

Job Description

Position title	Whānau Social Worker
Division:	Housing First Ōtautahi
Location:	Christchurch
Responsible to:	Whānau Practice Lead
Hours	Full time – 40 hours per week
Date approved:	Jan 2024
Delegated authority:	As per policy on Authority Levels and Delegated Authorities
Responsible for Staff:	Nil

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 managed by the Christchurch Methodist Mission (CMM), Comcare Trust, Emerge Aotearoa, Ōtautahi Community Housing Trust (OCHT), Christchurch City Mission and Te Whare Roimata. Housing First provides rapid housing and wrap around supports 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 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 promoting hope.

‘Cycles of Hope’

CMM 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 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

Housing First has a kaupapa Māori approach. As a Housing First Whānau Social Worker you are responsible for building relationships with kaewa (clients), with your colleagues, and community and government agencies, based on rangatiratanga, whakawhanaungatanga and manaakitanga.

A number of kaewa on our programme have tamariki out of their care, Oranga Tamariki involvement, Family Court involvement, and whānau, hapū and iwi detachment. You will provide a range of social work support to enhance the mana and self-determination of kaewa, with a particular focus on supporting those with complex whānau needs.

As well as holding your own case load, you will also provide a mentoring role to key workers, assisting them with more complex interventions. This role also includes supporting the induction of new staff and taking responsibility for students on placement.

You will be part of a team including a Manager, Pou Whakarae (Senior Manager, Māori Partnerships), Practice Leads, Key Workers, Housing Specialists and Peer Support workers. Together you will assist kaewa into housing of their choice and provide ongoing support as they establish themselves in permanent housing.

You will continue to walk alongside kaewa on their recovery journey as they build a sense of wellbeing and strong positive community connections. You will assist them to uncover and unleash their strengths by working with and walking alongside them as they determine their futures, based on their own choices, and self-determined goals.

You will have extraordinary inter-personal skills, patience and empathy to build trusting relationships with the Housing First participants and their whānau.

Key Responsibilities

- Ensure that the principles of Housing First are upheld in all work being undertaken
- Supported by the Pou Whakarae, ensure that Housing First's commitment to Te Tiriti o Waitangi is woven through all parts of the programme
- Hold a caseload of 10-15 diverse and complex cases
- Participate in regular outreach activities to connect and engage with people who are homeless.
- Build positive relationship with allocated kaewa and support key workers in their relationships with their kaewa, and their children.
- Work with kaewa as they create and work towards a strengths-based recovery plan that is grounded in the principles of Housing First and harm reduction
- Support kaewa across the service if they wish to gain access to addiction and parenting services
- Support and mentor key workers in their work with kaewa, including co-working more complex cases

- Coordinate and facilitate multi-disciplinary meetings of professionals and ensure a multi-agency approach
- Be able to hold and facilitate a hui, with a focus on supporting whānau to grow their parenting capacity and capabilities
- Take responsibility for students on placement including workload management, supervision and undertaking practice assessment
- Preparing kaewa and their whānau for upcoming family group conference and/or family court appearances.
- Share your knowledge with your Housing First 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.
- Present to other organisations or groups in order to highlight successes but also to draw attention to system/policy issues and influence the group around the need for action and review.

General

It is expected that all staff employed by CMM will:

- Adhere to the CMM values statement, 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.

Key Relationships

Internal

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

External

- Kaewa
- CMM Supporters and funding organisations
- Community Organisations

Professional Knowledge and Experience

- Social work qualification and registration (registration must be maintained)
- At least 5 years' experience working in homelessness services, addiction services, tenancy management or social services
- Cultural competencies with knowledge of Te Reo me ōna Tikanga
- Experience working alongside people with high and complex needs
- Experience working with Oranga Tamariki – Ministry for Children
- An authentic commitment to working alongside whānau is essential
- Have experience in working alongside people with trauma, mental health issues, substance misuse and care and protection
- Flexible availability to be able to respond outside usual office hours
- Connections to alcohol and drug addiction services and other community/voluntary organisations supporting kaewa and their whānau
- Positivity, flexibility, empathy, confidence and compassion with a non-judgemental attitude

- Resilience, with the ability to work in an environment of conflict, chaos or unpredictability
- Demonstrated ability to maintain professional integrity and self-care
- Excellent interpersonal and communication skills (verbal, written and computer literacy)
- Computer literacy and skill in the use of computers and related software applications
- Ability to respond quickly to incidents, quickly risk assess a situation using your own judgement and elevate if necessary

Organisational Competencies

Competencies describe behaviour that reflects underlying skills, knowledge, attitudes and personal qualities required to perform a job satisfactorily. The competencies required for this job are outlined below.

Commitment to the service - promotes high quality care for service users. Demonstrates a commitment to understanding and meeting clients' expectations and delivering a high quality service. Sensitive to the needs and concerns of clients. Clients are those or individuals, internal or external, who use CMM 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. teachers, 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 the CMM with a constructive attitude.

Planning and organising - 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.

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 and desire to show cultural sensitivity, awareness and understanding of diversity. This includes reinforcing culturally sensitive behaviour, being responsive to Maori and other cultural groups. Ability to work within diverse cultural settings.

Signed:

Date:

Employee: _____

Employer: _____