



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 Coordinator

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 the service coordination to meet client needs. To participate in developing the approach, tools and processes of the new Service.




Functional Relationships:

Internal	External
Housing Facilitation Team	MSD Housing Team
Triage Practitioner	Related Community Organisations and Community Housing Providers (CHPs)
Team Leader Tenancy Support	Clinical providers, primary and secondary care
	Property agents and landlords
	Contractors

Authorities: As per Delegations Policy

Function	Responsibilities
Intake of new clients	<ul style="list-style-type: none"> • Before engaging with new tenant, review all intake assessment documentation and risk assessment material • Plan with the Sustaining Tenancies Team Leader the initial scope of the work based on intake information
Initial Needs Assessment	<ul style="list-style-type: none"> • Arrange initial with the client to explain the Service, assess the nature of the housing risk, or potential risks. • 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 • Liaise with the Landlord as necessary to give information on the progress of the client and Service
Plan Development	<ul style="list-style-type: none"> • With the client, create a Sustaining Tenancies plan that covers: <ul style="list-style-type: none"> ○ Practical immediate help, housing and in other identified areas ○ Supports and interventions that address housing sustainability concerns, and other support needs ○ Roles, consents, and understandings of the communication channels of all parties to the Plan ○ Review schedule for Plan
Plan Delivery	<ul style="list-style-type: none"> • Coordinate the delivery of Services and actions relating to the Plan in close consultation with the client • As appropriate, liaise with the Tenancy Manager to ensure there is an understanding of expectations and progress
Plan Evaluation	<ul style="list-style-type: none"> • Review outcomes with client at scheduled intervals and modify plan and nature of engagement accordingly • Review the future needs regarding coordination of ongoing supports and the length and nature of contact by the Sustaining Tenancies Coordinator
Documentation, Data gathering and quality improvement	<ul style="list-style-type: none"> • Complete all required documentation • Engage in quality improvement reviews of practice with team as a result of outcomes of service delivery monitoring. • Complete weekly MSD Reports
General team duties	<ul style="list-style-type: none"> • Participation in Team Meetings
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.

<p>Development</p>	<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.
<p>Health and Safety</p>	<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.
<p>Anei ā mātou whanonga pono / Our Values</p>	<div data-bbox="646 1041 829 1268">  <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> </div> <div data-bbox="651 1373 829 1604">  <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> </div>

	 <p>We Statement "We ensure that our mahi reflects a mana enhancing approach to strengthen hope for tāngata whaiora, with aroha, respect, integrity and trus."</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

Qualifications/Background:

- New Zealand Certificate in Health and Wellbeing - Level 4 (or similar Level 4 Qualification relevant to social service provision)
- Knowledge of the current types of housing interventions and services in Christchurch
- Experience in the delivery of Social Services to vulnerable groups.

Experience / Knowledge/Skills:

- Excellent stakeholder relationship management
- Understanding of Kaupapa Maori homelessness issues
- 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
- Views all people as having potential for change
- Developed advocacy skills
- Sound judgement and decision making
- Able to communicate effectively with a wide range of individuals
- Demonstrated high level of communication and influencing capability and adaptability at all levels.

Desirable:

- Qualifications demonstrating knowledge of Tikanga Maori
- Experience working in the Mental Health sector
- Experience working in the social housing/homelessness support sector



- Experience in culturally appropriate service delivery to Maori
- Specialist Mental Health Service CDHB experience, DoC or MSD experience
- Good working relationships across NGO, Housing and Government agencies in Christchurch.

Date: July 2024

Signed by:

Date:

Employee:		
Employer:		