

Housing case worker

Position description

The Wise Group is a Peak Performing organisation. Peak Performance is about enabling individuals and organisations to continuously exceed their best in the pursuit of an inspiring purpose. It's a journey not a destination and it's about becoming the best we can be.

LinkPeople recognise that housing and homelessness are complex issues that require a community wide approach, where key organisations come together to work collaboratively to support people to access and retain housing. This is an important part of ending homelessness within our community. Having a home and successfully navigating social services are both critical success factors in delivering positive health and social outcomes.

LinkPeople is about linking people to housing and support. Based on the proven Housing First approach LinkPeople provides access to safe, affordable accommodation options and then links people with the health and social services they require for complete wrap-around support. Services are coordinated from central locations where different agencies come together to work directly with people to connect them with appropriate accommodation, income, employment and other community support services needed to help restore them to independent living.

Purpose

The purpose of this role is to work alongside a team of housing champions with the aim of ending and preventing homelessness. You will build enduring relationships with the people you support and work with them to minimize any barriers to housing or housing stability. You will work in partnership with other agencies in the housing, health and social services space. You will have relevant experience in supporting individuals and families with multiple and complex needs. You will be culturally attuned and have a strong sense of social justice, thinking outside of the square and creating opportunities for the people you support.

Focus

1. Ensuring that people you work with have a needs assessment, risk assessment and person-led support plans and outcome measures that are regularly reviewed.
2. Supporting people using the service with dignity and respect and ensuring that they are provided with choices around services they receive.
3. Developing knowledge and expertise in the Housing First philosophy and monitoring service alignment against Housing First principles.
4. Managing positive relationships across the sector to increase access and remove barriers for the people using the service.
5. Being a conscientious team player, including managing the complexity and adversity associated with the work and ensuring successful outcomes.
6. Being your best at all times, representing LinkPeople and the Wise Group in a professional manner.
7. Taking responsibility for executing assigned tasks and development of LinkPeople.

8. Being committed to safety and wellbeing by following the Wise Group roles and responsibilities table.
9. Collecting and reporting service data as required by LinkPeople.
10. Doing whatever is required to ensure that we are making a difference for the people in our community.

Attributes

Doer Demonstrated by your 'whatever it takes' approach, thinking beyond yourself and taking opportunities to help others.

Tenacious You focus on doing the best by the people we serve, which means never giving up and role modelling perseverance and commitment to a successful outcome.

Dynamic You are energetic and proactive, thriving in a changing environment.

Passionate You inspire others with energy, enthusiasm and motivation to take action.

Connecting You bring people, groups and organisations together and have excellent relationships.

Aroha You hold people at the heart of your work, being non-judgmental and showing unconditional positive regard.

Respectful You support people with dignity and respect and ensure that they are provided with choices around services they receive.

Authentic You build rapport quickly, engage with people in a warm and genuine way and do what you say you'll do.

Requirements

Essential

- Knowledge of the health and social services sectors, in particular the NGO and community sector.
- Relevant qualification in health or related field.
- Excellent verbal and written communication skills.
- Ability to work in a fast-paced team and flourish under pressure.
- Ability to develop and sustain positive relationships across a range of networks.
- Problem-solving and conflict resolution skills.
- Understand and apply principles of wellness and recovery.
- Excellent attention to detail.
- Proficient in Microsoft Office suite.
- Knowledge of Treaty of Waitangi principles.
- Full New Zealand driver's licence.

Preferred

- Knowledge of the social housing assessment and allocation processes used by the Ministry of Social Development.
- Knowledge and belief in Housing First philosophy and strategies.
- Knowledge of relevant standards and legislation.
- First aid certificate.