

Job profile

Position title	Keyworker
Division:	Housing First, Blenheim
Location:	Blenheim
Responsible to:	Team leader, Housing First
Hours	Full-time – 40 hours per week
Date approved:	Dec 2023
Delegated authority	As per policy on Authority Levels and Delegated Authorities

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.

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 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 provides rapid housing and wrap around supports to people experiencing long-term homelessness in Marlborough. The programme works toward the goal of ensuring that homelessness in Blenheim is rare, brief and non-recurring.

As the Outreach Keyworker, you will respond to self-referrals, community referrals and other referral sources. The position will be based largely in the community, providing outreach as needed for people who are homeless in Marlborough, and will follow them through the steps of engagement, into housing and their entry into support services.

You will be part of a team including a Team Leader, other specialist key workers, a Housing Specialist and peer support workers and a Housing Social Worker. Together you will assist people into housing of their choice and provide ongoing support to kaewa (clients) as they establish themselves in permanent housing. You will continue to walk alongside people on their recovery journey as they build a sense of wellbeing and 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 kaewa and their whānau.

Key Responsibilities

- Participate in regular outreach activities to connect and engage with people who are homeless.
- Work with the Housing Specialist to find the most suitable housing for the person.
- Support the person through the transition to housing and walk alongside them as they settle into their home
- Identify barriers to service and support, such as transport problems, or need for emergency assistance (clothing, food, blankets, etc.), design short-term solutions for meeting individual's basic needs.
- Support the person to identify their most urgent needs and long-term goals.
- Create and work towards a strengths-based recovery plan that is grounded in the principles of Housing First and harm reduction
- Assist the individual if they wish to gain access to alcohol and drug addiction services
- Assess for eligibility for social welfare entitlements and assist individual to apply.
- Provide advocacy as required.
- Broker and provide supported referrals to other organisations or services as required.
- Support connection with whānau and culture as required.
- Contribute to community development initiatives with participants and the wider team.
- 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.

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

- Housing First kaewa (clients)
- The staff of other CMM housing service teams in Blenheim, Nelson, West Coast and Christchurch

External

- Colleagues in other social service and health providers across Marlborough (mental health, AOD services, Māori health providers)
- Ministry of Social Development
- Kāinga Ora

Person Specification

Essential

- Relevant qualification or experience in one of the following fields: a qualification in social services, social work, nursing, mental health, occupational therapy, counselling or similar, And/ or significant experience working in homelessness services and/or addiction services
- Knowledge of appropriate legislation (such as the Children, Young Persons and their Families Act), and how this applies to your work
- Cultural competencies with knowledge of tikanga me te reo Māori
- Flexible availability to be able to respond outside usual office hours
- Connections to alcohol and drug addiction services or mental health services
- Connections to community/voluntary organisations supporting the homeless population
- Positivity, flexibility, 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
- Have experience in working alongside people with mental health issues, substance misuse and trauma
- Excellent interpersonal and communication skills (verbal, written and computer literacy)
- Knowledge or understanding of motivational interviewing and other counselling modalities, harm reduction and trauma informed care

- Computer literacy and skill in the use of computers and related software applications
- Empathetic approach

Desirable

- Social work or other relevant tertiary qualification e.g. mental health, addiction, community nursing
- Knowledge of current legislation including health and safety practices
- Sound knowledge of the Vulnerable Children’s Act 2014

Signed:

Date:

Employee: _____

Employer: _____
