



JOB DESCRIPTION
Housing Facilitator / AOD and Mental Health

Location: Riccarton Road, Christchurch

Reports to: Housing Support Services Manager

Supervises: This position does not supervise any staff

Main Purpose of Position: To support clients who experience mental illness, are in treatment for alcohol or drug dependency, or are referred by MSD as homeless to obtain and/or maintain long term sustainable housing in the community.

Functional Relationships:

Internal

Housing Services Manager
 Comcare Staff / Volunteers

External

Housing support agencies
 Community agencies (NGOs)
 Private landlords and Social Housing providers
 Work and Income
 Public Hospital Services
 Mental Health and Addiction Treatment Service Providers
 Police
 Oranga Tamariki
 Prevention Domestic Violence Service Providers
 ACC staff
 GPs
 Kaupapa Maori Support Services
 Refugee Services
 Probation Services

Authorities: Nil

Key Duties	Expected Results:
<p>Undertake a comprehensive housing assessment and consented liaison with all key supports and mandatory agencies.</p>	<ul style="list-style-type: none"> • An understanding of immediate and long- term housing need of the client is established. • An immediate and long -term plan regarding accommodation is formulated • Barriers to accessing and maintaining housing relating to mental illness, addiction or other issues are identified • Client related risks to self, others and property are identified

Key Duties	Expected Results:
<p>Supporting referred homeless clients to access appropriate temporary accommodation, or otherwise address immediate safety and wellbeing issues.</p>	<ul style="list-style-type: none"> • Liaison with Work and Income, Transitional Housing providers, private sector hostels etc • Assessment and administration done regarding access to Emergency motel Special Needs Grants • Assessment made of physical safety issues, financial circumstances, legal conditions around housing, mental health supports
<p>Supporting clients to access and sustain long term social housing and private rentals.</p>	<ul style="list-style-type: none"> • Support and advocacy provided for families, individuals and couples to obtain long term sustainable residential tenancies • Advocacy provided for families, individuals and couples with Work and Income and other government and non-governmental agencies • Clients supported with application process for social housing, and the organising of all documentation including support documentation to facilitate access to social housing • Clients supported to obtain private rental accommodation through commercial property management companies and private rental providers
<p>Assisting with setting up accommodation for clients</p>	<ul style="list-style-type: none"> • Utilities are set up and there is advocacy with power companies where there is debt • Clients assisted to access furniture and household items and, where appropriate to assist with Service funding for household goods from Comcare approved providers • Clients supported with signing new tenancy agreements with tenancy and property managers • Shifting of household goods co-ordinated with approved Comcare contractors within budget guidelines • Clients are supported with setting up additional property services • Where approved property cleaning and maintenance services with Comcare approved contractors are arranged
<p>Assisting to create a sustainable tenancy</p>	<ul style="list-style-type: none"> • Appropriate supports are accessed with particular reference to ameliorating historic causes of housing loss • There are contingency plans for contact for both landlord and tenant should problems arise • Where appropriate, longer term involvement of the Housing Facilitator in concert with other supports may be approved

Key Duties	Expected Results:
<p>Liaising with key health professionals especially when working with high and complex needs referrals.</p>	<ul style="list-style-type: none"> • The initial meeting is organised/communicated with Clinical Case Manager/ referrer, and client on receipt of referral • There is ongoing appropriate liaison with Clinical Case Managers, Community Support Workers, Work and Income workers, and other health, justice or child protection agencies • There is coordination of multi-agency support meetings in relation to developing roles and responsibilities regarding the planning to sustain the tenancy • There is consistent ongoing communication maintained with key health support professionals involved with the housing support intervention
<p>Understanding of Kaupapa Maori homelessness issues</p>	<ul style="list-style-type: none"> • The worker will understand how loss of turangawaewae and mana impacts on homelessness issues for whanau and individual kaweā • The worker will understand the impact of colonialism and Te Tiriti o Waitangi on the Maori homeless population Aotearoa
<p>Administration</p>	<ul style="list-style-type: none"> • Appropriate records will be kept of details of client contacts plan and ongoing actions on client record data base • Statistical information will be recorded • All contacts and arrangements with approved providers of goods and services will be recorded and have appropriate authorisation • All contractual reporting obligations will be carried out
<p>Contribute to team</p>	<ul style="list-style-type: none"> • All relevant team and staff meetings attended. • Good relationships developed with Housing Support Services Staff and other Comcare Staff • Positive contribution to service development and enhancement of good practice within the Housing Support Services
<p>Professional Development</p>	<ul style="list-style-type: none"> • Plan and develop skills, knowledge and attributes that complement organisational goals • Participate in career development activities that extend and enhance capabilities
<p>Comcare Trust recognises that over time employees will, through the natural process of gaining confidence in their ability and understanding of the systems, operate more quickly and efficiently in the job they hold. This will free up time that could be used to develop and enhance the skills knowledge and abilities of the employee. As a consequence of this, and because Comcare is interested in developing each employee to their full potential, each employee will from time to time be asked to take on extra duties that are designed to upgrade their skills, knowledge and abilities. These extra duties will be discussed between the employee and their Line Manager, and the decision for their allocation will be reached jointly.</p>	

Date: January 2020

Comcare Trust

PERSON SPECIFICATION Housing Facilitator		
Feature Sought:	Essential:	Desirable:
Education Qualifications		<ul style="list-style-type: none"> • Workplace First Aid • Defensive Driving • New Zealand Certificate in Health and Wellbeing - Level 4 (or similar Level 4 Qualification relevant to social service provision) • Qualifications demonstrating knowledge of Tikanga Maori
Work Experience		<ul style="list-style-type: none"> • Experience working in the Mental Health, and/or Disability sector • Experience working in the social housing/homelessness support sector • Experience in culturally appropriate service delivery to Maori
Mental Skills & Abilities	<ul style="list-style-type: none"> • High level of Time Management. • Excellent problem-solving skills • Multi-tasker 	
Manual Skills & Abilities	<ul style="list-style-type: none"> • Drivers Licence 	
Social/Interpersonal Skills	<ul style="list-style-type: none"> • Well-developed People Skills • Developed advocacy skills 	<ul style="list-style-type: none"> • Understanding of issues within Mental Health such as stigma and discrimination
Personality Qualities	<ul style="list-style-type: none"> • Non-Judgemental • Resilient • Mature in approach • Tolerant and patient • Positive attitude • View all people as having potential for change 	<ul style="list-style-type: none"> • Good sense of humour