

Case Manager

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.

The Wise Group recognise that homelessness is a complex issue that requires a community-wide approach, where key organisations come together to work collaboratively to end homelessness, not just manage it. The People's Project uses the Housing First approach to end chronic homelessness, which is based on a successful model adopted from other countries who already lead the way. The model is about moving people into appropriate housing and providing wraparound services to address individual issues that first led to the person's homelessness. Services are coordinated from central locations where different agencies come together to work directly with clients to connect them with appropriate accommodation, income, employment and other community support services needed to help restore them to independent living.

Purpose

Working collaboratively with other support services, the Case Manager will be responsible for assessing client housing essentials and determining appropriate support services needed to enable a sustainable solution. Using outstanding interpersonal skills, you will provide advice, negotiate outcomes, act as a key liaison and advocate on behalf of clients to help them achieve independence and long-term tenancies.



Focus

1. Use tools, key relationships and creative thinking to find and source appropriate housing solutions that best meets the needs of the client.
2. Create and facilitate a high trust, non-judgmental environment so that accurate assessments can be determined through quality client conversations.
3. Carry out client assessments and evaluation to understand what other wraparound support services may be needed to complement an ideal housing solution.
4. Focus on whole life solutions to determine and assess income, family status, mental and physical health so that solutions are individually tailored to the client's needs and circumstances.
5. Work with people who have experienced significant trauma throughout their lives who may present with complex issues and need significant support.
6. Working with clients on individual goal setting to help achieve longer term solutions for health literacy and self-managed care through empowerment and life skill coaching.
7. Working closely with clients to offer appropriate choices and identify immediate action and/or services that may be required for acute cases.
8. Develop an in-depth knowledge and understanding of other services available in communities to best support clients, accessing appropriate support and community organisations to help resolve wider issues.
9. Maintain client records and progress updates, following up with clients who have been navigated to other wraparound services to ensure a holistic solution can be achieved for long-term tenancy.
10. Be committed to safety and wellbeing by following the Wise Group roles and responsibilities table (located on The Well).

Attributes

Generous Demonstrated by taking a win-win approach, thinking beyond yourself and taking opportunities to help others.

Fresh Using imagination and curiosity to generate new ideas with the drive to bring the best ones to life, and inspiring others to support them.



United Champion collaboration to achieve collective goals by working together.

Energising Inspiring others with energy, enthusiasm and motivation to take action.

Foresightful Having intuition to anticipate changing conditions and the agility to adapt and flourish.

Achiever You perform at an optimal level, both mentally and physically, to achieve results.

Connected You bring people, groups and organisations together.

Requirements

Essential

- proven experience working in the mental health, addiction or social service sectors, and/or a relevant tertiary qualification i.e. clinical psychology, social worker or nursing, as examples
- Experience engaging with Maori, Pasifika and/or youth.
- Excellent communication skills, both verbal and written.
- Have experience of a trauma informed way of working.
- Have a high level of personal resilience and be prepared to never give up.
- Computer literate, have a good knowledge of Microsoft applications, able to use email proficiently and carry out web-based searches.
- Have outstanding de-escalation skills with the ability to show empathy, whilst maintaining appropriate boundaries.
- Have a passion and desire to help others.
- Be physically fit and have a current full drivers licence.

Preferred

- Knowledge of the Housing First and harm reduction approaches.
- Knowledge of the New Zealand health sector, in particular the non-government and community sector would be an advantage.
- Have an up-to-date first aid certificate.

Dream

Connecting people, organisations and communities to realise a just society for all.

Beliefs

Putting the heart back into the community.

The time is right to venture into uncharted waters.

A healthy world is built on strong communities.

Inspiring people to care.

Building a unified movement where everyone contributes to social innovation.

We can all create a legacy.

Sustainability in everything we do.

A new paradigm for whole systems change is needed.

Greatest imaginable challenge

Homelessness in Tauranga will be rare, brief and non-recurring.

Spirit

We never give up.

Focus

Engage.

Support.

Deliver.

Character

Advocates

Energising

Connectors

Intuitive

Caring

Generous

Unifying.