

# Housing case worker

## *Position description*

### **LinkPeople**

At LinkPeople, we believe that housing is a fundamental human right, not a reward. We recognise that housing instability and homelessness are highly complex issues that require a community-wide approach to support people to access and retain housing. LinkPeople connects people to housing and support, underpinned by the Housing First philosophy that a stable home is the foundation of wellbeing. Once housed, other issues that may affect people can be understood and addressed with a range of supports that are personalised, culturally-appropriate and acknowledge the trauma that is often part of their lives. As choice is central to the Housing First approach, a key aspect of our service is to offer the people we work with choice about their goals and aspirations, and to support self-determination on their recovery journey. LinkPeople is a registered community housing provider.

Manaakitanga is a foundation and core driver for LinkPeople and is at the heart of everything we do. From point of first contact with a person and their whānau, we focus on making people feel welcome and cared for through respectful and nurturing interactions. We want all people – including those we support, staff members, stakeholders, and partners - to have an empowering and mana-enhancing experience with us. Our aim is to develop whakawhanaungatanga – relationships where people feel included and able to work collaboratively and collectively towards recovery.

LinkPeople is part of The Wise Group, a family of community organisations sharing a common purpose – to create fresh possibilities and services for the wellbeing of people, organisations and communities. The Wise Group is a Peak Performing Organisation, which has a focus on enabling individuals and organisations to continuously exceed their best in the pursuit of an inspiring purpose.

### **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

**Enabler** You are a mover and a shaker and make possibilities happen for the people and communities we serve.

**Doer** Demonstrated by your ‘whatever it takes’ approach, you think beyond yourself and take opportunities to help others.

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

**Dynamic** You are energetic and proactive and thrive in a changing environment.

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

**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 will do.

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

## Requirements

### Essential

- Knowledge of the health and social services sectors, in particular the NGO and community sector.
- Applicants must hold the New Zealand Certificate in Health and Wellbeing (NZCHW) or a recognised equivalent. Alternatively, you will commence study towards this within six months of starting your employment with LinkPeople. This needs to be completed within two years of commencement. LinkPeople offers significant support for Housing Case Workers to complete this study.
- 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.