



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: Te Whai Oranga (Support Worker)
 Te Whai Oranga – To pursue wellbeing

Location: 160 Crawford Street, Dunedin Central, Ōtepoti Dunedin

Reports to: Operational Lead

Main Purpose of Position:

The role of the Support Worker is to find positive creative solutions for people who have complex issues that create barriers for successful community living and supports them to problem solve a pathway forward to independent living.

The role assists people to access permanent housing, including ongoing assessment of health and welfare issues that are impacting on future tenancy sustainability and general wellbeing.

Functional Relationships:





Internal	External
Operational Lead	Community agencies (NGOs)
Community Support Services Manager	Primary Care Providers
Housing Service Delivery Manager	Ministry of Social Development (MSD)
Community Housing and Property Manager	Social Housing Providers
Tenancy Manager	Mental Health and Addiction Treatment Service Providers
Business Support	Landlords and Property Agents
Triage Practitioner	Prevention Domestic Violence Service Providers
Other Comcare Staff	Comcare's contractors
	Kaupapa Māori Support Services
	Ara Poutama Aotearoa (Probation Services)



Authorities: As per Delegations Policy

Functions	Key Responsibilities
Solution Finding	<ul style="list-style-type: none"> • Develop working relationships with the client, who is central to all planning. Identify client's strengths, needs and wishes. • With the Operational Lead, access all available information, involving the client and family whānau and professionals working with the client, to fully understand current barriers and past successes. • Alongside clients, find creative solutions to presenting barriers, utilising internal and external expert assistance where necessary.
Implement Solutions	<ul style="list-style-type: none"> • Implement a transition plan with the client including all workers, family/ whānau and friends. Clearly identify tasks for all. • With the Operational Lead, coordinate and monitor progress, calling regular meetings to celebrate steps forward or find solutions for arising issues. Ensure action happens and follow up agreed action, provide support and work alongside client through the process. • Work collaboratively alongside all other parties, inclusive of family/ whānau
Support clients to access housing	<ul style="list-style-type: none"> • Establish an understanding of the client's housing need • Identify barriers to accessing and maintaining housing relating to mental illness, addiction or other issues and develop a clear plan • Clearly identify client related risks to self, others, property and develop a plan mitigating risks alongside the client and clinical team • Formulate an immediate and long-term plan regarding accommodation • Support and advocate for clients to obtain sustainable tenancies • Advocate for clients with MSD and other government and non-governmental agencies • Support clients with the application process for placement on the Public Housing Register and organise all necessary support documentation • Assist with property viewings • If deemed a sustainable option, support clients to obtain private rental accommodation through the private sector.
Assist with setting up accommodation for clients	<ul style="list-style-type: none"> • Assist with utilities set up and arrangement for automatic bill payments, if necessary • Assist clients to access furniture and household items and/or arrange the shifting of household goods if any are held in storage

	<ul style="list-style-type: none"> • Support clients with understanding tenancy agreements at sign up meetings • Support clients to set up any additional property services such as internet • Where approved property cleaning and maintenance services with Comcare approved contractors are arranged
Transition support	<ul style="list-style-type: none"> • Work closely with client through transition period between hospital/residential setting and more independent living • Facilitate and support the introduction of ongoing support services • Maintain contact as required to support client as new support services become engaged • Review Services to ensure client independence is fostered, • Maintain period of monitoring after handover of direct client contact to ensure support systems viable and functional • Report themes and gaps in support service delivery to Team Leader
Delivery of Community Support Services	<ul style="list-style-type: none"> • Support clients to access community activities of their choice. • Support clients to work toward goals • Ensure clients receive support/guidance with life skills e.g. (budgeting, leisure/recreation, social skills, communication, conflict resolution, personal hygiene) • Support clients with medication management and administration
On Call Support	<ul style="list-style-type: none"> • To be part of a team available for overnight telephone support to clients where an urgent response is required
Liaising with other key workers	<ul style="list-style-type: none"> • Appropriate liaison with: Clinical Care Team / key worker, MSD workers, Hospital/Residential Care workers, Property and Tenancy Management team and other services as required
Administration	<ul style="list-style-type: none"> • Keep details of client contacts, plans and ongoing actions as per Comcare's procedural requirements • Ensure notes are clear and concise and entered in a timely manner
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

	<p>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>
<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="641 806 820 1031">  <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="641 1079 820 1304">  <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> <div data-bbox="641 1352 820 1577">  <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> </div> <div data-bbox="641 1625 820 1850">  <p>We Statement ‘We support the mana of each other through respect, collaboration and communication.’</p> </div>



We Statement

'We protect and preserve taonga for whānau and generations to follow.'

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.

Person Specification

Qualifications/Background:

- New Zealand Certificate in Health and Wellbeing – Level 4 (or similar Qualification relevant to social service provision)

Experience / Knowledge / Skills:

- Demonstrating knowledge of Tikanga Māori
- Able to demonstrate in knowledge and practice the principles of Te Tiriti O Waitangi
- Excellent stakeholder relationship management
- 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
- Proficient in the Microsoft Office Suite
- Proven attention to detail

Desirable:

- Qualifications demonstrating knowledge of Tikanga Māori
- Experience working in the Mental Health, social housing/homelessness support sector
- Experience in culturally appropriate service delivery to Māori and Pasifika
- Specialist Mental Health Services, Ara Poutama or MSD experience

Date: January 2025



Signed by:

Date:

Employee:		
Employer:		