



**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:** Housing Facilitator  
**Location:** 334 Lincoln Road, Christchurch  
**Reports to:** Team Leader Housing Facilitation

### Main Purpose of Position:

The role of the Housing Facilitator is to assist people experiencing homelessness to access safe temporary accommodation where appropriate and access permanent housing, including assessment of health and welfare issues that are impacting on future tenancy sustainability and general wellbeing.



### Functional Relationships:

Internal	External
Team Leader Tenancy Support	Community Agencies (NGOs)
Triage Practitioner	Private Landlords and Property Managers
	Social Housing Providers
	Health Services
	Ministry of Social Development/Work & Income
	Ara Poutama Aotearoa – Probation Services

**Authorities:** As per Delegations Policy

Functions	Key Responsibilities
Undertake a comprehensive housing assessment and consented liaison with all key supports and mandatory agencies.	<ul style="list-style-type: none"> <li>• An understanding of immediate and long-term housing need of the client is established.</li> <li>• Barriers to accessing and maintaining housing relating to mental illness, addiction or other issues are identified.</li> <li>• Client related risks to self, others and property are clearly identified.</li> <li>• An immediate and long-term plan regarding accommodation is formulated.</li> </ul>
Supporting referred homeless clients to access appropriate temporary accommodation, or otherwise address immediate safety and wellbeing issues.	<ul style="list-style-type: none"> <li>• Liaison with Work and Income, Transitional Housing providers, private sector hostels etc.</li> <li>• Assessment and administration done regarding access to Emergency motel Special Needs Grants</li> <li>• Assessment made of physical safety issues, financial circumstances, legal conditions around housing, mental health supports.</li> </ul>
Supporting clients to access and sustain long term social housing and private rentals.	<ul style="list-style-type: none"> <li>• Support and advocacy provided for families, individuals and couples to obtain long term sustainable residential tenancies.</li> <li>• Advocacy provided for families, individuals and couples with Work and Income and other government and non-governmental agencies.</li> <li>• Clients supported with application process for social housing, and the organising of all documentation including support documentation to facilitate access to social housing.</li> <li>• Clients supported to obtain private rental accommodation through commercial property management companies and private rental providers.</li> </ul>
Assisting with setting up accommodation for clients	<ul style="list-style-type: none"> <li>• Utilities are set up and there is advocacy with power companies where there is debt.</li> <li>• Clients assisted to access furniture and household items and, where appropriate to assist with Service funding for household goods from Comcare approved providers.</li> <li>• Clients supported with signing new tenancy agreements with tenancy and property managers</li> <li>• Shifting of household goods coordinated with approved Comcare contractors within budget guidelines.</li> <li>• Clients are supported with setting up additional property services.</li> <li>• Where approved property cleaning and maintenance services with Comcare approved contractors are arranged.</li> </ul>

Functions	Key Responsibilities
Assisting to create a sustainable tenancy	<ul style="list-style-type: none"> <li>• Appropriate supports are accessed with particular reference to ameliorating historic causes of housing loss.</li> <li>• There are contingency plans for contact for both landlord and tenant should problems arise.</li> <li>• Where appropriate, longer-term involvement of the Housing Facilitator in concert with other supports may be approved.</li> </ul>
Liaising with key health professionals especially when working with high and complex needs referrals	<ul style="list-style-type: none"> <li>• The initial meeting is organised/communicated with Clinical Case Manager/ referrer, and client on receipt of referral.</li> <li>• There is ongoing appropriate liaison with Clinical Case Managers, Community Support Workers, Work and Income workers, and other health, justice or child protection agencies.</li> <li>• There is coordination of multi-agency support meetings in relation to developing roles and responsibilities regarding the planning to sustain the tenancy.</li> <li>• There is consistent ongoing communication maintained with key health support professionals involved with the housing support intervention.</li> </ul>
Understanding of Kaupapa Māori homelessness issues	<ul style="list-style-type: none"> <li>• The worker will understand how loss of turangawaewae and mana impacts on homelessness issues for whanau and individual kaewa.</li> <li>• The worker will understand the impact of colonialism and Te Tiriti o Waitangi on the Māori homeless population of Aotearoa.</li> </ul>
Administration	<ul style="list-style-type: none"> <li>• Appropriate records will be kept of details of client contacts, plan and ongoing actions on client record data base.</li> <li>• Statistical information will be recorded.</li> <li>• All contacts and arrangements with approved providers of goods and services will be recorded and have appropriate authorization.</li> <li>• All contractual reporting obligations will be carried out.</li> </ul>
Contribute to team	<ul style="list-style-type: none"> <li>• All relevant team and staff meetings attended.</li> <li>• Good relationships developed with Housing Service Delivery Staff and other Comcare Staff.</li> <li>• Positive contribution to service development and enhancement of good practice within the Housing Service Delivery team.</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> </ul>

Functions	Key Responsibilities
	<ul style="list-style-type: none"> <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 trust"</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>

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 Level 4 Qualification relevant to social service provision)
- Knowledge of the current types of housing interventions and services in Christchurch

**Experience / Knowledge / Skills:**

- Excellent stakeholder relationship management
- Understanding of Kaupapa Māori 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 Māori
- 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 Māori
- 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:**

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