



Role Description

Support Worker - Kaimahi

Part-Time / 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:	Part-Time Support Worker – Kaimahi
Reports to:	General Manager – Kaiwhakahaere
Direct Reports:	WHWT staffing
Hours of Work:	Between Monday to Sunday
Position Location:	107 Manners Street, Te Aro, Wellington Full current, clean driver's licence preferable.

Role

- To provide flexible staff cover for the House as and when required.

Purpose

- To cover when there is a need, support and work alongside staff of Wellington Homeless Women's Trust. Part time staff may support to tenants as required.

Background

The Wellington Homeless Women's Trust (WHWT) was set up to support and assist women to find suitable affordable accommodation in the central Wellington area. The Board of Trustees are all volunteers who are dedicated members supporting homeless women and employ staff to allow adequate assistance seven days a week. All women are supported by a professional team who work collaboratively with other partners and key agencies within the community, this strengthening and increasing more opportunity for women to make positive changes in their lives.

Part Time Staff

- Will commence their shift with a 'hand-over' from the previous staff. Due to the house not being covered 24/7 there will be gaps in support and therefore being acutely aware of changes in tenants' moods, behaviours, needs and dynamics. Part time staff will work flexible hours and be part of assisting overall 'WHWT staffing team' as per required. All staff should have informed knowledge or experiences relating to the impact of becoming homelessness.

Key Responsibilities:

- All staff must ensure that Health & Safety is the number priority whilst on shift and to use protective gear/gloves when required.
- Carry out all mandatory requirements before the commencement of your shift.



- Ensure you have the correct day and time you are rostered on.
- Read handover notes or instructions left by Management or the WHWT staffing Team.
- Provide a listening ear to the tenants and assist where possible.
- Providing advice and information on other services available. Supporting appointments and phones calls if required.
- Supporting the women to learn domestic and life skills which will help them to become more independent. Such things as: Cooking, Cleaning, Budgeting, Shopping, Personal hygiene.
- Getting rooms ready for new tenants and assisting tenants who are moving out.
- Help to settle in new tenants and part take in any orientation requirements needed.
- Record and report any incidences per shift and convey to next rostered staff.
- Updating database and any other recording systems as per required.
- Replenish In-House supplies as per required and advise of any purchases needed.
- Encourage and support tenants to do domestic tasks.
- Encourage all tenants to engage in the W.A.L.K. program in some way.
- Report any discrimination, bullying or any other breaches to the Code of Conduct immediately.

Skills, Experience and Knowledge

- Have good knowledge and experiences around issues of homelessness and the impacts it has on women.
- Be familiar with key services such as, WINZ and other ministry systems.
- Have good listening skills and how to factually record information.
- Have an awareness of different cultures, race, and discrimination.
- Have good knowledge and become familiar with IT computer literacy
- Good communication skills, and ability to resolve conflict an advantage.

Knowledge of Te Ao Māori

- Can demonstrate an understanding of Tikanga Maori and the principles of The Treaty of Waitangi.
- All staff will have experience working with wāhine, their whānau, hapū and iwi or have a strong connections with Māori providers within the Wellington region.
- All staff will be able to relate effectively with wāhine from a wide range of cultural backgrounds and ensure care and services provided are culturally appropriate.

Wellington Homeless Women's Trust is a charitable organisation committed to supporting women, including transgender who find themselves in a situation of homelessness. We are a small organisation that prides ourselves on providing a supportive, safe warm environment for both staff and tenants. Due to the nature of the work we are only able to employ women.