

MONTE CECILIA
Housing Homeless Families

Position Description- Housing Social Worker

Position: **Housing Social Worker**

Purpose of position: To engage with families who are homeless, about to become homeless or are living in adverse circumstance, and to work with them towards achieving sustainable housing.

Monte Cecilia Housing Social Workers are part of a team that provides social work support and advocacy around sustainable housing solutions in both the social housing and private sectors.

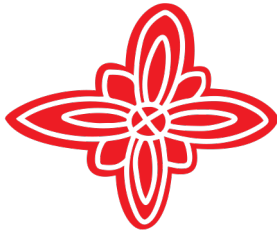
Reports to: MCHT Practice Manager

Internal Relationships: MCHT CEO, MCHT Tenancy Coordinator, MCHT Housing Manager, Trust Board & Staff.

External Relationships: Housing New Zealand, CUH Case Manager, Work and Income, Clients, CYFS, Clients & other key stakeholders

KEY TASKS	Expected outcomes
<ul style="list-style-type: none"> Work with Families/ Whanau and Aiga experience homelessness 	<ul style="list-style-type: none"> All referrals to Monte Cecilia are followed up in a timely manner. Where there is safety concerns, then safety plans are completed, practice manager is notified and appropriate actions are taken. Safety and wellbeing of a child is paramount. Needs assessment and home visits are completed and fully documented as per organisational standards Appropriate goals are established and all work done towards the outcome of these goals is recorded as per organisational standards. Appropriate referrals are made to other agencies Accurate information provided to families about entitlements that assist with sustainable housing and healthy families Housing issues are addressed in a resourceful/creative and efficient manner Whanau/Families are satisfied with the level of service they receive as demonstrated in evaluations Whanau/Families are supported to achieve their goals that will help them maintain existing housing or consider/ plan toward emergency housing programme or alternative sustainable housing. Timely follow-up and support are provided to ensure a sustainable housing outcome, keeping track of progress of key goals established in the case management and transitional

	<p>plans.</p> <ul style="list-style-type: none"> • Consistent service delivery is achieved by adhering to organisations operational guidelines • Client assessment and care management plans meet expected standards & best practice • Ensure all case notes are recorded in an appropriate and timely manner • Develops respectful client relationships that validate the clients' experience, beliefs and values, acknowledges the clients own' expertise, ensures client safety, assists the client to identify their needs and strengths and maintains appropriate professional boundaries.
<ul style="list-style-type: none"> • Advocacy 	<ul style="list-style-type: none"> • Supports and empowers families to advocate on their own behalf. • Advocates with agencies in clients' interest in line with established case management goals.
<ul style="list-style-type: none"> • Support of families in MCHT Emergency Residence 	<ul style="list-style-type: none"> • All clients entering Emergency Residential facility have established case management plans and transition plans. • Families are supported to achieve their goals toward sustainable housing and meet the requirements of MCHT12 week emergency programme. <ul style="list-style-type: none"> - Budgeting - Savings - Health - Child risks - Duties and house checks • Provide support and assistance in implementing agreed goals and tasks as defined in the Case Management and Transitional plans. • Meet with families weekly while in residence • Liaise with CUH and Work & Income with regards families that are in residence to ensure ratings are appropriate and houses are been sought • Work closely with the Residential Manager with regards families engaged in the emergency residence programme
<ul style="list-style-type: none"> • Support families in Monte Cecilia Homes 	<ul style="list-style-type: none"> • Transition plans for Intensive Social Work Support families will be managed in conjunction with the family to achieve their established goals within set timeframes. • Work closely with the tenancy coordinator where requirements around tenancy responsibilities are evidenced. • Carry out annual reviews of established transitional goals with families living in MC transitional houses. • Families are supported to achieve their goals toward sustainable housing and meet the requirements of MCHT tenancy.
<ul style="list-style-type: none"> • Networking 	<ul style="list-style-type: none"> • MCHT can rely on strong stakeholder relationships <ul style="list-style-type: none"> o Collaboration in service delivery o Exchange of information o Sharing of professional expertise o Opportunities for new initiatives o Housing advocacy • Actively engages and represents MCHT input re housing issues • Participates and contributes to meetings sharing insights and gaining clarity re client entitlements to benefit MCHT clients • Ability to speak to MCHT perspectives on housing issues in everyday language to wide-ranging stakeholders • Key government and community agencies are aware of the Service and make referrals • Develop and maintain MCHT relationships with key external stakeholders, including community & government agencies, other housing providers, local schools and health providers, Maori & Pacifica organisations and other ethnically-based



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	<p>organisations</p> <ul style="list-style-type: none"> • Develop an informed understanding of and be able to communicate the key issues facing whanau/families with housing needs to wide-ranging stakeholders • Participate in meetings with Housing New Zealand, Work and Income New Zealand, Child Youth and Family Services, Health Providers, Community Organisations
<ul style="list-style-type: none"> • Health and Safety 	<ul style="list-style-type: none"> • Adhere to MCHT Health and Safety policies and procedures, particularly the accurate reporting & recording of incidents and accidents • Maintain a healthy and safe working environment. • Adopt safe work practices and encourage others to do the same. • Report all accidents, incidents, near misses and any other health and safety hazards or concerns immediately. • Participate in health and safety training and if applicable any improvement or return to work programmes.
Organisational and professional integrity	<ul style="list-style-type: none"> • Be an outstanding representative of the organisations values, plans, professionalism and commitments. • Adheres to MCHT's values, code of conduct, relevant legislation, relevant quality standards, organisational policies, professional standards and ethics. • Attend regular staff, client case meetings, team-building, & MCHT events as required • Identify and participate in professional development opportunities relevant to the role • Demonstrates an ability to work cross culturally, including Tiriti o Waitangi • Participate in annual performance reviews
Administrative requirements	<ul style="list-style-type: none"> • Maintain accurate client records and data on service delivery to meet organisational and funding requirements • Meets all deadlines <ul style="list-style-type: none"> All recorded data/statistics is accurate, current, user-friendly, easily accessible and meets MCHT contractual and quality requirements • Work is completed to a high standard within the organisational guidelines • Families plans and aspirations in respect of housing and other areas are recorded and documented in an appropriate and timely manner • Statistics are collected and maintained and completed as required, monthly.
Professional Development	<ul style="list-style-type: none"> • Participate in regular professional Supervision • Participates in professional development plan to guide learning and development • Maintain registration to professional body • Attends Supervision regularly and maintains a log of learning • PD Plan is completed and forms a guide for learning on an annual basis

Person Specifications

Key Areas	Expectation
Education	Social Work Degree Full Member or eligible for registration with ANZASW registration Registered or eligible for registration with SWRB
Knowledge / Skills	<ul style="list-style-type: none"> • Experience in working with families with multiple issues. • 3 years plus Social Work experience. • Experience in helping families set and achieve goals. • Previous experience of working with Maori, Pacific Island and new immigrants • Proven networking and relationship building skills with external stakeholders. • High quality of both written and verbal communication skills • Ability to undertake and complete work responsibility in a timely, efficient and professional manner that achieves positive outcomes. • Able to demonstrate appropriate decision-making skills. • Proven ability to use data systems. • Ability to work cross culturally and in ways that are appropriate to a diverse community on all levels. • Willingness to develop professional knowledge and skills. • Awareness of current government policy and community housing sector – or an obvious ability to come up to speed. • Previous experience in housing related service.
Personal Qualities	<ul style="list-style-type: none"> • Acts with Integrity and respect • Able to build effective working relationships with clients, team, and external agencies. • Strong prioritization and time management skills. • Confident, enthusiastic and takes initiative – a self-starter. • Shows flexibility, tenacity and imagination in meeting challenges. • Good listener, values others and is a team player • Sense of humour and has a 'can-do' attitude • Professional approach • Meets deadlines • Can speak either Maori, Samoan or Tongan