

Position Title	Housing Navigator
Organisation	Tuatahi
Location	Wellington
Date	June 2021
Reports to	Navigation Team Leader

Tā tātou moemoea – Our Vision

Empowering whanau, aiga and communities.

Tā tātou whāinga - Our Mission

All whānau, aiga and communities are supported to live safe, secure, self-reliant, and fulfilled lives.

Our Focus Areas

To achieve our vision, our focus areas enable us to target our efforts and concentrate on what's important

- Te Pou Kāinga Haumarū – Safe, secure, warm homes
- Te Pou Tautoko – Services and support
- Te Pou Tūhononga mai - Connection and participation
- Te Pou Waka Hourua – Working together
- Te Pou Kakano – Capability and succession
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Position Purpose

Reporting to the Navigation Team Leader, this role deals with our whanau under the Navigation, Sustainable Tenancy and Hutt City Council Homelessness Program. Your aim is to support them through the process of obtaining and maintaining long-term sustainable housing.

Key Responsibilities

- Field phone calls, queries and referrals about Emergency Housing in a timely manner.
- Receive, manage and process WINZ referrals.
- Manage the referral tracker and update whanau status.
- Help facilitate whanau to connect with Social Housing and agencies and help with housing applications.
- Refer whanau to the appropriate source of assistance.
- Follow up the referral to ensure the whanau has accessed the support they need.
- Maintain up to date, accurate client management information on database.
- Coordinate intake and goal plans that address barriers to obtain services/housing and monitor their progression.
- Attend case conferencing meetings to coordinate services with other providers.
- Provide information, referrals, linkages, and advocacy to assist whanau in accessing services and resources.
- Identify appropriate permanent housing options for whanau and other housing opportunities.

Health and Safety

- Understand and follow Health & Safety policies and practices.
- Identify and escalate workplace hazards.
- Communicate, coordinate and support local Health and Safety Representatives where required.
- Bring any office health and safety standards to the attention of the Health and Safety representatives.

How this will be achieved:

- Organizational Health & Safety policies are followed.
- Attendance of mandatory Health & Safety training.
- Health & Safety incidents are appropriately reported (and escalated if required).
- The physical environment is kept safe.

Performance Measures

Capability	Expectation
People and Quality Management	<p>Work alongside stakeholders to ensure compliance with all internal controls to satisfy external and internal adult requirements.</p> <p>How achievement will be measured</p> <ul style="list-style-type: none"> • Treat all information in a confidential manner. • Support is provided and quality standards and adults are achieved. • All information produced to expected standards as required.
Personal Development	<ul style="list-style-type: none"> • Have an active development plan in place. • Attend orientation and all core training. • Inform Team Leader of development requirements. <p>How achievement will be measured</p> <ul style="list-style-type: none"> • Goals and objectives in development plans are achieved. • All mandatory training has been attended.
Cultural Safety	<ul style="list-style-type: none"> • Commitment to the principles of the Treaty of Waitangi as they apply to Tuatahi. • Whanau receive care without discrimination. <p>How achievement will be measured</p> <ul style="list-style-type: none"> • Able to demonstrate knowledge and application of principles of the Treaty of Waitangi. • Whanau feedback, peer feedback.

Experience and knowledge profile:

- Computer literate and competent on Microsoft Office.
- Clear and effective written and verbal communication

- A sound understanding of the vision and a commitment to the values and culture of the organization
- Collaborative working style and the ability to build rapport with tenants and stockholders.
- Proactive personal intuitive and able to make decisions when necessary.
- Flexibility – able to adapt to new and changing situations.
- A high level of personal integrity.
- Ability to work with people from diverse backgrounds and culture.
- Excellent organization, time management, and multi-tasking skills.
- Ability to work unsupervised/sole charge.
- Ability to work well within a team.
- Excellent listening, skills including the ability to create professional reports and proficiency in preparing whanau and service documentation.
- The ability to use a variety of skills to engage people in a wide range of situations in achieving quality client outcomes.
- Proven knowledge, skill and experience in practicing effective service delivery techniques, e.g. International support, Strength based approach, Motivational interviewing, Personal support, Planning and Goal Attainment Measurement.
- Minimum of a Full NZ Driver's License

Important Relationships

Internal

- Navigation Team Leader
- Tenancy Manager
- Whanau
- Tuatahi Housing Team

External

- Whanau
- Community Support Services
- Government Agencies
- DHB/Mental Health Providers
- Family, Whanau & significant others supporting the whanau
- Community