



**Our Vision:** People who experience mental illness and addictions living well.

**Our Mission:** To contribute positively to the recovery of people who experience mental illness and addictions through the provision of quality community services, social housing, and by supporting mental health sector development.

## Job Description

**Title:** Sustaining Tenancies Clinician

**Department:** Housing Service Delivery

**Location:** 334 Lincoln Road, Christchurch

**Reports to:** Sustaining Tenancies Team Leader

**Main Purpose of Position:**

To assist referred clients to retain and maintain their tenancies by resolving any immediate issues and then planning with the client regarding the practical interventions and supports needed to maintain the tenancy into the future. To provide direct support and lead service coordination to meet client needs. To participate in improving the approach, tools and processes of the Sustaining Tenancy Service Delivery and Greater Housing Service.

**Functional Relationships:**


Internal	External
Housing Service Manager	MSD Housing Team and Kāinga Ora Tenancy Managers
Sustaining Tenancies Team Leader	Corrections
Community Housing and Property staff	Related Community Organisations and Community Housing Providers (CHPs)
Comcare Staff	Clinical Providers, Primary and Secondary Care Services



**Authorities:**

As per Delegations policy

Function	Responsibilities
Intake of new clients	<ul style="list-style-type: none"> <li>• Before engaging with new client review all intake assessment documentation and risk assessment material</li> <li>• Plan with the Sustaining Tenancies Team Leader the initial scope of the work based on intake information</li> </ul>
Initial Needs Assessment	<ul style="list-style-type: none"> <li>• Arrange initial meetings with the client to explain the Service, assess the nature of the housing risk, or potential risks.</li> </ul>

	<ul style="list-style-type: none"> <li>• Plan and arrange any immediate interventions needed, e.g. environmental cleans and rubbish removal, addressing of arrears, and begin engagement with the client to create a Sustaining Tenancies Plan</li> <li>• Liaise with the Landlord as necessary to give information on the progress of the client and Service</li> </ul>
Plan Development	<ul style="list-style-type: none"> <li>• With the client, create a Sustaining Tenancies Plan that covers: <ul style="list-style-type: none"> <li>○ Practical immediate help, housing and in other identified areas</li> <li>○ Supports and interventions that address housing sustainability concerns, and other support needs.</li> <li>○ Roles, consents, and understandings of the communication channels of all parties to the Plan</li> </ul> </li> <li>• Review schedule for plan</li> </ul>
Plan Delivery	<ul style="list-style-type: none"> <li>• Coordinate the delivery of Services and actions relating to the Plan in close consultation with the client</li> <li>• As appropriate, liaise with the Tenancy Manager to ensure there is an understanding of expectations and progress.</li> </ul>
Plan Evaluation	<ul style="list-style-type: none"> <li>• Review outcomes with client at scheduled intervals and modify plan and nature of engagement accordingly</li> <li>• Review the future needs regarding coordination of ongoing supports and the length and nature of contact by the Sustaining Tenancies Coordinator</li> </ul>
Documentation, Data gathering and Quality improvement	<ul style="list-style-type: none"> <li>• Complete all required documentation via Comcare's Client Record System.</li> <li>• Engage with any external evaluation Comcare or MHUD may run on outcomes</li> <li>• Engage in quality improvement reviews of practice with team as a result of outcomes of service delivery monitoring.</li> <li>• With other health professionals employed by Comcare, assist Comcare staff manage situations where the health and welfare of a client are of concern.</li> </ul>
Comcare Child Protection Officer	<ul style="list-style-type: none"> <li>• Provide advice and support when requested</li> <li>• Assist staff to make a notification to Ministry for Children, Oranga Tamariki</li> <li>• Establish working connections with Specialist Mental Health Services Child Protection Coordinator and Oranga Tamariki</li> <li>• Provide clear documentation around any child protection activities</li> </ul>

	<ul style="list-style-type: none"> <li>• Report any child protection activities to the Quality and Risk Manager.</li> </ul>
General team duties	<ul style="list-style-type: none"> <li>• Participation in Team Meetings</li> </ul>
Honouring te Tiriti o Waitangi	<ul style="list-style-type: none"> <li>• Develop approaches for partnering with mana whenua, Māori with lived experience of mental health and addiction services and their whanau,</li> <li>• Work in partnership with clients and whānau to provide culturally responsive and appropriate support to improve outcomes and reduce inequities.</li> </ul>
Development	<ul style="list-style-type: none"> <li>• Actively participate in professional development to meet identified learning needs that promote and support excellent performance in the position,</li> <li>• 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 their skills, knowledge and abilities. 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.</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>• Proactively support and follow our Health and Safety programmes, Policies and Procedures,</li> <li>• Ensure services are delivered in line with Comcare's Health and Safety Policies and Procedures,</li> <li>• Ensure the Wellbeing of Comcare's clients, tenants and staff are at the forefront of any decision taken,</li> <li>• Assess and mitigate and manage risk, including no cultural harm,</li> <li>• Ensure accidents and incidents in the workplace are reported in a timely manner.</li> </ul>
Anei ā mātou whanonga pono / Our Values	 <p><b>We Statement</b> 'We offer a safe space to enable tāngata whaiora to find their own empowerment and support them to be leaders of their own journey.'</p>

	 <p><b>We Statement</b> “We take a person-centred approach and nurture a sense of belonging through shared experiences and strengthening ties between whānau and communities.’</p>
	 <p><b>We Statement</b> “We ensure that our mahi reflects a mana enhancing approach to strengthen hope for tāngata whaiora, with aroha, respect, integrity and trus.’</p>
	 <p><b>We Statement</b> ‘We support the mana of each other through respect, collaboration and communication.’</p>
	 <p><b>We Statement</b> ‘We protect and preserve taonga for whānau and generations to follow.’</p>
<p>This Job Description is intended to describe the duties/responsibilities that the staff member will be expected to undertake in this position. It should not be considered as a complete and exhaustive list of all responsibilities, duties, or skills required of the position holder. From time to time, the position holder may be required to perform duties outside of their normal responsibilities as needed. This job description will be reviewed regularly in order for it to continue to reflect the changing needs of Comcare.</p>	



Person Specification	
<p><b>Qualifications/Background:</b></p> <ul style="list-style-type: none"> <li>• Tertiary Qualification in Mental Health Related Occupation (e.g. Social work, Occupation Therapist, or Nursing.)</li> <li>• New Zealand Registration as a Social Worker- if background is in Social Work</li> <li>• Have undertaken or be willing to undertake training in child protection and act as one of Comcare’s Child Protection officers.</li> <li>• Experience working in the Mental Health, and/or Disability sector and/or Housing/Homelessness support sector</li> </ul>	
<p><b>Experience / Knowledge/Skills:</b></p> <ul style="list-style-type: none"> <li>• Excellent stakeholder relationship management</li> <li>• Understanding of Kaupapa Māori homelessness issues</li> <li>• Proficient in the Microsoft Office Suite</li> <li>• Proven attention to detail</li> <li>• Excellent written and verbal communication</li> <li>• Proven ability in time management, prioritisation and organisational skills</li> <li>• Displays integrity, empathy and professionalism</li> <li>• Views all people as having potential for change</li> <li>• Developed advocacy skills</li> <li>• Sound judgement and decision making</li> <li>• Able to communicate effectively with a wide range of individuals</li> <li>• Demonstrated high level of communication and influencing capability and adaptability at all levels.</li> <li>• Proven leadership skills</li> </ul>	
<p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Qualifications demonstrating knowledge of Tikanga Māori</li> <li>• Experience in culturally appropriate service delivery to Māori</li> <li>• Specialist Mental Health Service CDHB experience, Ara Poutama or MSD experience</li> <li>• Good working relationships across NGO, Housing and Government agencies in Christchurch</li> </ul>	

**Date: July 2024**

**Signed by:**

**Date:**

<b>Employee:</b>		
<b>Employer:</b>		