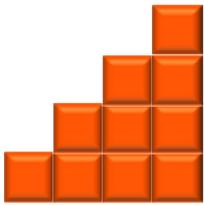


Signed / Agreed:  
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inspiring change, transforming lives

Type . Number / Version	Title			
2.02/3	Mental Health Support Worker - Housing Facilitator			
Service Area:	Date first drafted / approved:	Last approved by:(name and signature)	Last approval / review date:	Next Review Date:
Organisation	01072016	Rob Warriner	29102020	20102020

Ma mua ka kite a muri. Ma muri ka ora a mua  
*Those who lead give sight to those who follow. Those who follow give life to those ahead*

# Job Description and Person Specification

## Purpose

The role of the Mental Health Support Worker - Housing Facilitator is to effectively engage with individuals and their family / whānau to find and sustain housing of their choice working through issues that are putting their housing at risk.

## Our Values:

In order to deliver services that are strengths based and recovery focused, WALSH Trust adopted values that shape organisational culture, service development, delivery and evaluation. These are:

- **Courtesy**
- **Respect**
- **Integrity**
- **Kindness**

The above (and the content of this job description) are a direct outcome of the WALSH Trust (1.45) Organisational Philosophy.

## An Outcome Focus:

WALSH Trust expects that each staff member will be accountable for their actions, transparent in their process, and to demonstrate that they are delivering good value for money. To achieve this we will apply a results-based accountability model of evaluation, considering:

1. How much did we do?
2. How well did we do it?
3. What impact did we achieve?

Responsible to: Service Manager

Functional relationships  
with:

- Team members/colleagues and other staff providing a range of support services that respond to the needs of people experiencing trauma, distress and/or life-changing mental health challenges
- People who have chosen to utilise services offered by WALSH Trust and need support to find or maintain their housing.
- People who are experiencing distress, trauma and/or life-changing mental health challenges
- Staff of Ministry of Social Development, Ministry of Housing Urban Development, Waitemata and Auckland District Health Boards, community agencies (eg. Oranga Tamariki, Work and Income, budgeting services...), facilities and services.

Responsible for:

- Effectively engaging with individuals and their family / whānau who need help to find or sustain their housing situation,
- Effectively engaging with individuals and their family / whānau who are impacted by the experience of trauma, distress and/or life-changing mental health challenges,
- Working to ensure that support provided to individuals and their family/ whānau is of their choice, is evidence based and current best practice.

Signed  
/ Agreed:

## Teamwork

Service provision and activities at WALSH Trust are grounded in a team-based approach, that prioritises the elements illustrated on the right.

This approach recognises that a collective resource by far exceeds the sum of individual contributions.

Most, other than the uniquely exceptional (or commonly conceited), will be able to recognise their relative strengths, while acknowledging similarly relative learning edges.

Courageous and honest self reflection and insight is essential to enable a successful team player. Regularly seeking feedback from fellow team members is an opportunity to share and tap into rich expertise, experience and unique perspectives. Again this requires courage.

In order to make teamwork work WALSH Trust expects a healthy willingness to subjugate individual needs to a common good.



# MHSW Housing Facilitator

The MHSW Housing Facilitator works with people to find and/or retain housing that meets their needs through practical support, navigation and advocacy skills. The support is centred around the individual/ whānau, helping them to develop a whānau-led goal plan to build skills to sustaining their tenancy/ find housing and reconnecting with their community.

The MHSW Housing Facilitator will work within Integrated Practice Teams guiding people to engage with services (e.g. Ministry of Social Development) and address housing, wellbeing and health issues.

For WALSH Trust the provision of support services in the community has to be a way of thinking about positive change and inviting transformative relationships. Practitioners must learn to use relationships to see things from new perspectives:

- As partnerships that invite and inspire both parties to learn and grow, rather than as one person just needing to “help” another.
- Services don’t start with the assumption of a problem.
- Promoting a trauma-informed way of relating. Instead of asking “What’s wrong...?” we learn to ask “What [has] happened...?”
- Promoting consideration of our lives in the context of mutually accountable relationships and communities
- Encouraging us to increasingly live and move towards what we want, instead of focusing on what we need to stop or avoid doing.

# Why We Do Our Job? How We Do Our Job? What Is Our Job?

## How

## What

We achieve “our Why?” through understanding, responding to and supporting what it is that people are trying to achieve and the difficulties they may experience. We communicate people’s worth and potential so clearly that they are inspired to see it in themselves”.



We provide a range of quality, community-based, mental health support and well-being services, helping with access to networks, expertise and other resources. These services are provided by a range of skilled and dedicated staff - the skills of many will be enhanced by their own personal experience of over-coming adversity in health and/or life

# Key Achievement Areas and Responsibilities

provision of person-centred and led, intentional and responsive, community-based support services to find and sustaining housing options

- To actively participate in and contribute to the work of the team.
- To intentionally co-design / develop and implement plans and consequent actions that respond to people's diverse needs, goals and aspirations – that are relevant, regularly reviewed and that will guide the provision of services and activities.
- To effectively engage with people and their families/whanau to support their housing options and work through any issues that may be impacting the housing situation, supporting their goals, building skills and regularly reviewing services provided to meet quality and contractual standards.
- Demonstrates understanding of the principles of the Treaty of Waitangi (Te Tiriti O Waitangi) of Protection, Partnership and Participation - and applies them to their practice.

# Key Achievement Areas and Responsibilities

participation in / contribution to, the development of a highly skilled, motivated and effective workforce

- To consistently engage in pro-active behaviours that enhance WALSH Trust, its activities and the achievement of goals, and the welfare, effectiveness of colleagues
- To identify and prioritise with your Service Manager/Leader, professional development goals that inform professional development plans (including your use of supervision / personal coaching, in-service and external training...), and actively engage with the Let's Get Real framework
- To consistently model, in everyday behaviours, WALSH Trust values: **courtesy, respect, integrity and kindness**
- To consistently apply WALSH Trust policies and operational procedures in everyday service delivery and contribute to the on-going development and improvement of these.
- To contribute to the day to day provision, and on-going development of exceptional and responsive support services, and the achievement of organisational goals.

# Key Achievement Areas and Responsibilities

## health and safety

- To consistently adhere to and promote WALSH Trust expectations and obligations in the development and application of processes and operating procedures that enable WALSH Trust to comply with Health and Safety obligations, and provide a safe work environment to staff, clients, contractors and visitors.
- To be consistently familiar with WALSH Trust health and safety (and infection control) policies and procedures – which also include expectations of responsibilities for one's own health and safety
- To immediately escalate critical events / crises / emergencies to your Service Manager/Leader and/or other relevant health professionals or agencies.
- To actively contribute to committed and robust representation by staff in forums such as the Health and Safety Committee; Quality Forum, Team Meetings, New Staff Welcome... and the development / implementation of audit / corrective action plans.

# Key Achievement Areas and Responsibilities

## administration

- To ensure that all correspondence/ client documentation is managed according to the Privacy Act and Health Information Code, within expected timeframes and to a high standard.
- To fulfil all administrative requirements as expected in relevant policies and procedures, this includes (but is not limited to):
  - Maintaining clear and concise progress notes that are completed within the working shift/ day of the contact or activity taking place.
  - Demonstrating a high level of attention to detail in written and oral communications.
  - Consistent use of designated platforms to accurately record calendar appointments, timesheets and vehicle bookings.
  - Confident working knowledge of Microsoft Office Suite, plus capability to learn and adapt to current and new IT technologies (e.g. Microsoft Teams, Zoom for video conferences/meetings).
  - Any work-related purchases are only made with prior approval of the Manager and supported with required documentation and a GST receipt.

# Key Achievement Areas and Responsibilities

## a team focused leadership role

- To consult, liaise, meet regularly with the Service Manager, and team members / colleagues (including other stakeholders) to support exceptional collaborative working partnerships that achieve the best possible outcomes.
- To develop / exercise leadership in actively and intentionally contributing to service effectiveness, and service and person-centred outcomes – that are supported with evidence.
- To seek and understand / negotiate what your Service Manager expects of you, in order that you may carry out this role exceptionally well / to the highest possible standard.
- To request / negotiate what you expect of your Service Manager Team to enable you to carry out your role exceptionally well / to the highest possible standard.
- To be flexible and responsive to dynamic workplace, and changing organisational / sector demands and priorities
- To promote the aims, objectives and philosophy of WALSH Trust

# Key Achievement Areas and Responsibilities

generic leadership activities that contribute to the development and overall well-being of WALSH Trust, and the provision of exceptional services

- To be flexible and responsive to dynamic workplace, and changing organisational / sector demands and priorities
- To contribute to and support the optimal functioning of WALSH Trust services. In particular, a culture where evaluation of effectiveness and decision-making is based upon the review and analysis of collated data.
- To develop and maintain effective, exceptional strategically focussed relationships with key relevant networks and personnel that will add value to this role and/or the overall effectiveness of WALSH Trust.
- To consistently model courtesy, respect, integrity, kindness and compassion – and retain a generous sense of humour!
- To assume the role of mentor / motivator and role model of the service and team within which you work

# Key Achievement Areas and Responsibilities

carry out duties in a manner that is informed by current / relevant national strategies, plans and standards, WALSH Trust policies, procedures, priorities and values

- To remain familiar with current / relevant national strategies, plans and standards, WALSH Trust strategic / business plans, policies, procedures and values - and model their consistent application in the implementation of this job description
- To carry out any actions, tasks or activities that are not inconsistent with this job description / role, as may be directed or required by the Service Manager

## Expected Outcomes

Outcome 1.1: Contributes to WALSH Trust as a good organisational citizen and positive representative and advocate. Attends / leads / contributes to Learning Sets to review / develop / refine practice .

Outcome 1.2: Shares responsibility with team members to actively participate in and contribute to fora and shared responsibilities such as Health and Safety Committee / obligations; Quality Forum, RHP Forum, audit preparation and the development / implementation of audit / corrective action plans where requested.

Outcome 3.1: External reporting that reflects the engagement and outcomes achieved relating to finding housing and sustaining tenancies. Other health and wellbeing issues will also be supported and monitored as appropriate outcome measures.

Outcome 1.3: Day to day activities and provision of services is always consistent with by WALSH Trust values, policies and operating procedures.

Outcome 3.2: A minimum of 70% of staff FTE hours are committed to activities with people using services as per contractual obligations.

Outcome 1.4: Can consistently provide evidence of strong, positive engagement with all stakeholders (e.g. Kainga Ora, MSD, HUD, DHB).

Outcome 3.7: Relationships are developed with landlords in the community. Tenants and landlords are satisfied with services provided , evidenced by surveys/feedback.

Outcome 1.5: Attends and contributes to team meetings and ensures they are informed about local, regional and national initiatives / challenges / opportunities that may impact upon WALSH Trust service provision.

Outcome 1.6: Is familiar with and operates within the Residential Tenancies Act.

Outcome 3.3: Job description, and role expectations are fully and consistently met. Legible, correct notes of activities, including key events are kept in iCIM database within the working day.

Outcome 2.1: Supports , contributes to and models a team focused ethos and practices that are consistent with WALSH Trust values.

Outcome 3.4: Timesheets, calendars and vehicle booking platforms are used effectively. Demonstrates confident use of Microsoft Office and willingness to learn new technologies that support service delivery (e.g. Zoom).

Outcome 2.2 : In conjunction with the Service Manager, will have professional development plan and will be engaged with / supported to progress through the Let's Get Real Framework.

Outcome 3.5 A collaborative plan is formed between the MHSW Housing Facilitator and individuals and their family/whanau if consented, to address needs relating to housing and issues affecting their wellbeing.

Outcome 3.6 Attends regular coaching; in-service / external training as required / indicated. Uses annual and sick leave appropriately and as per legislative / contractual guidelines.

Outcome 2.3: Consistently demonstrates behaviours that are aligned to WALSH Trust values – models these and shares responsibility to ensure the collective effectiveness of the team and the optimal functioning of WALSH Trust Services.

future and generic

### 1.0 STRATEGIC

Thought / figuring out which way to go

setting strategic direction

planning and organising

creating alignment

leading

team working

building and sustaining relationships

delivering results

tasks

people

### 3.0 OPERATIONAL

Action / getting things done

present and specific

### 2.0 INTERPERSONAL

Feeling / emotional intelligence

Outcome 3.7: Meets Health and Safety policies and procedures and demonstrates a commitment to Te Tiriti O Waitangi, connecting people with cultural support as appropriate.

## The incumbent may additionally be able to demonstrate competencies that align with the shaded areas

(NB. these are not requisite for this role).

### Lived Experience Of Life Changing Trauma / Poor Wellbeing\*

1	2	3	4	5	6	7	8	9	10
none		personal awareness / understanding		Family / whanau experience					Can demonstrate 12 competencies listed below

\*\* these might include: mental illness / distress, physical / sexual abuse, violence, loss / grief, humiliation, crime, migration, homelessness...

- Lived experience of life changing mental health and/or wellbeing challenges, service use, and periods of healing and embracing recovery , and willingness, ability to share this with others intentionally and appropriately where this may enhance engagement and provision of support to a person.
- Life changing experiences that have profoundly impacted your life / world-view while supporting someone with mental health and/or wellbeing challenges, service use, and/or periods of healing and recovery
- Demonstrated understanding of the key issues impacting on people who experience life changing mental health and/or wellbeing challenges, their carers and family members and knowledge of local services available to them
- A capacity to express empathy - and ability to understand what you are empathising with
- Ability to develop / apply lived “expertise”; that is, not just having lived experience, but what has been learned through that experience and how it might be applied.

- A willingness to use emotional understanding and knowing, as a key informant of the work role
- A willingness to share experiences / parts of a personal story appropriately and effectively in a work role, to the benefit of others
- Ability to convey and/ or inspire hope and possibility – modelling same
- Ability to understand the role and impact of trauma, and to listen and respond with sensitivity, compassion and insight
- An understanding of your life “beyond” the experience of life changing mental health and/or wellbeing challenges (ie. this does not define you)
- Good communication skills and willingness to further develop skills in this area
- Ability to work independently and as an effective team member

The incumbent will have or develop competencies that align with the shaded areas in the following competency profile for the role.

## Personal Attributes

	may be developed	desirable	essential
Highly motivated			
Ability to be flexible and respond to unexpected priorities			
Commitment to work with diverse communities			
Ability to work and deliver outcomes with minimum supervision			
Experience of health / social service sectors			

## Skills

	may be developed	desirable	essential
Ability to build effective sustainable and productive relationships			
Excellent written and verbal communication skills			
Excellent organisational skills – ability to plan and prioritise work to meet agreed deadlines			
Methodical approach to tasks and completion			
Computer literate, including a good working knowledge of Microsoft Office (Word, Excel and Outlook)			

The incumbent will have or develop competencies that align with the shaded areas in the following competency profile for the role.

### Educational Qualifications

1	2	3	4	5	6	7	8	9	10
Nil	SC	UE		NZC		Diploma	Bachelors Degree	Post -Grad	

### Functional Experience – Service Provision / Quality Initiatives

1	2	3	4	5	6	7	8	9	10
				desirable					essential

### Staff Management Experience

1	2	3	4	5	6	7	8	9	10+
Nil				desirable					essential

### Relationship Management Experience

1	2	3	4	5	6	7	8	9	10
				desirable					essential

### Sector Experience

1	2	3	4	5	6	7	8	9	10
				desirable					essential