Wellness Advisor

Position Details

Reports to: Wellness Team Leader

Location: Generic

District/Service Centre: People and Capability

Shift work/non shift work: Non shift work

Group: Safer People

Remuneration range: Band G Police Employee/band H Office of Constable

PHPF Level Purpose: Individual Contributor

Employee Type: Police Employee/Office of Constable

Direct reports: None

Delegated financial authority: Nil

Context

New Zealand Police is the lead agency responsible for reducing crime and enhancing community safety. We work in partnership with individuals, communities, businesses and other public sector agencies to achieve our vision of Safer Communities Together.

The Safer People Group, within People and Capability, supports the organisation to develop a strong wellness and safety culture.

The Safer People Group is made up of five key areas:

- Health and Safety: supporting Police to maximise safety and minimise risk to all employees
- Wellness: supporting the psychological and emotional wellbeing of employees
- Physical Education: supporting the physical fitness of employees and recruits to ensure they are fit for the job
- Medical clearance – ensuring recruits meet health requirements for the job
- Health Clinic at the Royal NZ Police College.

The Wellness Advisor provides core services and background operational activities as guided by the Safer People, The Strategy to Realisation, Support & Encourage Wellness Service Line 2019 document.

Purpose

The purpose of the Wellness Advisor is to provide professionally guided health and wellness support and assistance to all Police employees and their families and NZ Police as an organisation .In doing so we apply the prevent , advise and respond practice framework

- Prevent : we protect staff from psychological harm by increasing awareness and capability and strengthening protective factors for resilience
- Advise :We ensure our people have access to professional support and advice when they experience difficulties at work or at home
- Respond : We coordinate and provide prompt response to incidents through implementation of the trauma support policy

Accountabilities

1. Be safe and feel safe

- Understand the hazards in your work area and eliminate or minimise the associated risk.
- Report all accidents, incidents and near misses in MyPolice in a timely fashion.
- Actively participate in Wellness and Safety initiatives and training

2. Service Delivery

- Promotes awareness of health and wellness and the importance of self care with individual and groups
- Plans, implements and evaluates educational and other strategies, programmes and projects focused on prevention of and early intervention of identified wellness related problems
- Develops in conjunction with the Wellness team Leader and other Wellness Advisors information and resources or staff in response to common queries
- Provides assistance to employees and their families, usually on a short-term basis.
- Assesses and refers employees and their families on to specialist services as required.
- Provides advice to management for example in relation to the selection of staff for special operations and applications for welfare transfers
- Monitors progress of any referrals made to ensure the employee and his/her family are satisfied with the service provided and the matter has been successfully resolved.
- Responds to critical incidents and implements the Trauma policy in a timely manner, assessing needs, and coordinating trauma support services as required.
- Provides psychosocial support to employees requiring workplace rehabilitation.
- Acts as a source of expert information and advice on wellness related matters.
- Provides information on and access to wellness related internal policies, provisions and services available to employees and their families.
- Responds, accurately and in a timely manner, to staff queries on wellness related matters.
- Contributes to the development of wellness related policies
- Identifies and raises policies or practices, procedural gaps trends or issues which affect the wellbeing of staff recommending appropriate strategies to address matters raised
- Maintains case notes, records, service statistics and timesheets in a timely and accurate manner .

3. Relationship Management

- On behalf of Safer People establishes and maintains positive, supportive and collaborative working relationships and develops and fosters an understanding of roles and responsibilities with:
    a. District Commanders, Area Managers, HR Managers, Police supervisors, Return to Work Coorfinators, Health and Safety Advisors, PEOs, Medical Services, Police Chaplains, MPES
    b. External service providers and organisations i.e. NZ Police Welfare Fund, Police Association, NZ Police approved psychologists, specialist health services, and social service organisations

- Encourages behaviour that develops a constructive culture as described by the NZ Police Values and PHPF within Safer People, across teams and with key stakeholders
- Maintains professional and personal communication networks within relevant Professional and Police organisations

4. Team Work

- Contributes in a positive manner to the setting of Safer People and Wellness service goals, plans and standards in line with the organisational goals, ethics and values as set out in Our Business.
- Contributes to the development of professional best practice and an effective Wellness service.
- Collaborates within Safer People to ensure seamless services are provided.

- Shares information appropriately and actively and constructively participates in supervision, case review and team meetings.
- Attempts to constructively resolve problems and conflicts.
- Is organisationally and professionally agile and constructively responds to changing service needs or direction.
- Maintains appropriate professional boundaries with Police staff, a high level of confidentiality and adheres to the Welfare Service Professional Code of Ethics and Practice

5. Customer Service

- Acts in a friendly, responsive and timely way towards people using the Wellness service.
- Delivers a service that is confidential acceptable, readily available and accessible to employees.
- Ensures that service delivery is responsive to the needs of Maori staff and integrates both the Treaty principles and Maori values and principles consistent with the spirit and substance of the Treaty of Waitangi.
- Assesses and analyses concerns, issues, needs and resources of employees and their families in relation to Wellness services and provides this information to Safer People to contribute to informing services and activities
- Plans, implements and evaluates strategies and programmes to respond to wellness concerns, issues and needs of employees and their families.
- Complies with the Strategy to Realisation: Support and Encourage Wellness Line 2019 document..
- Uses discretion in an appropriate manner in dealing with problems.
- Shows flexibility in approaches to different situations when it is apparent that a method or approach is inappropriate.

- Sets priorities and manages own time effectively.

Additional Requirements

For selection purposes, candidate suitability will be considered in relation to:

1. potential to perform well in the position, given a reasonable period of time for familiarisation and/or training.
2. personal attributes and temperament relevant to the position.
3. general health which will allow for the performance of all duties and functions of the position (for constabulary employees a current PCT is an indicator of general health).

Pre-Employment Checks

- No Children's Worker security Check is required or A non-core Children's Worker security check is required

Qualifications

- A tertiary qualification and registration as a Registered Nurse, Social Worker, or Occupational Therapist.
- Successful applicants must have at least 5 years mental health or similar experience

Other

- Please note this position was previously titled Staff Welfare Officer and as such continues to attract the Welfare Officer Expense/Standby Allowance as outlined in the applicable employment agreements.