting To	Regional Manager
Region	Northern, Central, Southern
Location	Auckland, Hamilton, Wellington, Christchurch
Staff	None
Qualifications	<ul style="list-style-type: none"> Level 4 Peer Support Certificate Full and clean Driver's License
Purpose	<p>Lived Experience, Cultural and Peer Support are vital to PGF Services stepped care approach to providing interventions for people impacted by gambling harm.</p> <p>As a member of a multidisciplinary team (MDT) our Support Workers possess unique knowledge, abilities, and attributes. They draw on their own life-changing experiences, cultural knowledge, service use, and/or journey of recovery and healing to support others and reduce barriers to treatment. Their work strengthens connection, resiliency, choice, and hope, improving the lives of individuals and assisting in transforming services.</p> <p>Our Support Workers provide direct support to tāngata whaiora and whānau, offering individualised recovery plans, modelling hope for recovery, and encouraging self-awareness about what works for the person.</p> <p>Our Support Workers include individuals with a range of speciality focuses, some have peer and lived experience of gambling harms, including being affected by another person's gambling, while others bring cultural knowledge to focus on connections with Māori, LGBTQI, or youth communities. The work can be completed in person or remotely, individually or in groups.</p> <p>Our Support Workers also support the delivery of public health education within their region, to raise awareness about factors contributing to gambling harm and additionally support the completion of multi-venue and self-exclusions for people who may not be engaged in PGF Services.</p>
Hours and Conditions of Work	<ul style="list-style-type: none"> 1 FTE The ordinary hours of work are forty 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. Attendance at some key public health activities outside of normal working hours is required from time to time (Time in lieu provided) Pool car provided for service engagements. Children's Worker – police vetting check must be undertaken every 3 years
<ul style="list-style-type: none"> Key Performance Indicators 	
Support Work	<ul style="list-style-type: none"> Establish and maintain intentional support relationships with tāngata whaiora, and implement and follow their plans including goal setting, modes of support, relapse prevention and wellness planning Liaise with whānau as appropriate and ensure there is an integrated approach to care through networking and relationships with colleagues and external agencies Deliver agreed sessions, facilitations and group co-facilitation as required Support the First Contact and Response team, as required Meet all data entry and reporting requirements accurately and in a timely manner

	<ul style="list-style-type: none"> • Participate in agreed external supervision • Inform practitioners of any issues identified relating to client safety and debrief the Regional Manager • Inform practitioners of updates regarding ongoing goal planning with peers • Documentation meets internal audit criteria
Specialty focus	<ul style="list-style-type: none"> • Maintaining a specialist focus on connecting to culture and achieving “Mauri Ora” by working with and building healthy whānau, bringing core values through practice of manaakitanga, kaitiakitanga, whanaungatanga, awhinatanga, huhuatanga.
Multi-Venue Exclusion Co-ordination (Hamilton and Wellington Regions only)	<ul style="list-style-type: none"> • Receive and process MVE referrals or requests from gambling venue operators/other services/a person wishing to exclude/PGF Services staff • Support practitioners /health promoters/tāngata whaiora with the MVE process • Ensure all MVE documentation is correctly completed • Liaise with MVE administrator to process MVE documentation • Liaise with tāngata whaiora/practitioners/support workers and gambling venue operators/DIA if compliance issues arise
Supporting the completion of MVEs (all Regions)	<ul style="list-style-type: none"> • Complete multi-venue exclusions for tāngata whaiora as required.
Public Health	<ul style="list-style-type: none"> • Collaborate with and support public health promoters to deliver public health activities to leverage health promotion and brief interventions • Complete all public health activity reporting accurately and in a timely manner
Community Connections	<ul style="list-style-type: none"> • Consider the environment of the tāngata whaiora and what social and cultural supports will enhance wellbeing • Walk alongside tāngata whaiora and whānau, advocating for them to ensure greater social and cultural support is realised
Service Promotion/Community Relationships	<ul style="list-style-type: none"> • Network with other community services to maintain an in-depth understanding the services available for tāngata whaiora and whānau. • 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
<ul style="list-style-type: none"> • Skills and Experience 	
Cultural Support	<ul style="list-style-type: none"> • Knowledgeable of their community and culture or are on a journey of learning about their identity and how to support others • Challenges stigma and equity and can demonstrates self-awareness and understanding of difference • Supports and promotes cross-cultural understanding
Peer Support	<ul style="list-style-type: none"> • Knowledge of evidence and strengths-based peer support tools, models, and practices • Experience of connecting peers to participate in their wider community, assisting them to develop their own natural supports and supporting them to learn self-advocacy and build their own recovery
Health Promotion	<ul style="list-style-type: none"> • Excellent presentation skills with the ability to inspire others to reduce gambling harm • Knowledge of the Te Tiriti o Waitangi principles and practice as it relates to health promotion • Knowledge of the gambling sector desirable
Relationship management	<ul style="list-style-type: none"> • Knowledge of the mental health and addictions sector is desirable • Working relationships with peers and workers is transparent and effective

	<ul style="list-style-type: none"> Develop and maintain stakeholder relationships that enable ease of referral and MVE pathways
Legislation	<ul style="list-style-type: none"> Understanding of key legislation such as the Gambling Act, Privacy Act, Mental Health and Disability Act, Vulnerable Children's Act desirable
Service Promotion	<ul style="list-style-type: none"> Engage effectively with the mental health and addictions sector to support gambling screening in a wide range of organisations and to improve access to problem gambling services Build relationships with mental health, addictions and PHOs to increase referrals
• Workplace Competencies	
Teamwork	<ul style="list-style-type: none"> Participates in team projects and supports colleagues achieve the Vision and Mission of PGF Services Maintains open dialogue with line manager Shows initiative and able to work autonomously if required
Computer Literacy	<ul style="list-style-type: none"> High level of competency with Microsoft Office 365 Suite (Outlook, Word, Excel, PowerPoint, One Note etc.) and with database systems
Health and Safety	<ul style="list-style-type: none"> Understands and complies with health and safety requirements
Quality Management	<ul style="list-style-type: none"> Works to the standards of PGF Services Quality Management System
Cross-cultural understanding	<ul style="list-style-type: none"> Supports and promotes cross-cultural understanding inside the organisation Knowledge of Te Reo Māori or Pacific languages an advantage
Treaty of Waitangi	<ul style="list-style-type: none"> Understands the principles of the Treaty of Waitangi and its impact of work practices and service delivery
Values	<ul style="list-style-type: none"> Walks the talk of the Values of PGF Services
Key Relationships	
Internal	<ul style="list-style-type: none"> Regional Managers Peer Support Lead Gambling Harm Practitioners Other Support workers Public Health Team/Hauora Whānui First Contact and Response Lead Practitioner Clinical Director Public Health Lead
External	<ul style="list-style-type: none"> Regional mental health and addiction service providers Regional peer support networks