



Whakaahuatanga Tūranga Mahi



Job Description

Position title:	Key Worker
Division:	Housing First Ōtautahi
Location:	Ōtautahi
Responsible to:	Housing First Ōtautahi - Kaiwhakahaere (Manager)
Date approved:	June 2026
Delegated authority:	As per policy on Authority Levels and Delegated Authorities

Te Mīhana - The Mission

The Christchurch Methodist Mission (CMM) is a social service agency of Te Hāhi Weteriana o Aotearoa, (the Methodist Church of New Zealand) with responsibility for services through the upper South Island, including Canterbury, Marlborough, Nelson and the West Coast.

The Christchurch Methodist Mission is committed to the 40-year bicultural journey of Te Hāhi Weteriana o Aotearoa and to its own journey towards becoming a Tiriti based organisation. The Mission's Strategic Plan states: "As citizens of Aotearoa New Zealand we are guided in our mission by Te Tiriti o Waitangi, the covenant which laid the foundations of our life together." The Mission is committed to honouring Te Tiriti in its organisational approach, in its professional development of staff, and in the services that we provide.

Housing First Ōtautahi 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 Ōtautahi.

Tō Matawhānui - Our Vision

A just and inclusive society in which all people flourish.

Tō Mātou Mīhana CMM - 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 Partnerships

We are committed to Te Tiriti o Waitangi in all our work and to working in partnership as Māori and Tauīwi.

Ngā Uaratanga - 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

Housing First Ōtautahi Ngā Uaratanga

- Aroha ki te Tangata - To show respect, generosity and care for each other with regard to the wishes and rights of individuals.
- Rangatiratanga - Exchange information and ideas appropriately with respect and purpose. To value professional behaviour at all times and to do the job to the best of your ability, while incorporating the work ethics and values of Housing First.
- Whanaungatanga - To strengthen the goals and aspirations of others by investing in wellbeing.
- Āhuru Mōwai - To create a whare that is calm and safe for all workers to complete their mahi where they are supported by each other.
- Whakanuia - To recognise and celebrate others successes, be it small or large.

Te Kaupapa o Te Tūranga - Purpose of Position

The position will be based largely in the community, supporting kaewa (clients) on their journey and supporting kaewa through the steps of engagement and their entry into support services.

You will engage individuals to assist with their immediate support needs through a range of intervention options. Walking alongside them as they determine their futures, based on their own choices, and self-determined goals.

You will be part of a team which include specialist key workers, community mental health nurse, community development worker, and cultural lead, housing specialists and peer support workers. Together you will assist kaewa into housing by continuing to walk alongside them on their recovery journey as they build a sense of wellbeing and strong positive community connections.

In your role you will need exceptional inter-personal skills, patience and empathy to build trusting relationships with the Housing First kaewa and their whānau.

He Noho Haepapa - Key Responsibilities

Uphold HFŌ Principles	<ul style="list-style-type: none">• Share your knowledge with your Housing First Ōtautahi team members to build the collective knowledge and wisdom of the team and to contribute to the overall development of the programme.• Create and work towards a strengths-based recovery plan that is grounded in the principles of Housing First and harm reduction• Contribute to community development initiatives with participants and the wider team.
Kaewa Support	<ul style="list-style-type: none">• Assist kaewa, if they wish to gain access to alcohol and drug addiction services• Assess for eligibility for social welfare entitlements and support kaewa to apply• Provide advocacy as required. This requires the ability to think outside the square and pursue a number of options at any given time.
Relationship	<ul style="list-style-type: none">• Communicate effectively with stakeholders and partner organisations.

Management	<ul style="list-style-type: none"> • Maintain relationships in the community organisations • Support connection with whānau and culture as required. • Broker and provide supported referrals to other organisations or services as required.
Administration, Planning, Monitoring	<p>Fulfil CMM administration and recording processes, including:</p> <ul style="list-style-type: none"> • Maintain accurate kaewa case notes data within Recordbase • Maintain relevant, timely and accurate documentation at all times.
General	<p>It is expected that all staff employed by CMM will:</p> <ul style="list-style-type: none"> • 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 required and agreed.

He Mātauranga / He Wheako - Learning and Experience

Ngā Pūkenga Mātua - Essential Skills	Ngā Pūkenga Mariu – Desirable Skills
<ul style="list-style-type: none"> • Relevant tertiary qualification in one of the following fields: a qualification in social services, social work, nursing, mental health, occupational therapy, counselling or similar, or relevant proven experience (at least 3 to 5 years) • Cultural competencies with knowledge of Te Reo me ōna Tikanga or have the desire to learn • A full clean NZ drivers' licence • Ability to maintain professional integrity and self-care • Excellent interpersonal and communication skills (verbal, written and computer literacy) • Ability to respond quickly to incidents, quickly risk assess a situation using your own judgement and elevate if necessary • A passion to work alongside kaewa who have come from a vast range of varied challenging experience throughout their lives 	<ul style="list-style-type: none"> • Connections to alcohol and drug addiction services • Connections to community/voluntary organisations supporting the homeless population • At least 2 years' experience working in homelessness services, addiction services, tenancy management or social services • Have experience in working alongside people with mental health issues, substance misuse and trauma • Knowledge or understanding of motivational interviewing and other counselling modalities, harm reduction and trauma informed care.

He Tangata Paearu - Person Specification

- Excellent relationship and communication skills
- Resilience, with the ability to work in an environment of chaos or unpredictability
- Patience and empathy to build trusting relationships
- Ability to manage stress and take an active responsibility for your own wellbeing and recovery
- Positive, compassionate, and non-judgemental approach.
- Ability to share your personal recovery story in a professional manner.

Ngā Kawenga Mātua - Key Relationships

He Honongā-ā-Roto - Internal	He Honongā-ā-Waho - External
<ul style="list-style-type: none">• Staff of the wider Christchurch Methodist Mission• Executive Director• Divisional Managers• CMM Board.	<ul style="list-style-type: none">• Kaewa• Housing First Ōtautahi Partners• Community Organisations and Government Agencies• Māori and Pacific Island peoples, community groups and other client groups that relate to the programme.

Housing First Principles

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:

Immediate access to housing with no readiness conditions – Housing is offered with no readiness conditions such as sobriety or proof of engagement in medical treatments. It just requires a willingness to engage with support services and be in housing. Housing First providers find people warm, safe housing that fits the needs of each person, which could be a private rental, public housing or supported living. Providers help manage the tenancy and property.

Consumer choice and self-determination – People have choices about the housing and support that's right for them. For example, some may prefer their own self-contained flat or house and need regular visits with a support worker. Others may decide that a supported living arrangement works best for them. Choice may be constrained by availability and affordability.

Individualised and person-centered support- Support is given according to each person's needs, for as long as needed. Housing First providers work with a range of health and social services to make sure the person gets the specialist support they need. The supports provided are individualised and person-driven.

Harm reduction and recovery-orientation approach – Recovery focus with holistic support to reduce harmful behaviours and make positive steps towards wellbeing.

Social and community integration – People are encouraged and supported to be part of their communities and connect with whānau, support networks, social activities, education and work.

Ngā Ringa Rehe - 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 tenants. Demonstrates a commitment to understanding and meeting tenants' expectations and delivering a high-quality service. Sensitive to the needs and concerns of tenants and prospective tenants.

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 _____
Kaimahi - Employee

Date: ____/____/____

Signed _____
Christchurch Methodist Mission - Employer

Date: ____/____/____