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| Position Title | Community Support Worker |
| Organisation | Tuatahi |
| Location | Wellington |
| Date | May 2023 |
| Reports to | Housing 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

Position Purpose

Reporting to the Housing Team Leader, this role is focused on housing and connecting individuals/families with the community, support services, and Housing Providers.

This role will require you to work and coordinate with the Housing Team to support the whanau through their journey, providing a safe environment and supporting them with their goals and daily tasks.

Key Responsibilities

- Manage the referral tracker and update individual status.
- Refer individuals/families to the appropriate source of assistance.
- Follow up the referral to ensure the whanau has access to the support they need.
- Maintain up to date, accurate client management information on data base.
- Assists individuals with collecting documents necessary for applying for permanent housing.
- 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.
- Assist Whanau with housing applications, and advocate for them with prospective landlords.
- Provide supportive services in a non-judgemental manner.

Health and Safety

- Take reasonable care for your own health and safety and that of others at work.

- Understand and follow Health & Safety policies and practices.
- Identify & escalate workplace hazards
- Take action to improve health and safety record of the workplace. Ensures equipment and work areas are well maintained.
- Ensure timely and accurate reporting of any hazards and potential hazards so that they may be remedied.

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 |
|---|---|
| <p>People and Quality Management</p> | <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. |
| <p>Personal Development</p> | <ul style="list-style-type: none"> • Have an action 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. |
| <p>Cultural Safety</p> | <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. • Client feedback, peer feedback. |

Experience and knowledge profile:

- Confident using electronic systems
- A current working knowledge of Microsoft applications (word and outlook)
- Excellent communication skills

- Clear and effective written and verbal communication
- Excellent organization, time management, and multi-tasking skills
- Excellent listening, skills including the ability to create professional reports and proficiency in preparing whanau and service documentation.
- Minimum of a Full NZ Driver's License.

Key Competencies Required:

- Ability to build rapport with tenants and stockholders.
- Proactive personal initiative and able to make decisions when necessary
- Ability to adapt to new and changing situations.
- A high level of personal integrity
- Ability to work with people from diverse backgrounds and culture.
- Ability to work unsupervised/sole charge.
- Ability to work well within a team.
- Ability to use a variety of skills.

Important Relationships

Internal

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

External

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