



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: Team Leader Sustaining Tenancies Clinical

Location: 334 Lincoln Road, Christchurch

Reports to: Housing Service Delivery Manager

Main Purpose of Position:



This role will supervise the Sustaining Tenancies, Home Rescue, Tenant Welfare and Group Living services ensuring quality service delivery and adherence to contract requirements to funders and stakeholders.




Functional Relationships:

Internal	External
Triage Practitioner	Specialist Mental Health Services (SMHS)
Financial Accountant	Ministry of Housing and Urban Development (MHUD)
Community Housing and Property Manager	Social Housing Providers
	Primary care providers
	Community and related NGO services
	Contractors

Authorities: As per Delegations policy

Functions	Key Responsibilities
In collaboration with the Housing Service Delivery Manager continue to develop the Sustaining Tenancies Service	<ul style="list-style-type: none"> Functional procedures are in place that reflect the organisation and service goals and vision and organisation wide policies and procedures. Positive relationships with referrers and key stakeholders are established and maintained. Communication and information sharing strategies are developed and implemented. Robust evaluation process is implemented and monitored, focussing on monitoring sustainability of ongoing support services established for clients. In conjunction with Housing Service Delivery Manager, develop best practice operational processes, procedures, systems.
Supervise and support the Sustaining Tenancies/Group Living/Tenant Welfare/Home Rescue workers to deliver service	<ul style="list-style-type: none"> Create a cohesive and collaborative team environment. Coach, mentor and provide guidance and support to staff to develop their own knowledge and practice through regular supervision involving managing workloads. Implement and review staff development plans. Manage staff performance and undertake the disciplinary process if required. Approve staff leave and arrange cover when necessary. Assist the Housing Service Delivery Manager with review of role descriptions, recruitment, and orientation of staff. Work is evenly distributed between team members. Coordinators are assisted to access expert assistance (internal and external) as required.
Reporting Contractual and Financial responsibilities	<ul style="list-style-type: none"> The use of funds reflects the nature of the Sustaining Tenancies or Home Rescue plan. Ensure financial delegations are followed. Services are sought through approved suppliers. Costs both pending and actual are accurately reflected in reporting. Ensure reports are accurate and submitted in a timely manner. Level of referrals are monitored as whether contract requirements are met.
Initial Assessment of Home Rescue referral	<ul style="list-style-type: none"> Assessment and documentation of physical environment taking into particular account of environmental risks such as fire safety, infestation, hygiene and health and safety risks. To determine level and type of intervention provided by the service. To ensure that all health and safety information is conveyed to contractors.
Risk Management	<ul style="list-style-type: none"> Identify risks and where required, arrange appropriate resources to be put in place to manage identified risks.

	<ul style="list-style-type: none"> • Ensure Housing Service Delivery Manager is fully informed of risks, issues, and successes of service.
Honouring te Tiriti o Waitangi	<ul style="list-style-type: none"> • Develop approaches for partnering with mana whenua, Māori with lived experience of mental health and addiction services and their whanau. • Work in partnership with clients and whānau to provide culturally responsive and appropriate support to improve outcomes and reduce inequities.
Development	<ul style="list-style-type: none"> • Actively participate in professional development to meet identified learning needs that promote and support excellent performance in the position. • 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.
Health and Safety	<ul style="list-style-type: none"> • Proactively support and follow our Health and Safety programmes, Policies and Procedures. • Ensure services are delivered in line with Comcare's Health and Safety Policies and Procedures. • Ensure the Wellbeing of Comcare's clients, tenants and staff are at the forefront of any decision taken. • Assess and mitigate and manage risk, including no cultural harm. • Ensure accidents and incidents in the workplace are reported in a timely manner.
Anei ā mātou whanonga pono / Our Values	 <p>We Statement '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>We Statement "We take a person-centred approach and nurture a sense of belonging through shared experiences and strengthening ties between whānau and communities."</p>

	 <p>We Statement "We ensure that our mahi reflects a mana enhancing approach to strengthen hope for tāngata whaiora, with aroha, respect, integrity and trust."</p>
	 <p>We Statement 'We support the mana of each other through respect, collaboration and communication.'</p>
	 <p>We Statement '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>Qualifications/Background:</p> <ul style="list-style-type: none"> • Relevant tertiary qualification • Minimum 2 years leadership experience • 3 years' experience in Mental health, Housing Support or related field <p>Experience / Knowledge / Skills:</p> <ul style="list-style-type: none"> • Leadership and People management skills • Understanding of Māori homelessness issues • Exceptional stakeholder relationship management • Proficient in the Microsoft Office Suite • Proven attention to detail • Excellent written and verbal communication • Proven ability in time management, prioritisation and organisational skills



- Displays integrity, empathy and professionalism
- Sound judgement and decision making
- Able to communicate effectively with a wide range of individuals
- Flexible and adaptable to change
- Innovative and able to develop and implement new processes and ideas
- Experience of recruitment and staff development
- Demonstrated experience of effective management of risk
- Demonstrated high level of communication and influencing capability and adaptability at all levels, in aspects of contract service delivery.

Desirable:

- Experience working in the NGO sector.
- Understanding of Recovery principles and strengths approach.

Date: May 2025

Signed by:

Date:

Employee:		
Employer:		