



Job Description

Position title	Key Worker
Division:	Housing First Ōtautahi
Location:	Christchurch
Responsible to:	Practise Lead
Hours	40 Hours
Date approved:	April 2023
Delegated authority	As per policy on Authority Levels and Delegated Authorities

The Mission

The Christchurch Methodist Mission (CMM) is the social services agency of the Methodist Church of New Zealand with responsibility for services through the upper South Island, including Canterbury, Marlborough, Nelson and the West Coast.

Housing First is an exciting collaborative programme being led by the Christchurch Methodist Mission (CMM) in collaboration with Comcare Trust, Emerge Aotearoa and Ōtautahi Community Housing Trust (OCHT), Christchurch City Mission and Te Whare Roimata. Housing First supports access to housing and wrap around services to people experiencing long-term homelessness in Christchurch. The programme works toward the goal to make homelessness rare brief and non-reoccurring.

Our Vision

A socially just and inclusive society in which all people flourish.

Purpose of Position

The position will be based largely in the community, supporting kaewa (clients) on their journey and you will follow them through the steps of engagement and their entry into support services. You will engage individuals to assist with their immediate support needs through a range of intervention options. Walking alongside them as they determine their futures, based on their own choices, and self-determined goals.

You will be part of a team which include specialist key workers, community mental health nurse, community development worker, and cultural lead, housing specialists and peer support workers. Together you will assist kaewa into housing by continuing to walk alongside them on their recovery journey as they build a sense of wellbeing and strong positive community connections.

In your role you will need exceptional inter-personal skills, patience and empathy to build trusting relationships with the Housing First kaewa and their whānau.

Key Responsibilities

- Create and work towards a strengths-based recovery plan that is grounded in the principles of Housing First and harm reduction
- Assist kaewa, if they wish to gain access to alcohol and drug addiction services
- Assess for eligibility for social welfare entitlements and support kaewa to apply.
- Provide advocacy as required. This requires the ability to think outside the square and pursue a number of options at any given time.
- Broker and provide supported referrals to other organisations or services as required.
- Support connection with whānau and culture as required.
- Contribute to community development initiatives with participants and the wider team.
- Share your knowledge with your Housing First Ōtautahi team members to build the collective knowledge and wisdom of the team and to contribute to the overall development of the programme.
- Communicate effectively with stakeholders and partner organisations.
- Maintain relevant, timely and accurate documentation at all times.
- Maintain relationships in the community organisations

General

It is expected that all staff employed by CMM will:

- Adhere to the CMM values statement, Policies, Strategic Plan, Code of Conduct and Health and Safety requirements
- Actively participate in team meetings and other CMM meetings.
- Demonstrate commitment to CMM's bi-cultural journey
- Undertake professional development, supervision and training as agreed.

Person Specification

Essential

- Relevant tertiary qualification in one of the following fields: a qualification in social services, social work, nursing, mental health, occupational therapy, counselling or similar, **or** relevant proven experience (at least 3 to 5 years)
- Cultural competencies with knowledge of Te Reo me ōna Tikanga or have the desire to learn
- A full clean NZ drivers' licence
- Positivity, flexibility, confidence and compassion with a non-judgemental attitude
- Resilience, with the ability to work in an environment of conflict, chaos or unpredictability
- Ability to maintain professional integrity and self-care
- Excellent interpersonal and communication skills (verbal, written and computer literacy)
- Ability to respond quickly to incidents, quickly risk assess a situation using your own judgement and elevate if necessary
- A passion to work alongside kaewa who have come from a vast range of varied challenging experience throughout their lives

Desirable

- Connections to alcohol and drug addiction services
- Connections to community/voluntary organisations supporting the homeless population
- At least 2 years' experience working in homelessness services, addiction services, tenancy management or social services
- Have experience in working alongside people with mental health issues, substance misuse and trauma

- Knowledge or understanding of motivational interviewing and other counselling modalities, harm reduction and trauma informed care

Housing First Competencies

As a member of the team which has a kaupapa Māori approach, you are responsible for acknowledging and enhancing the mana of the people we work with. This includes providing a range of holistic support to promote wellbeing, including:

Person led intensive case management

Supporting individuals through a case management approach, the goal of which is to help them decide on the best type of housing for them, maintain their housing and achieve an optimum quality of life through developing plans, enhancing life skills, addressing health and mental health needs, engaging in meaningful activities and building social and community relations.

Emotional Support

This very relational aspect of support includes active listening, reframing, facilitating communication, building motivation and confidence. Being able to have respectful, hard conversations about behaviour and actions if required.

Informational / Educational Support

Provision of information and education to help people to achieve their goals and aspirations.

Navigation

Helping people find out about, connect to and use the resources and services that are available to them.

Direct Support

Doing things with (rather than for) people in order that they build skills, confidence, change behaviour or circumstances.

Key Relationships

Internal

- Executive Director
- Divisional managers
- All CMM staff
- CMM Board

External

- Kaewa
- CMM Supporters and funding organisations
- Community Organisations

Signed:

Date:

Employee: _____

Employer: _____
