

POSITION DESCRIPTION

Position	Support Services Lead
Employment Basis	Permanent, Full Time (37.5 hours per week)
Location	Ideally based in Tāmaki Makaurau/Auckland, or Te Whanganui a Tara/Wellington (& could potentially be in Ōtautahi/Christchurch)
Reporting to	National Services and Outreach Manager
Team Purpose	<p>The Burnett Foundation Aotearoa Services and Outreach Team contributes to our national work in the areas of developing individual skills, building the strength of communities, and enhancing the capacity of the health workforce to meet the needs of those we serve throughout Aotearoa.</p> <p>The team achieves this through the provision of HIV and STI testing and support & counselling services, peer-led group programmes and education. We deliver programmes and services from our three offices, and we also partner with likeminded organisations to maximise the impact of our work.</p>
Direct Reports	N/A
Key Internal Relationships	<ul style="list-style-type: none"> • Services and Outreach Managers • Services and Outreach Team • Marketing, Communications and Fundraising Team • Burnett Foundation Aotearoa Management Team • Contract counsellors
Key External Relationships	<p>Key organisations and individuals relevant to the goals of Burnett Foundation Aotearoa in the areas of service and outreach include:</p> <ul style="list-style-type: none"> • DHB sexual health and infectious diseases services, GPs and primary care providers • Communities affected by HIV, especially gay, bisexual, and other men who have sex with men (GBM) and people living with HIV • Community organisations and groups that support gay, Bisexual, Takatāpuhi or other men who have sex with men • Other organisations, individuals or groups working to improve HIV, sexual health or rainbow health
Role Purpose	<p>The Support Service Lead will:</p> <ul style="list-style-type: none"> • Work with an understanding of the needs of the priority groups supported by Burnett Foundation Aotearoa. The Support Service Lead will plan, implement, and lead the development of the Burnett Foundation Aotearoa national support services offerings • Provide continuity of services access and client assessment through managing initial registrations of interest in our service offerings and then channelling onto appropriate offerings or providers • Utilise existing and develop new systems to provide multiple entry points to our diverse support services

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	<ul style="list-style-type: none"> • Support the development of peer support services and delivery of group programmes that provide social connection and support participants to develop personal skills regardless of where they live. • Build partnerships with key external organisations to support the development of wider healthcare and wellbeing sector players to provide affirming services to our client base while meeting unique cultural needs with a focus on Māori and Pasifika communities.
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<p>Who we are</p> <p>Burnett Foundation Aotearoa has been at the forefront of the community response to HIV in Aotearoa for more than 30 years, a history we're very proud of.</p> <p>With the same passion and commitment as those who came before us, we are working hard to prevent HIV transmission, reduce stigma and maximise the wellbeing of those most affected by HIV.</p> <p>Through our community engagement, behaviour-change marketing campaigns, and testing and therapeutic and support services, we reach people across the country.</p> <p>As a registered charity, our work is made possible through funding from the Ministry of Health, passionate trust foundations and donations from like-minded individuals who share our vision. Together, we are working towards an Aotearoa with zero HIV transmissions where people living with or affected by HIV flourish.</p>

Key Areas of Responsibility and Ownership

<p>Service Development and Leadership</p> <ul style="list-style-type: none"> • Provide oversight of and responsibility for the development of our Support Services (including therapeutic components) towards a new vision for the services. • Focus on developing and offering national services (in collaboration with other providers if required) to parts of our core communities who have 'quieter voices' and those who historically have not accessed our services • Support peers through training and oversight to develop programmes for core communities and skills to deliver these programmes • Engage with contract counsellors to facilitate the provision of one-o- one and (?) group service delivery • Play a key part in linking in with and informing the broader organisation on the wellbeing and support issues experienced by our core communities and how we might be able to best respond across our differing arms or work. • Support Counselling/Peer Interns to ensure our counselling and wider support service workforce increases to meet the needs of people living with HIV and Takatāpui, Gay, Bisexual and other men who have sex with men • Ensure that clients with needs that cannot be met through our services are provided with self-referral options or are referred to established providers.
<p>Service Delivery</p> <ul style="list-style-type: none"> • Oversee and screen for risk for all referrals including those entering groups. Work with clients at the phone chat phase to determine what offering suits them best and co-ordinate and allocate accordingly • Carry a small caseload for one-to-one counselling and/or group work and distribute clients to appropriate services • Oversee organisational client risk assessment processes and practices to ensure the safety of service users and those providing the support service are fit for purpose and are best positioned to respond appropriately • Ensuring all reporting is timely, content of notes achieve minimum standards, plans documented and lines of responsibility for risk clearly described

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- Develop and monitor service outcomes/evaluations and manage any client concerns or complaints.
- Work with the Services and Outreach Manager to identify and follow up on opportunities to participate in and/or lead internal and external education programmes for staff and other stakeholders

Relationships and Partnership

- Hold relationships with individuals and agencies that support the implementation of Burnett Foundation Aotearoa services, including key partners for client referrals for on-going support

Self-Development

- Through the Burnett Foundation Aotearoa Performance Review process, establish personal/professional development needs/goals that support success.
- Maintain familiarity with relevant evidence and best-practice in HIV prevention and health promotion.

Health & safety and Wellbeing

- Proactively support the creation of a positive health and safety culture at Burnett Foundation Aotearoa.
- Ensure a clear understanding and knowledge of health and safety policies and procedures.
- Ensure a clear understanding of the hazards and control measures associated with daily operations at Burnett Foundation Aotearoa.
- Contribute to a positive and inclusive work environment, one that respects each other and values diversity.

Any other reasonable task which is consistent with the overall purpose of the position.

Skills, Experience & Qualifications.

Essential	<ul style="list-style-type: none"> • A registered health professional or equivalent experience • Experience in health service development at a leadership and delivery level • Experience working with peers from diverse backgrounds supporting them to develop their capacity to facilitate and guide support service users • Experience working with peers and qualified counsellors or other appropriate therapeutic providers to maintain a strong client-centred approach • Ability to work and communicate effectively with the diverse groups impacted and affected by HIV in Aotearoa – People living with HIV, Takatāpui, Gay, Bisexual or other men who have sex with men. • Ability to deliver and support training/education programmes • Ability to consistently adhere to the principles of confidentiality and ethical practice within a support service and health setting. • Ability to manage and grow relationships with internal and external stakeholders • Self-motivated and able to effectively work both in a team environment or independently. • Ability to prioritise work effectively, and to manage changing and conflicting demands and expectations. • Professional approach to sexuality and sexual issues informed by a sex positive approach.
Preferred	<ul style="list-style-type: none"> • Knowledge of HIV, sexual health issues and specific health issues facing men who have sex with men in Aotearoa • Lived experience in one or more of our priority populations (men who have sex with men, people living with HIV, Māori, people from high HIV prevalence countries) • Previous experience in support networks for diverse communities • Knowledge and/or experience in the not-for-profit sector
Technical / Practical	<ul style="list-style-type: none"> • An annual practicing certificate or evidence of support service development and provision • Excellent oral and written skills in English. • Excellent computer skills including Microsoft Office programmes.

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Cultural Responsiveness	We welcome applications from prospective employees who already have some knowledge of Tikanga Māori and Te Reo Māori. It is essential that all employees demonstrate a willingness to learn in these areas.
Qualifications	A tertiary qualification or technical training in at least one of the following: Community development, social work, allied health, nursing, health promotion, project management, population/public health. Equivalent work experience may be considered in lieu of a qualification.