

Job profile

Position title	Whānau Support Worker & Housing Advocate
Division:	BETHS, Blenheim
Location:	Blenheim
Responsible to:	Team leader, BETHS
Hours	Full-time
Date approved:	June 2024
Delegated authority	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 in Canterbury, Marlborough, Nelson and the West Coast.

Our Vision

A socially just and inclusive society.

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

The Christchurch Methodist Mission (CMM) provides a range of housing and social service support in Blenheim for whānau who are homeless.

This position encompasses two roles; Whānau Support Worker supporting whānau living in transitional housing and Housing Advocacy to support whānau into housing that have until now “fallen through the cracks”.

Whānau Support Worker

The purpose of this position is to provide social support to individuals and whānau for the period that they are in transitional housing.

Housing Advocate & Support

The Housing Advocate will support whānau who are struggling to find housing by advocating on their behalf and navigating them to suitable temporary or long-term housing wherever possible, including emergency housing, transitional housing, public housing or housing options in the private sector.

Key Responsibilities

1. Provide social support to BETHS **transitional housing** clients, including:
 - undertaking a thorough professional assessment of clients on intake, in particular identifying the issues that have led to the client being homeless
 - developing, implementing and reviewing a goal plan with each client outlining goals and objectives to be achieved during the time they are in transitional housing
 - referring client, 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
 - together with the Tenancy Manager, support transitional housing tenants to explore all long-term housing options. This includes completion of social housing register application, private sector housing search, accompanying clients to viewings and supporting them with applications
 - supporting clients to set up their new home, including assisting with furniture and planning for moving
 - working with the clients once housed to identify possible risk factors which could undermine their tenancy and addressing these
2. Deliver or facilitate support and training to clients/households to build their skills and pathways to community services. This may include, but is not limited to, areas such as:
 - budgeting
 - general household management and life skills
 - health/medical access and support
 - education

- parenting support including childcare and early childhood education
- education on sustainability of tenancies
- cultural connectedness

3. Navigation and Advocacy

Provide advocacy and navigation for referred clients, by:

- Being the point of contact for referrers, including from other agencies, and clients referring themselves
- Supporting clients with MSD appointments and their application for public housing
- Advocating on client's behalf in any matters relating to housing as required/identified by the client
- Supporting clients to identify housing options and navigating them through their chosen housing path
- Looking for suitable housing options for clients, and supporting clients to apply for these
- Referring clients to appropriate support agencies as required to ensure they sustain their housing, when secured.
- Taking referrals from agencies and individuals and referring out
- Building relationships with other organisations/agencies

4. Capacity Building

Building relationships with and capability within other agencies in Blenheim by:

- Provide training/upskilling for other agencies/organisations in Blenheim on housing processes
- Providing advice and support regarding housing matters to other agencies/organisations
- Update agencies/organisations on the referrals they have made
- Networking with other agencies to better understand and report on unmet housing needs in Blenheim
- Being the point of contact for referrers

5. Adhere to best practise standards, including

- using existing professional practice tools and those which may from time to time be introduced by the Methodist Mission.
- working in accordance with the requirements of the Vulnerable Children's Act 2014, the Domestic Violence Act 1995 and adhere to the Methodist Mission's Child Protection Policy
- where applicable, working within a professional membership e.g. ANZASW, Social Workers Registration Board, and their code of ethics

Relationships and Inter-Agency Work

6. Make a positive contribution to the development of co-operative relationships, including
 - working positively with members of the Blenheim based housing team
 - developing and maintaining an effective working relationship with MSD, in particular with the liaison/referrer role within the local Work and Income office
 - developing knowledge of and network with other agencies who work with related client issues

Administration, Monitoring and Reporting

7. Fulfil Mission administration and recording processes, including
 - preparation of integrated strengths-based plans with each client/household within the timeframes of the contract specifications
 - maintaining accurate client case notes
 - preparing reports as required

Other Activities:

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

Mission-wide Responsibilities

9. It is an expectation that all staff employed by the Mission will
 - adhere to the Methodist Mission's values statement, Strategic Plan, Code of Conduct and Health and Safety requirements
 - actively participate in team meetings and other agency meetings
 - undertake professional development, supervision and training as agreed, including training on Te Tiriti o Waitangi, te reo Māori and te ao Māori.
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Professional Knowledge and Experience

Essential

- Experience in social support work with either families or adults with either addiction issues or mental illness
- Knowledge of or experience in navigating the housing sector
- Ability to work across multiple organisations
- Proven ability to undertake strength-based engagement and planning with clients
- Sound administrative and computer skills (MS Word, Email, and Database applications)
- An understanding of the relevance of the Treaty of Waitangi to the services offered by CMM

- Experience in working with people from diverse cultural backgrounds, in particular Maori and Pacific Peoples and in facilitating and negotiating culturally relevant decision making
- A current drivers licence

Desirable

- Knowledge of existing services and networks in Marlborough
- Experience of working with people who are experiencing homelessness
- Experience in working with Community, Iwi/Maori and Pacific peoples organisations
- Sound knowledge of the Vulnerable Children's Act 2014

Key Relationships

- Referred clients
- All staff in the CMM Blenheim Division
- Staff of the wider Christchurch Methodist Mission
- Colleagues in other social service and health providers across Marlborough
- Ministry of Social Development

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. social workers, 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.
- **Planning and organising** - ability to identify objectives and develop effective action plans to achieve them. 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: _____
