



## Job Description

<b>Position title</b>	<b>Whānau Practice Lead</b>
<b>Division:</b>	Housing First Ōtautahi
<b>Location:</b>	Christchurch
<b>Responsible to:</b>	Manager, Housing First Ōtautahi
<b>Hours</b>	Full-time / 40 hours per week
<b>Date approved:</b>	July 2023
<b>Delegated authority</b>	As per policy on Authority Levels and Delegated Authorities

### The Christchurch Methodist Mission

---

The Christchurch Methodist Mission is the social services agency of the Methodist Church of New Zealand with responsibility for services through the upper South Island.

Housing First is an exciting collaborative programme with a kaupapa Māori approach 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 Ōtautahi. The programme works toward the goal to make homelessness rare brief and non-reoccurring.

### Our Vision

A just and inclusive society in which all people flourish.

### Our Mission

To promote and enhance the dignity of all people through:

- Providing compassionate care, support and empowerment of those most vulnerable in our community
- Building communities, neighbourhoods and a wider society that are fair and inclusive
- Challenging injustice and working for social transformation

### 'Cycles of Hope®'

Christchurch Methodist Mission is committed to promoting 'cycles of hope' by actively addressing not only the effects, but also the causes of injustice and social and economic disadvantage.

## Our Partnerships

We are committed to Te Tiriti o Waitangi in all our work and to working in partnership as Māori and Taiwi.

## Our Values

---

- Tumanako (Hope)- Believing that change is possible
- Whakaute (Respect)- For people, and every person's unique value
- Hei kaikōrero mō te tika me te mana taurite (Social Justice)- Inequality, unfairness and exclusion will be challenged
- Ngākau pono (Integrity)- Actions speak louder than words
- Mahi tahi (Partnership); Strength is found in cooperation
- Whakamana (Empowerment)- Recognising and enhancing the mana in all people
- Whakakauka (Sustainability)- Responding to the challenges of climate change

## Purpose of Position

---

This new role has been developed due to the increasing number of whānau with tamariki now in our service. The role will lead a team of 1-2 social workers (whānau/child focused) and up to 6 key workers.

The purpose of this position is to provide case management oversight and supervision to our Social Workers and Key Workers for Housing First, based in Ōtautahi. It will include building and strengthening the team so that kaewa with tamariki receive a professional, supportive and mana-enhancing service delivery and that the tamariki are able to thrive.

## Key Responsibilities

---

### Leadership

1. Be a member of the Senior Leadership Team, supporting the Manager and Pou Whakarae in the overall leadership and management of the Housing First service
2. Provide support and guidance to the Senior Leadership in working with whānau who have experienced trauma, child development so that whānau are able to thrive
3. Ensure that CMM values are embedded in all day to day interactions
4. Ensure fidelity to the Housing First principles and a commitment to reflect on practice and continually improve the service being provided
5. Support the Housing First Manager and Pou Whakarae in the employment of new staff
6. Build and support a team of social workers and key workers so that they are able to provide high quality support to whānau and their tamariki
7. Work within a kaupapa Māori approach, ensuring that the mana of those you work with is acknowledged and enhanced

### Staff Supervision and Practice Development

8. Supervise the performance and professional development of staff including
  - a. Induction and mentoring of staff
  - b. Communicating clear expectations and standards for staff
  - c. Providing regular supervision to all team members
  - d. Work with the Pou Whakarae to support staff in their cultural competence so that they are able to provide an effective service to kaewa

- e. Encouraging and supporting a high standard of record keeping, including goal setting, and report writing
  - f. Ensuring professional development processes, including appraisals, are in place
9. Monitor the work of the team to ensure quality and professional standards are maintained, legislative and policy requirements are complied with and satisfactory throughput of work is achieved.

### Training and Development

10. Coach and build understanding and skills of all Housing First workers in the areas of child development, parenting and supporting whānau who have experienced trauma.
11. Ensure that all Housing First staff adhere to the Christchurch Methodist Mission Child Protection Policy and work in accordance with the requirements of, and amendments to the Children and Young People's Wellbeing Act 1989 (Oranga Tamariki Act 1989), the Care of Children Act 2004, the Children's Act 2014 and the Family Violence Act 2018

### Relationship Building

12. Build strong relationships and work positively with Oranga Tamariki and NGOs providing support to whānau and tamariki
13. Maintain collaborative relationships with other external agencies including health and addiction agencies.
14. Support a positive relationship with other Housing First partners.

### 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

- Qualification in social work, full registration with the Social Workers Registration Board and at least 4 years' experience in the field
- Experience of social work assessment and intervention with children and families
- Sound knowledge of care and protection principles, legislation and risk management
- Experience of working with wāhine Māori and tamariki
- Experience of providing clinical supervision to social workers (if required) and caseload/administrative supervision to other staff (e.g. Key Workers)
- An understanding of the relevance of the Treaty of Waitangi and how this is implemented into practice
- Experience of leading teams and having oversight of practice areas relating to vulnerable client groups (homelessness, health, substance use and/or trauma)

- Patience, empathy, positivity, flexibility, and a non-judgement attitude which enable relationships to be built
- Resilience, with the ability to work in an environment of chaos or unpredictability
- Demonstrated ability to maintain professional integrity and self-care
- Extraordinary inter-personal and communication skills (verbal, written and computer literacy)
- Sound knowledge of relevant legislation and risk management
- A clean, current driver's licence

### Desirable

- Connections to alcohol and drug addiction services
- Connections to community/voluntary organisations supporting the homeless population

### 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:

**Commitment to the service** - promotes high quality care for service users. Demonstrates a commitment to understanding and meeting kaewa' expectations and delivering a high-quality service. Sensitive to the needs and concerns of kaewa. Kaewa are those groups or individuals, internal or external, who use Housing First services.

**Building relationships** - The ability to interact with and develop effective working relationships with a wide range of people of different types and in different situations. This includes establishing formal and informal working relationships

**Team work**- commitment and support for the work of the team. Pools ideas and builds on the contributions of other team members. Demonstrates an ability and willingness to work with other professional staff from other professions e.g. advisors, clinical staff, community workers etc.

**Flexibility** - Able to adapt to a variety of situations, understanding and appreciating different and opposing perspectives of a situation. Open minded and flexible in dealing with circumstances as they arise. The ability to think about a situation, issue or process in new or varying ways and to generate new ideas This includes the willingness to seek out and implement better ways of doing things and to embrace change. Approaches changes in Housing First with a constructive attitude.

**Planning and organizing** - ability to identify objectives and develop effective action plans to achieve them. This may include: using sound personal organization disciplines; using a methodical and systematic approach towards planning workloads; using project management skills; exhibiting appropriate initiative and persistence; focusing on work that is of high quality. High level of initiative and self-management. Excellent time management skills and ability to respond to demanding timelines. Results focused and ability to deliver on commitments.

**Managing Personal Responsibilities** – upholds personal, professional, and ethical conduct. Demonstrate ethical practice and the maintenance of professional boundaries. Knowledge and commitment to the principles of EEO and health and safety legislation.

**Managing Information and Uses Technology** - managing information effectively, and using information technology to be efficient, productive, and to deliver a high standard of service

**Cultural Responsiveness** - The ability to show cultural sensitivity, awareness and understanding of diversity. This includes reinforcing culturally sensitive behaviour, being responsive to Māori and other cultural groups. Ability to work within diverse cultural settings.

## Key Relationships

---

### Internal

- Housing First colleagues
- Executive Director
- Divisional managers
- All CMM staff
- CMM Board

### External

- Kaewa
- CMM Supporters and funding organisations
- Community Organisations
- Government Organisations

Signed:

Date:

Employee: \_\_\_\_\_

Employer: \_\_\_\_\_