



## Job Description

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| <b>Position title</b>      | <b>Peer Support 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 Mission

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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.

### 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

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- 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

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The purpose of this position is to provide case management oversight to our Peer Support Workers for Housing First, based in Christchurch but also; building and strengthening the team to ensure professional service delivery, adherence to policy and procedures, mentoring and supervising Peer Support workers in their professional development and through sharing wisdom from your own experiences.

## Key Responsibilities

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As a senior member of the team which has a kaupapa Maori approach you are responsible for acknowledging and enhancing the mana of the people you work with.

- Work with the Manager to prioritise, plan and co-ordinate the peer support worker functions of the team.
- Support and supervise the performance and professional development of the peer support workers
- Provide induction and mentoring/training of peer support workers as requested by the Manager
- Communicating clear expectations and standards for staff
- Encouraging and developing a high standard of assessment, goal setting and case note writing
- Ensuring performance development processes are in place
- Coaching and building the skills of the team to ensure professional delivery
- Ensure fidelity to the Housing First Principles
- As a senior leader you will be required to attend senior leadership team hui
- Work with the Pou Whakarae - Cultural Lead to develop the cultural competency of staff

## 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

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### Essential

- Relevant qualification/experience in one or multiple of the following fields: homelessness, mental health, alcohol and other drugs, counselling, social sciences, community development, sociology, support work, housing as well as a minimum of 5 years' experience working in the field
- Experience of providing supervision to social services or health workers
- An understanding of the relevance of the Treaty of Waitangi to Housing First services
- Experience of leading teams and having oversight of practice areas relating to vulnerable client groups (homelessness, health, substance use and/or trauma)
- Positivity, flexibility, confidence and compassion with a non-judgement attitude
- An understanding, appreciation and respect for the role of Peer Workers with lived experience and the unique contribution that they make to the team
- 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)
- Proven ability to influence multi-disciplinary teams at a practice level working with key stakeholders
- Knowledge and or understanding of motivational interviewing, harm reduction and trauma informed care
- Patience and empathy to build trusting relationships
- Sound knowledge of relevant legislation and risk management
- A clean, current driver's licence
- Proven ability to meet contract targets and achieve outcomes
- Established community knowledge and networks.
- Experience of helping people identify their own goals on their recovery journey.
- Ability to share your personal recovery story in a professional manner.
- An understanding of key concepts and of the difficulties and challenges faced by people on their recovery journey.
- Connections to alcohol and drug addiction services
- Connections to community/voluntary organisations supporting the homeless population

### Housing First Competencies

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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

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### Internal

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

### External

- Kaewa
- CMM Supporters and funding organisations
- Community Organisations

Signed:

Date:

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

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