

# Tuakana-Teina Kaitautoko /Peer Support Worker

<b>Location:</b>	Christchurch Hospital Emergency Department. Canterbury
<b>Group:</b>	Stepping Stone Trust
<b>Team:</b>	After-Hours Peer Specialists in ED
<b>Date:</b>	February 2025
<b>Reports to:</b>	Peer Specialist Team Lead
<b>Hours of work:</b>	Monday, Tuesday, Thursday, Friday 1pm – 9pm
<b>Place of work:</b>	Emergency Department

## Tuakana-Teina Kaitautoko/Peer Support Kaitautoko – Secondment Opportunity

### Service Context

Grounded in tikanga Māori principles, the Emergency Department peer service will uphold manaakitanga, whanaungatanga, and kotahitanga, ensuring tāngata whaiora and their whānau, receive culturally safe and empowering support during times of acute distress.

### Role, Purpose and Scope of Role

To empower tāngata whaiora and whānau through mana-enhancing support during times of distress. To respect and promote the autonomy of people using the Emergency Department through engaging in a purpose-driven relationship that acknowledges the shared responsibility for growth and focuses on building upon on strengths. Enabling connections through to community and resources.

### Key Relationships

Accountable / Reports to

- Peers in ED Project Co-Leads
- A. Day-to-day Peers in ED Team Lead
- B. Day-to-Day Peers in ED Peer Practice Lead

Relationships With

- On-Call Supervisor
- Humans accessing the service
- Mental Health & Addiction Service Providers
- Emergency Department Personnel
- Service Manager, Stepping Stone Trust
- Clinical Quality Manager, Purapura Whetū Trust
- Other NGOs

Stepping Stone Trust, Purapura Whetū, and Odyssey House are excited to offer a secondment opportunity for experienced Tuakana-Teina Kaitautoko / Peer Support Workers to join our Peer Specialist in ED service where we provide whānau-centered peer specialist support within Christchurch Hospital’s Emergency Department. Our organization recognizes Te Tiriti o Waitangi as the founding document of this nation and therefore, guided by the tenets thereof, has an expectation that tāngata whaiora who access Mental Health services, and their whānau have the same rights to the highest standards of Mātauranga mate Hinengaro care as everyone else.

This means, in effect, working towards addressing the disparities in mental health for Māori whānau. Further to ensuring that tangata whaiora and their whanau receive the highest standards of professional assistance in actively managing Mental Health related conditions, we empower people to reach their full potential through personal growth, positive mental health, and wellbeing.

### Mōu | About you

We are looking for Peer Support Workers with lived experience of recovery from mental distress and/or addiction who can use their journey to support others in the Emergency Department (ED). Additionally, you have personally accessed ED services for acute distress and understand the challenges of this environment.

You will have 2-3 years of experience in a Peer Support role, completed Intentional Peer Support (IPS) or Tuakana-Teina training, and hold a Level 4 qualification in Health & Wellbeing (Mental Health & Addiction or Peer Support) or equivalent. Strong relationship-building skills are essential, as is experience working with diverse communities.

The role involves working in a fast paced, high demand, multi-disciplinary setting, requiring strong communication, active listening, and collaboration skills. Proficiency in MS Office is beneficial. A compassionate, calm, professional, and organised approach is key, along with a commitment to Te Tiriti o Waitangi and inclusive care.

At the interview, you should be prepared to share your recovery journey as part of demonstrating your experience and approach to peer support.

### Mō mātou | About us

**Stepping Stone Trust (SST)** | Te Roopu o te Taumata Kohatu is one of the largest mental health and social service providers in Aotearoa New Zealand, supporting over 700 people weekly across Canterbury and Otago. Established in 1994, SST is a not-for-profit Charitable Trust employing a range of registered health professionals and support workers. SST delivers community-based mental health services, intellectual differences support, supported accommodation, school attendance initiatives, and Youth Enterprise services for adults, youth, and whānau. Services include an adult mental health crisis and planned respite service and a youth respite and residential service. A strong advocate for peer support, SST employs four Intentional Peer Support trainers and has a well-integrated peer workforce operating in both community and residential settings. With a team of over 270 dedicated staff, the organisation continues to make a significant impact on individuals and families by fostering recovery and resilience.

**Purapura Whetu Trust (PWT)** is a kaupapa Māori health, wellbeing, and social service provider that has been serving the Waitaha | Canterbury region for over 25 years. As a not-for-profit organization, PWT delivers a whānau-centred, holistic model of care that integrates clinical, cultural, and community support, firmly grounded in Mātauranga Māori principles. The Trust provides essential services to vulnerable and socially isolated whānau, helping them overcome barriers to health and social support. A key initiative is Kā Pou Whenua Kaupapa, an After-Hours Crisis Telehealth service operating across Canterbury and the West Coast, staffed by a diverse team of clinical, non-clinical, cultural, and lived experience kaimahi. PWT works in close collaboration with community networks, Police, Specialist Mental Health Services (SMHS), and Emergency Services to ensure seamless crisis support. With over 186 staff, PWT remains committed to empowering whānau, promoting resilience, and strengthening community wellbeing through culturally responsive services.

**Odyssey Christchurch** specializes in addiction recovery and mental health support, offering peer support within the Christchurch Opioid Recovery Service (CORS) through Te Whatu Ora. The organization plays a key role in governance and advocacy within Specialist Mental Health Services, contributing to groups such as the Oversight Group, Shared Care Working Group, and Peer Support Project Group. Odyssey Christchurch provides evidence-based assessment and treatment for alcohol and other drug (AOD) issues and co-existing mental health conditions, serving youth, adults, and older adults (65+) across a spectrum of needs, from early intervention to complex cases. Services are delivered in community, residential, prison, and online settings. With a workforce of 150 and annual engagement with over 7,000 individuals—21% of whom are Māori—Odyssey Christchurch plays a vital role in addiction recovery and harm

reduction. The organization has a strong peer support presence, with over 15% of its workforce bringing lived experience to their roles, ensuring that support services are deeply informed by real-world understanding and empathy.

The Peer Support Specialist in ED kaupapa is grounded in tikanga Māori principles, ensuring that manaakitanga, whanaungatanga, and kotahitanga guide our approach to supporting tāngata whaiora experiencing acute distress. Delivered by Stepping Stone Trust, Purapura Whetū Trust and Odyssey House, this service is designed to uphold the values of respect, collective responsibility, and reciprocity, ensuring that tāngata whaiora receive culturally safe, mana-enhancing support within ED.

### Tā mātou mahi | We offer

- A friendly work environment where together with support staff, can make a difference in people's lives.
- Paid Sick leave (after three months permanent employment).
- Paid Birthday leave (after six months permanent employment).
- Internal training and development opportunities.

## Core Functions of Role

### Peer Support Provision:

- Build safe, positive, and supportive relationships with tāngata experiencing significant mental distress.
- Work with clinical staff (e.g., physicians, nurses, social workers) to enhance person-centred care in the ED.
- Serve as a calming presence to support clinical interventions.
- Assist tāngata whaiora in understanding and navigating the ED process, including care plans, rights, and discharge planning.
- Facilitate a seamless transition from ED to ongoing care through collaboration with the clinical team.
- Provide recommendations and connections to follow-up services, self-help options, community programs, and support groups post-ED visit.
- Uphold and promote the autonomy and self-determination of those being supported and empower people to advocate for themselves.
- Foster empathetic, peer-based connections grounded in shared experiences of mental distress and/or addiction.
- Normalize emotional responses during crises and encourage hope, recovery, and self-determination.
- Draw on personal lived experience of recovery from mental distress and/or addiction to safely support others.
- Exhibit excellent active listening abilities and a well-established reflective practice approach.
- Commit to Te Tiriti o Waitangi and its principles in all aspects of support.
- Provide clear and accessible information on relevant legislation, rights, and responsibilities.
- Participate in Peer Practice Supervision when required

### Systems, Processes, and Structures:

- Effectively manage daily workload in a dynamic environment, demonstrating strong organisational, verbal, and written communication skills.
- Actively participate in Service meetings.
- Engage in regular co-reflection for ongoing professional development.
- Adhere to policies, procedures, and standards to ensure service compliance.

- Contribute professionally to quality and contractual audits.
- Support continuous quality improvement within the Service.
- Handle information and requests with confidentiality, professionalism, and efficiency.

## Education and Qualifications

Lived experience of accessing ED (Emergency Department) services for acute and/or significant distress and therefore have had interactions with this department.

Previous experience working within multi-disciplinary environments, combined with the skills to build relationships across disciplines.

2-3 years' experience in a Peer Support role and have completed IPS or Tuakana-Teina training.

Minimum of Level 4 in Health & Wellbeing (Mental Health & Addiction or Peer Support) or equivalent.

## Technical or Professional Knowledge, Skills and Experience

<b>Work context specific</b>	<ul style="list-style-type: none"> <li>• Comfortable working in an fast paced, high demand emergency department environment.</li> </ul>
<b>IT and Internet systems</b>	<ul style="list-style-type: none"> <li>• Excellent knowledge of office software systems e.g. Microsoft Office (Word, Excel), E-mail, Payroll Systems, with the ability to support staff in these applications</li> <li>• Confident using the Internet and web tools</li> <li>• Confident using smart phones.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Ability to co-ordinate administrative functions to ensure timely reporting</li> <li>• Demonstrates an understanding of administrative systems that ensure other business systems are properly supported</li> <li>• Demonstrates ability to maintain quality quantitative information gathering and reporting systems.</li> </ul>

## General Competencies

<b>Alignment to Core Peer Values</b>	<p><b>Mutuality</b></p> <p>The authentic two-way relationships between people through 'the kinship of common experience'.</p>
	<p><b>Experiential knowledge</b></p> <p>The learning, knowledge and wisdom that comes from personal lived experience of mental distress or addiction and recovery.</p>
	<p><b>Self-determination</b></p> <p>The right for people to make free choices about their life and to be free from coercion based on their mental distress or addiction.</p>
	<p><b>Participation</b></p>

The right for people to participate in and lead mental health and/or addiction services including in the development or running of services as well as in their own treatment and recovery.

**Equity**

The right of people who experience mental distress and/or addiction to have fair and equal opportunities to other citizens and to be free of discrimination.

**Recovery and hope**

The belief that there is always hope and that resiliency and meaningful recovery is possible for everyone.

---

**Teamwork**

Maintains healthy team relationships especially with respect to handling conflict; aware of differences in personalities and the importance of positive relationships to achieve outcomes

**Teachable**

Desires to learn best practice; follows instruction. Able to adapt learned skills to the ED environment.

**Communication**

Develops rapport easily; addresses issues positively; competent in verbal and written communication

**Team Fit**

Aligns with team's values; Self-reflection, resilience and awareness of and ability to draw off own recovery kete.

**Verification**

We agreed that this Statement of Accountability accurately reflects the key responsibilities of the position at today's date.

Manager's Signature:

Manager's Name:

Date:

Employee's Signature:

Employee's Full Name:

Date:

This Statement of Accountability will be reviewed at least once a year during the Performance Review Meetings. Any changes which need to be made will be signed off by the responsible Service Line Manager, and People & Capability.