



Role Description

Social Worker - Tauwhiro

Full-Time

Expected Hours

General Buisness Hours

Monday to Friday

Whakatauki:

Naku te rourou nau te rourou ka ora ai te iwi

With your basket and my basket the people will thrive

Office

Main: (04) 384 7870
E: info@whwt.org.nz

General Manager

M: 021 898 169
E: manager@whwt.org.nz

Physical Address

107 Manners Street
Te Aro, 6011, Wellington

Mailing Address

P.O. Box 1784
Wellington, 6011



Role Description

Position:	Social Worker (Tauwhiro)
Reports directly to:	General Manager – Kaiwhakahaere
Works with the:	WHWT Staffing Team
FTE:	Full-time 2 year fixed term. Some weekend or evening work required and participation in an on-call roster.
Special Condition:	Must have a full current, clean driver's licence.

Background

The Wellington Homeless Women's Trust (WHWT) was set up by a group of women who saw the need to provide transitional housing for women in the central Wellington area. A volunteer board with members who are committed to supporting homeless women govern the trust. A dedicated staff, partner with community organisations to support transition to permanent housing.

The women we accommodate are in a position of needing supportive transitional accommodation for an agreed period, and are given the opportunity to have professional support to make positive differences to their lives.

Mission and Goals of Wellington Homeless Women's Trust

Our mission is to make a difference within our community by providing support and accommodation to homeless women in central Wellington, NZ.

Most women experience homelessness due to historical trauma, family harm, sexual abuse, disconnection from whanau and varying alcohol; drug addiction issues that have an overall impact on their personal health & wellbeing.

Due to the many complexities our women are facing, the Wellington Homeless Women's Trust aims to work alongside each to support rebuilding their confidence, regaining independence and self-worth whilst transitioning them a safe place that they can call, 'home'.



Women in this situation often respond well in a safe environment with a high level of understanding that can support their needs and it begins by us providing up to three months temporary accommodation with specialised support staff seven days a week. This is further strengthened by working collaboratively and in partnership with appropriate social service providers and other key essential groups within our community.

Our goals are:

Sustain

Become a charity that is fully-funded and self-sustaining throughout all offered help services.

Grow

Provide homeless women in Wellington a wider range of support services and accommodation solutions under one roof.

Educate

Create more social awareness within our community about homelessness and the hidden issues that contribute.

Summary

The Social Worker will work providing support for our tenants at 107 Manners Street, Wellington, many of whom have complex needs and require a range of supports including, assessment, advocacy, education, and assistance in navigating social and housing services. The Social Worker will have a minimum of five years' experience as a social worker. They will be registered with the SWRB and ideally have membership with other accredited bodies, such as ANZASW.

The Social Worker will ensure they achieve and maintain high standards within the sector, and meet key performance standards, targets and goals as set out by the Board of Trustees. This will include any contractual requirements associated with this role.

Provision of Social Work Services – Knowledge & Experience

- A minimum five years' social work experience
- Relevant social work qualification
- Knowledge of human development, family structures, and dynamics
- Experience in providing specialist professional support to clients with complex needs and those affected by trauma
- Ability to connect and work with whānau to enhance life skills
- Experience in networking and establishing collaborative working relationships with other organisations within the social services community



- Ability to deliver services in clinically appropriate, accountable, ethical and safe ways and in accordance with the core values, codes, policies, procedures and best practice guidelines of the Wellington Homeless Women's Trust
- Have a clear understanding of the policies and procedures of the WHWT, legal and statutory requirements of the social work sector and areas of responsibilities.

Knowledge of Te Ao Māori

- Demonstrable understanding of Tikanga Māori and the principles of Te Tiriti o Waitangi
- Experience working with wāhine, their whānau, hapū and iwi or have a strong connection with Māori providers within the Wellington region.

House Management

- Experience in supporting staff and leading service delivery to tenants with complex needs
- Ability to step up into the General Manager - Kaiwhakahaere role when required, and carry out responsibilities related to team development, administration, and budgeting
- Operational house management experience including the ability to monitor and report any property maintenance issues
- Experience in ensuring all services are provided in accordance with the highest levels of Health, Safety & Wellbeing Policies & Procedures.

Reporting, administration, and information management

- Provide regular, timely, and accurate reports to the General Manager – Kaiwhakahaere, including but not limited to statistics and outcomes achieved
- Ensure all assessment information is recorded accurately and that tenants are aware of all necessary processes regarding the storage and use of their personal information
- All information to be kept strictly confidential and all internal documentation to be input into the database in a timely manner
- Competent in Microsoft Office applications and database entry experience (training will be provided).

Key Responsibilities

- Liaise with referrers, identify key issues from information provided, and follow up on information gaps to gain as much insight into potential tenants as possible
- Processing referrals, undertake assessment of tenants, complete all necessary documents, and enter the information into the database in an accurate and timely manner
- Identify, clarify, and address tenant concerns as they arise
- Work alongside WHWT staff to induct, support, and educate tenants
- Work with tenants to create and implement individual support plans, these may include:
 - Accompanying them on visits to key support agencies and/or advocating for them whenever necessary
 - Enrolling tenants onto appropriate housing registers



- Navigating tenants to appropriate housing and social services
- Educating tenants around life skills, confidence and effective communication and behaviour
- Attendance at regularly trainings, monthly meetings, and supervision as agreed upon with the General Manager – Kaiwhakahaere
- Ensure tenants' files are up to date and all relevant information is recorded accurately on the database
- Assist women to settle into the accommodation, carries out induction and orientation and explains Health & Safety procedures, Code of Conduct and all other relevant WHWT requirements
- Maintain privacy and confidentiality in accordance with professional practice
- Respond to and report incidents as soon as practical, in accordance with policy and procedures. All incidents involving emergency situations must be reported immediately to the General Manager – Kaiwhakahaere and/or Chairperson and all appropriate reports undertaken and processed
- Strive towards maximum house occupancy
- Arrive on time for an appropriate handover process before commencement of a shift
- Can relate to women from a wide range of cultural backgrounds and ensure care and services provided are culturally appropriate
- Have a positive and sensitive approach to differing views, cultures and maintains an environment free from judgement and discrimination.

Work hours

- Work to allocated shifts as required on the scheduled weekly roster
- Give at least three hours notice if unavailable to complete scheduled shifts
- Be available to cover out of hours on-call service within these days as agreed upon with the General Manager – Kaiwhakahaere.

Areas of Work Responsibility	Expectation and Outcomes
<p>Contributing an annual plan that aligns to the Wellington Homeless Women's Trust strategic direction.</p> <p>Ensuring that all work streams comply with legislative requirement of the WHWT.</p>	<p>Maintain compliance with:</p> <ul style="list-style-type: none"> ● All Health, Safety, Wellbeing Policy and Procedures. ● The New Zealand ANZASW Social Work Standards. ● The Ministry of Social Development (MSD) Social Services Accreditation Standards. ● The MSD Transitional Housing Operational guidelines. ● All legislative requirements. ● Wellington Homeless Women's Trust Policies and Procedures.



	Any 'at risk' areas identified and reported appropriately.
Service Delivery and Service Users	<ul style="list-style-type: none"> ● All potential new tenants to WHWT initiatives to be needs assessed (personal, social, financial issues) to identify issues any at risk concerns or what may hinder their ability to live independently in permanent housing. ● Service delivery is line with our kaupapa Māori approach. ● Referral to external or other specialist services as required. ● Regular tenant progress reviews with supporting documentation as appropriate. ● Full engagement of tenants to be encouraged and supported. ● Assistance with basic life skills to support living independently. ● Navigate tenants to external agencies such as for gambling, drug & alcohol or associated health problems. ● Motivation towards employment and training ● Advocacy with Work and Income NZ (WINZ) and social housing ● Contribute to other training and educational programmes for tenants as appropriate. ● Provide a quality service and ensure a high standard of professionalism at all times.
Support service development in Wellington	<ul style="list-style-type: none"> ▪ Promote and encourage the WHWT engagement strategy such as the W.AL.K. program. ▪ Tautoko, advocate or support tenants to key appointments, specialist programs when and where necessary. ▪ Relationships with other community providers and identify key stakeholders and reporting trends. ▪ Support collaborative opportunities with other stakeholders for the benefit of a unified approach and benefits for our tenants. ▪ Demonstrate an understanding of local and central government strategy and support WHWT's contribution to the strategy. ▪ Attend relevant, external meetings in agreement with the WHWT General Manager – Kaiwhakahaere.
Communication	<ul style="list-style-type: none"> ▪ Regular attendance and participation in staff or team meetings. ▪ Attend monthly external supervision. ▪ Establish and maintain contact with: <ul style="list-style-type: none"> ▪ relevant Government agencies ▪ relevant community organisations ▪ relevant specialist services applicable to tenants needs.
Reporting and Administration	<ul style="list-style-type: none"> ▪ Provide a monthly report (accurate and on time) to the Administration Manager or General Manager as per required,



	<p>including but not limited to monthly statistics and outcomes achieved.</p> <ul style="list-style-type: none"> ▪ Have a clear understanding of the policies and procedures of the WHWT and work within these boundaries. ▪ Have a clear understanding of legal and statutory requirements within the Social Worker area of responsibility.
Professional Development	<ul style="list-style-type: none"> ▪ Maintain continuing professional development in accordance with best practice and approval by WHWT. ▪ Attend regular supervision both internally and externally. ▪ Ensure there are systems to monitor standards of practical and ethical issues.
General	<ul style="list-style-type: none"> ▪ Support any WHWTs new initiatives and promotion activities.
Health and Safety	<ul style="list-style-type: none"> ▪ Health and Safety rules, regulations and procedures must be adhered to at all times. Failure to follow reasonable health and safety rules may be considered or deemed serious misconduct. ▪ The employee will take reasonable care to look after their own health and safety at work, their fitness for work, their own health and safety of others. ▪ Adhere to WHWT policies and procedures, including health and safety best practice and appropriate legislation. ▪ Follow all reasonable health and safety rules and instructions. ▪ Participate in health and safety discussions. ▪ Exercising their right to refuse to do unsafe work. ▪ Taking reasonable care that their actions (or inactions) do not cause harm, or risk of harm, to themselves or others. ▪ Not reporting for duty under the influence of alcohol or drugs that impair your performance or fitness for work. ▪ Wearing all necessary personal protective equipment and clothing.