

Job profile

Position title	Senior Housing Social Worker
Division:	Housing
Location:	Blenheim
Responsible to:	Regional Manager
Date approved:	June 2024
Delegated authority	Nil
Staff responsibilities	Nil
Term	Permanent

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, and in Canterbury.

Our Vision

A socially just and inclusive society.

Our Mission

Our mission is to promote social justice through partnerships that strengthen whānau and build fair and safe communities.

‘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

CMM provides housing services in Blenheim, Nelson and the West Coast for individuals and whānau who are or who have been homeless. This includes a transitional housing service, support to clients while in emergency housing, long-term social housing, Housing First service and Sustaining Tenancies and an advocacy service. CMM provides social service support and tenancy management to its clients with a focus on addressing issues that have led to homelessness in the past and building skills and resilience to sustain long term tenancies in the future.

Our ideal employee is culturally aware and willing to further develop their understanding and compassion when working with those most impacted by colonisation.

The purpose of this position is to provide a range of social work support to clients of CMM's housing services and supporting the leadership team with complex issues. There is a focus on addressing issues that have led to homelessness or housing insecurity in the past and building skills and resilience to sustain tenancies in the future so clients and tenants can provide a positive home environment for themselves and where applicable, their children.

The Senior Housing Social Worker works across all of the housing services CMM provides, and provides mentoring for CMM staff to address the issues that have led our clients to homelessness.

Additionally, this role will provide practice leadership to a small team of social workers in Blenheim. And will include the supervision and mentoring of the social work team and building and strengthening the team to ensure professional service delivery and standards.

Key Responsibilities

Developing Relationships with Clients of CMM Housing

- Build positive relationships with all clients to ensure they are comfortable to access support when required

Social Work Support

- CMM is committed to working bi-culturally, ensuring we manaaki (support, respect and care for) our whānau in a way that empowers them and allows them to achieve mana motuhake (independence and self-determination)
- Support the leadership team to work through complex issues
- Provide person/whānau led intensive case management where needed
- Family harm lead and Whāngaia representative for CMM

- Support complex individuals/whānau through a case management approach, the goal of which is to help them 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.

- Demonstrate an understanding of relevant legislation, policies and systems which govern practice and performs any statutory duties with diligence and care

- Adhere to the SWRB Code of Conduct and the professional Code of Ethics
- Utilise a variety of social work practice methods, models and interventions whilst drawing upon a wider theoretical framework

Provide support to all CMM Housing Clients, including

- Undertake a thorough professional assessment/case consult of clients as required using Te Whare Tapa Whā as a foundational model of practice, identifying the issues that have led to the client being homeless
- Implement client sessions to achieve plans, at home or in community settings
- Refer clients, and where necessary advocating for the client to receive services from external organisations, including WINZ, addiction and mental health services and/or other social service and health services
- Support clients to set up their new home, including assisting with furniture and planning for moving

Work in collaboration with CMM staff to support complex clients

- Work with the Regional Manager to prioritise, plan and co-ordinate the social work functions of the team, including assisting with enquiries, intake and allocation procedures.
- Refer to, or provide home-based social work intervention
- Work in conjunction with the leadership team to provide guidance and interventions and lead complex cases
- Support clients to navigate government and non-government agencies, primary health services and the education system
- Respond appropriately as outlined in CMM's Child Protection Policy to care and protection issues
- Distribute donated goods to clients i.e. food, clothing, bedding
- Work with the Tenancy Managers to respond to client breaches of their tenancy agreement with education, resources and practical support

Staff supervision and Practice Development

- 4 Supervise the performance of the social workers and feed back to the responsible Team Leader, including
 - induction and mentoring/training of social workers
 - communicating clear expectations and standards of Social Workers
 - providing clinical supervision to social workers
 - developing and supporting cultural competence and service delivery in a bicultural context
 - encouraging and developing a high standard of assessment, goal setting and case note writing
 - ensuring performance development processes are in place including the identification of appropriate training for the social workers/community workers/support workers
 - coaching and building the skills of the team

Information Provision

- Facilitate education in household management and tenancy by utilising the 'Ready to Rent' programme, or similar Provide information or refer clients to appropriate courses/groups offered elsewhere in the community
- Providing information about emergency housing, transitional housing, sustaining tenancies and the public housing sector to CMM staff and other enquiring members of public.

Support and Mentoring

- Co-work with relevant staff as part of their induction into the organisation
- Provide mentoring to all housing support workers, and other relevant workers within the team by consulting and assisting on complex cases, keeping the Regional Manager and Team Leaders up to date.
- Undertake case reviews as required by Team Leader
- Take responsibility for students on placement including workload management and undertaking practice assessment

Inter-Agency and Complex Case Work

- Develop and maintain strategic alliances with other organisations including hapu, iwi and other kaupapa Māori organisations supporting whānau in our communities
- Provide case management in collaboration with the client / whānau and other professionals
- Manage complex and crisis situations particularly high-risk cases
- Coordinate and facilitate multi-disciplinary meetings of professionals and ensure a multi-agency approach to supporting clients
- Present to other organisations or groups to highlight successes but also draw attention to system/policy issues and influence the group around the need for action and review
- Share your knowledge with your Housing Team members to build the collective knowledge and wisdom of the team and to contribute to the overall development of the service.

Administration, Monitoring and Practise Standards

- Adhere to the Methodist Mission's values statement, strategic plan, Code of Conduct, Occupational Health and Safety and administration and recording processes
- Adhere to best practise standards, including using existing professional practice tools and code of ethics
- Undertake professional development, supervision and training as agreed, and maintain registration as a Social Worker

Other Activities:

- Undertake any other appropriate activities that fall within the purpose of the position stated at the beginning of this job description.

Professional Knowledge and Experience

Essential:

- Social Work Registration, or on a pathway to registration, or have the requisite qualifications or equivalent experience to become registered
- Experience working alongside people with high and complex needs
- Ability to respond quickly to incidents, quickly risk assess a situation using your own judgement and elevate if necessary
- An understanding of the relevance of Te Tiriti O Waitangi to the services offered by the sector and your individual practice

Cultural awareness with knowledge of Te Reo Māori me ona Tikanga. This includes the ability to pronounce Māori kupu (words) correctly or a commitment to work toward this

- Experience working with children and families
- Knowledge of social service sector, networks and resources
- Excellent administrative and computer skills
- Current driver's license
- Experience working in homelessness and/or the housing sector
- Experience in working with people from diverse cultural backgrounds, in particular Maori and Pacific Peoples and be able to facilitate and negotiate culturally relevant decision making

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 groups 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: _____
