

POSITION DESCRIPTION

Position Title:	Support Navigator (Social Worker)
Service:	Community Housing – West Auckland
Reports to:	Lead Support Navigator (Social Worker)

Overview: Visionwest Community Trust

Visionwest Community Trust is an award-winning organisation that has been offering community-based services to people in West Auckland since the 1980's. The Trust was formally incorporated as the Friendship Centre Trust in 1988 in response to a growing desire of the Glen Eden Baptist Church to help those in need in the local community. The Trust responded to the needs present in the community and grew to be one of the largest community-based Trusts in West Auckland. Visionwest now delivers community services to communities in Auckland, Waikato, Bay of Plenty and Canterbury.

Visionwest Community Services include:

- Community Housing
- Home Healthcare
- Education and Training
- Early Childhood Education
- Counselling
- Whanau Services
- Budgeting
- Foodbank (Pataka Kai)

Overview: Visionwest Community Housing

Visionwest Community Housing includes:

- Housing First
- Long Term Supportive Housing
- Transitional Housing
- Sustaining Tenancies

These housing services provide holistic, wrap around support for people who have been homeless or who are at risk of losing their tenancy. These services work alongside Visionwest Community Housing service and are part of the wider services offered by Visionwest.

Purpose of the Position:

- To work directly with whanau of Visionwest Community Trust Housing and its multiple housing programmes.
- Engaging and supporting whanau, proposing/providing individual assessments and plans, connecting whanau to life skill services, advocacy and supports.
- To provide an integrated and holistic approach to care for whanau in housing need and to enable and provide client access to relevant services.
- To empower whanau to live independently with an enhanced sense of wellbeing in all areas of their lives.
- To work within the aims and objectives of Visionwest Community Trust to provide faith led holistic and wrap around services.
- To meet all Key Performance Indicators (KPIs) required by the multiple Housing Contracts being delivered by Community Housing Visionwest Trust.

Relationships:

External

- Government Agencies including Work and Income NZ/Ministry of Social Development, Kainga Ora, Oranga Tamariki, Ministry of Education and Justice.
- Funding agencies
- Community providers working with people in housing crisis, trauma and/or with social needs
- Local churches and community groups

Internal

- General Manager Community Housing
- Housing Operations Manager
- Supportive Housing Regional Manager
- Lead Support Navigators
- Team members
- Whanau Services
- Tenancy Services
- Staff of Vision West Community Trust

Key Duties & Responsibilities:

Areas of responsibility	Key accountabilities	Key Performance Indicators
Supported Housing (general)	<ul style="list-style-type: none">• Establish initial contact with client as per Housing Contract, and complete engagement documentation.• Review initial assessment and put goal plans in place.• Engage with whanau on a regular basis as per their needs and contract requirements, with timely reviews• Keep database and correspondence up to date, meeting accountability requirements• Assist whanau to liaise with Tenancy Team when appropriate action is required over any tenancy issues• Facilitate whanau involvement with community living, Vision West Services, local community providers and local churches• Refer client to external services in line with their goal plans and needs• Advocate for whanau by attending meetings with internal and external services	<ul style="list-style-type: none">• All whanau have initial contact within specified days of referral agreement and required documentation is completed and uploaded in database• Whanau driven plans are reviewed with whanau in line with their goals.• Complete Te Whare Te papa assessment and review it monthly• Data base information is current and up to date. Statistics and reports are accurate, and correspondence is timely.• Record interactions as per guideline• Engagement is timely and intentional, as required by respective Housing Contracts• Relationships with internal and external services is collaborative to empower whanau

		<ul style="list-style-type: none"> • Advocate and refer to internal and external support services to support whanau • Perform site specific tasks as assigned by the Lead Support Navigator • Complete other tasks that are within capabilities as required
Communication and Team Support	<ul style="list-style-type: none"> • Attend required supervision with SHRM • Actively participates in team meetings sharing suggestion for improving service and updating team on any relevant activities • Informs the line manager of any issues that may impact service delivery including potential risks • Ensure written documentation and client notes are prepared to a high standard and are well defined, have the relevant information and easy for others to understand. • Develop and maintain strong links with community services e.g churches, government agencies, housing providers and community groups that would be of benefit to the Housing whanau 	<ul style="list-style-type: none"> • Required supervision is undertaken • Contributes to team meetings and ensures relevant information is shared with the team and also other members of the Housing Team if necessary. • Line manager is kept informed of any issues that may impact performance and service delivery • Written documentation meet requirements and all incidents are accurately documented as per organisation's policy and guidelines • Positive working relationships are built and maintained with relevant groups and services
Supervision and Training	<ul style="list-style-type: none"> • Attend external supervision for support in all aspects of the role and in maintaining a personal balance • Identify and actively participate in suitable training opportunities. 	<ul style="list-style-type: none"> • Training/supervision undertaken, with knowledge and skills increased to enhance work capabilities. • Intentional selfcare and proactive engagement with all supervision and training
Service Quality Assessment	<ul style="list-style-type: none"> • Participates in service Improvement activities • Undertakes an assessment for each whanau at the end of the support period and use this feedback to further strengthen the quality and appropriateness of the services provided. 	<ul style="list-style-type: none"> • Actively participate in quality initiatives, process improvement initiatives, applying best practice • Whanau develop attitudes, opinions and responses that will enable them to identify and access assistance

	<ul style="list-style-type: none"> • Monitors whanau levels of wellbeing, ensuring that any concerns/incidents or accidents are reported and documented appropriately. • Is familiar with organisation's policies, procedures and guidelines 	<p>appropriate to their needs in the future</p> <ul style="list-style-type: none"> • There are no complaints received or evidence that whanau rights have been breached in any way • Works within organisational policies, processes and frameworks
Policy and Procedure compliance	<ul style="list-style-type: none"> • Ensure that all policies and procedures of the Trust and all relevant legislative requirements are met 	<ul style="list-style-type: none"> • Policies, procedures and legislation are adhered to
Confidentiality	<ul style="list-style-type: none"> • Keep all confidential information secure • Maintain confidentiality of sensitive information and document destruction when and where appropriate 	<ul style="list-style-type: none"> • Confidentiality of all stakeholders and business information is always maintained • Compliance with Privacy Act 1993
Personal Development	<ul style="list-style-type: none"> • Plan and actively seek opportunities for personal and professional development, and discuss these with manager 	<ul style="list-style-type: none"> • Continued personal and professional learning and development occurs
Health and Safety	<ul style="list-style-type: none"> • Follow Health and Safety Policies and Procedures. • Promptly report accidents, incidents, injuries and hazards to management. 	<ul style="list-style-type: none"> • Active contribution to a safe working environment for oneself and others • Report to the SHRM promptly if feeling unable to manage a situation that arises while carrying out duties
Vision, Mission and Values	<ul style="list-style-type: none"> • Reflect the vision, mission and values of the Visionwest in workplace practices and relationships. • Promote the services of Visionwest and local churches to the target group and broader community. 	<ul style="list-style-type: none"> • The vision, mission and values of the trust are reflected in all work practices. • The work of the trust is promoted appropriately in the community.

Person Specifications

Ideally the Support Navigator will possess the following skills and personal attributes:

Qualifications & Experience:

- A tertiary qualification in Social Practice Services: Social Work, Community Development, Nursing, Occupational Therapy, etc.
- Experience working with those who have experienced abuse and trauma

Skills, Knowledge, Abilities:

- Demonstrate the ability to work in a bi-cultural context and acknowledge the Treaty of Waitangi in practice.
- Have the ability to work with individuals, families or whanau, communities and groups from diverse ethnic and cultural backgrounds.
- Experience of providing excellence in customer service, with good interpersonal skills including telephone and face to face interviews.
- A sound understanding of community service providers, not-for-profit organisations and/or community housing practices.
- An understanding, ability and desire to work within the culture and values of a faith based, not for profit organisation.
- Excellent interpersonal skills to deal sensitively with clients and work collaboratively with the Board, colleagues, government and other professionals.
- Excellent written communication skills, including letter and report writing.
- Good organisational skills and a comprehensive knowledge of general office procedures.
- Experience of lone working in people's homes with a strong understanding of Health & Safety requirements.
- Ability to work as part of a team in a culturally sensitive and appropriate manner.
- High level of initiative, with the ability to make sound decisions on complex issues.
- Experience using Recordbase.
- Comprehensive computer skills including:
 - good keyboard skills
 - knowledge of Word, Excel at an appropriate competency level.
 - ability to use, update and maintain database programmes.
- A clean, current driver's license and willingness to travel.
- A commitment to the vision, mission and values of Visionwest Community Trust, and an ability work within the objectives as set out in the Trust Deed.

Objectives of Visionwest Community Trust

- a. *To encourage a spirit of Christian compassion within local communities and actively promote the message of Christianity – love, hope, mercy and kindness – through the act of providing various social care and welfare services for the under-privileged, the needy, and the disadvantaged;*
- b. *To provide direction and resources, whether financial or otherwise, in order to meet the social, emotional, physical and educational needs of the people in the West Auckland area generally (and beyond);*
- c. *To establish such service centres, programmes and facilities which will enable the provision of appropriate social services to local communities, including but not limited to; kindergarten and childcare facilities; home care services; health care services; provision of temporary and permanent accommodation and housing; educational development; counselling services; employment training services and financial services and support;*
- d. *To assist those who experience financial and emotional hardship; and those who are disadvantaged in society;*
- e. *To alleviate the difficulties of those experiencing hardships, including financial hardship and to bring relief through whatever means are available to the Trustees;*
- f. *To initiate, establish and administer any social services for the people of local communities (including children, the destitute, and the elderly) who, for any reason, are in need of care and assistance.*
- g. *To carry out such other charitable purposes within New Zealand as the Board shall determine after consultation with the Elders' Board.*

Mission Statement: “Building Hope Together”