



People and communities empowered, transformed, and experiencing fullness of life

Hauora/ Senior Mental Health Support Worker

Te Pā Pori Transitional Housing

Wellington City Mission

Wellington City Mission's transitional housing spaces are residential communities where people are supported and equipped to move onto, and sustain, long term tenancies in the community. Are you ready to be part of this exciting solution to housing insecurity?

There are many factors contributing to housing insecurity. Experiencing complex mental health issues can be one of them. Supporting mental wellness is one of the aims of the Wellington City Mission transitional housing team.

As a Hauora / Senior Mental Health Support Worker you will be one of a team of Kaitiaki working at Te Pā Pori, our transitional housing site on Tory Street, Wellington. You will get to know residents, identify their mental health and wellbeing needs and aspirations, and work with them to help them achieve stability and resilience and work towards new goals. You will be a support person, advocate, and friend. You won't be expected to provide clinical or specialist support but you will know how to recognise when that is needed.

To be right for this position you will –

- have a New Zealand Certificate in Health and Wellbeing (Level 4) (Social and Community Services) with a Mental Health and Addiction Support strand, or an equivalent qualification
- understand the drivers of social disadvantage leading to mental ill-health
- understand Te Ao and Tikanga Māori and have an appreciation of migrant cultures
- be willing to muck in to create a place where there is 'no us and them'
- be available for shift work including night and weekend work
- believe that life can be better than it is for the people you work with!

In return we'll give you the opportunity to be part of the Wellington City Mission team supporting vulnerable people throughout the Wellington region.

If this sounds like you, email allan@wcm.org.nz to ask for a position description and application form. Applications close at 5.00pm on DAY, DATE.

We encourage diversity and welcome applications from all communities and walks of life!



Position Description

Position title	Hauora / Senior Mental Health Support Worker
Reporting to	Kaihautū / Team Leader
Staff reporting	None

Our context

Wellington City Mission (WCM) is a faith-based community organisation that has been supporting those in need in the Wellington region through the provision of social services since 1904.

Our vision

People and communities empowered, transformed and experiencing fullness of life.

Our values

Aroha / Love

Tūmanako / Hope

Whanaungatanga / Kinship

Manaakitanga / Generosity

Purpose of the role

The Hauora / Senior Mental Health Worker is part of the Te Pūnaha Pā transitional housing team. Te Pūnaha Pā transitional housing team's purpose is to provide short term residential accommodation and to support and equip manuhiri (guests) to take up and sustain long term tenancies in the community.

The Hauora / Senior Mental Health Worker's purpose is to assist manuhiri to address mental health factors that have contributed to their housing insecurity and to prepare them for living well by providing support to strengthen mental health and resilience.

Representative responsibilities and outcomes

Responsibility	Outcome
Establish relationships with manuhiri	
Meet with new manuhiri to talk about Hauora support preferences.	Manuhiri are able to talk about their mental health support needs in an accepting and supportive environment. A trust relationship is established between the manuhiri and Hauora/ Senior Mental Health Support Worker.
Identify, record, and as appropriate control health and safety risks to support Hauora wellbeing.	Manuhiri know the emergency evacuation scheme and how to respond. Manuhiri are aware of other hazards and their controls. Manuhiri are aware of behavioural expectations that keep themselves and others safe. Risks presented or increased by mental ill-health are identified and minimised.
Refer manuhiri for next level clinical mental health support where required.	Manuhiri receive clinical mental health assessments and interventions where appropriate.
Help manuhiri to engage to develop wellbeing plans and goals.	Manuhiri who engage have plans to strengthen the health and wellbeing of their taha whānau (extended family), taha hinengaro (mental and emotional wellbeing), taha wairua (spiritual wellbeing) and taha tinana (physical wellbeing).
Provide ongoing support to residents	
Maintain relationships with identified manuhiri using mana enhancing techniques.	Manuhiri have a trust relationship with the Hauora / Senior Mental Health Support Worker. The Hauora / Senior Mental Health Support Worker remains ready to engage with manuhiri and to provide support when requested.
Support manuhiri to meet expectations for living at Te Pā.	Manuhiri are aware of standards expected of manuhiri living at Te Pā. Manuhiri are supported to live in accordance with the expectations set.
Model and apply Tikanga and Te Ao Māori informed approaches to serving manuhiri.	Manuhiri feel at ease and have a sense of place. Wellbeing is emphasised. Manuhiri can connect or reconnect with their Māori self, whānau, hapu and iwi. Te Tiriti obligations are honoured.
Support and enable manuhiri to carry out daily personal tasks.	Manuhiri develop skills that will equip them for independent living, for example personal hygiene, cooking and food safety, laundry, and household skills.
Intervene to manage and deescalate events triggered by mental ill-health.	Risk of harm to the person, other manuhiri and kaimahi is minimised. Manuhiri are encouraged and enabled to learn from events and to develop self-management skills.
Assist and advise manuhiri on accessing services.	Manuhiri are told about and are encouraged and supported to access WCM and external support services when required.

Where required and with permission, advocate to service providers on behalf of manuhiri.	Manuhiri unable to access services directly are able to through the Hauora / Senior Mental Health Support Worker. Manuhiri receive services and stability and wellness are enhanced.
Support and assist manuhiri with growth plans to work toward their goals.	Manuhiri with wellbeing and life skills plans and goals feel supported and their aspirations are validated.
Model WCM's values in interactions with manuhiri.	Manuhiri experience aroha, tūmanako, whanaungatanga, manaakitanga from the Hauora / Senior Mental Health Worker. Manuhiri learn to and are encouraged to adopt these values for themselves and demonstrate them in their interactions with others.
Record interactions with manuhiri and escalate issues where required.	Accurate and timely records of interactions are available for monitoring, measuring and compliance. Kaiārahi or Kaihautū are alerted where risk is created or their intervention is required.
Help with building community	
Encourage and support manuhiri to engage constructively with other manuhiri.	Manuhiri develop relational self-awareness and the ability to socialise constructively. Manuhiri help establish a mutually supportive community at Te Pā.
Support and where appropriate initiate activities at Te Pā.	Activities draw manuhiri together and help build community. Manuhiri with mental ill-health are encouraged to participate and are accepted by other manuhiri. Manuhiri's wellbeing is enhanced.
As required, attend to emergency and general cleaning and tidying at Te Pā.	Cleanliness is modelled to manuhiri preparing for independent living. The environment is clean and welcoming and demonstrates manaakitanga.
Coach and mentor other team members	
Help Kaitiaki build awareness of mental ill-health symptoms and ways to respond to unwell manuhiri.	Manuhiri are better understood by other Kaitiaki. Kaitiaki are able to be more effective carers and coaching contributes to their skills development.
Process improvement and administration	
Look for and propose process improvements	Processes are effective and innovative. WCM demonstrates best practice. WCM resources are used to good effect.
Undertake training and coaching as directed.	The Hauora / Senior Mental Health Support Worker increases their knowledge and skill by taking part in learning and development programmes and opportunities.
Attend and participate constructively in one-to-one meetings and team hui.	Regular check-ins ensure the wellbeing and productivity of the Hauora / Senior Mental Health Support Worker. Collegiality is built within the team. Cooperation enhances services and improves outcomes for manuhiri.

Values and health and safety	
Demonstrate WCM's Kaupapa and values	All tasks and interactions are carried out in ways that are consistent with WCM's Kaupapa and values.
Comply with WCM's health and safety practices and processes	Hazards are identified and controlled in line with WCM's health and safety management. Incidents are reported promptly and according to WCM policy and practice. The position holder and those they work with are kept safe.

Person specification

Essential	Desirable
Qualifications	
New Zealand Certificate in Health and Wellbeing (Level 4) (Social and Community Services) Mental Health and Addiction Support strand or equivalent qualification.	
Knowledge and experience	
Three or more years' experience working in health care, community service or health and disability sector.	Three or more years' experience as senior mental health support worker.
An understanding of strength-based, safe practice and a collaborative team approach to supporting others.	Experience mentoring and coaching support workers.
Basic de-escalation training.	Experience in responding constructively to mental health risk events.
An awareness of tikanga and Te Ao Māori and Te Tiriti and their application to social services.	An understanding of the impacts of social disadvantage for Māori.
Understanding of the effects of trauma.	Training in trauma informed approaches.
Able to accurately record case information.	
Attributes	
Committed to the approach and Kaupapa of Wellington City Mission.	
Non-judgemental.	
Able to operate calmly and professionally in all situations.	

Key relationships

Inside WCM	Outside WCM
WCM addiction support specialists	Te Aro Health and Ora Toa personnel
Senior Kaiārahi and Kaiārahi	Te Whatu Ora MHAIDS personnel
Te Pūnaha Pā Site Manager	

Authorities

Financial	Personnel
Incidental pre-approved spending within budget	None

Driver's licence

This position does require the position holder to have a current car drivers' licence.

Place and hours of work.

The normal place of work is Te Pā Pori Transitional Housing, Tory Street Wellington. The position holder may be required to work elsewhere from time to time according to the needs of WCM. WCM may also vary the normal place of work as long as the variation is reasonable.

This is a full time permanent position. Normal days and hours are each second week from 6:45pm to 7:15am on Friday/Saturday, Saturday/Sunday and Sunday/Monday, and on the alternating week from 6:45pm to 7:15am on Thursday/Friday, Friday/Saturday, Saturday/Sunday and Sunday/Monday unless otherwise agreed with WCM.

Employment Application Form

Your privacy

We collect the information in this form as part of our assessment for employment at Wellington City Mission. If you are appointed to a role at Wellington City Mission, this information will be kept as part of your personnel records and you will be entitled to view it at any time. If you are not appointed this information may be kept for up to three months and then will be destroyed.

The position

What position are you applying for?

How did you hear about the position?

Your personal details

What is your full name?

First names	Last name

What name would you like us to use when we email you or speak with you? (eg Susan, Sue, Ms Smith)

What is the best phone number to contact you?

What email address should we use?

Have you previously worked for Wellington City Mission? If you have, please give the position(s) you worked in and the dates.

Position	Dates

Immigration status

Are you living in and legally entitled to work in Aotearoa New Zealand?

What is your residency status?

If you have a work visa, what type of visa do you have and when will it expire?

Visa type	
Expiry date	

Note that we will need to see evidence of your citizenship or immigration status if we offer you the position.

Medical conditions, disabilities and other restrictions

Having read the job description, are there any circumstances or conditions that could affect your ability to do the job you are applying for? If so, please provide details in the text box following. You only need to tell us about conditions if they will affect your ability to do the job. We are committed to being inclusive, and we will do what we can to accommodate disabilities or other requirements.

Have you ever had any work-related illnesses or medical conditions such as gradual process injuries which could be aggravated by the tasks described in the job description? If yes, please give details.

Charges and convictions

Have you ever been convicted of a criminal offence or are you facing an investigation or criminal charges now? If yes, please give details in the box below. You may still be considered for the role even if you have previous convictions or charges pending, but the nature of our work means we need to know about them. There may be convictions you don't need to declare because of the [Clean Slate Scheme](#). If you are not sure what you need to declare you should get advice.

Note that if we get to the stage of offering you employment, we will conduct a Police vetting check.

Conflicts of interest

Do you have any interests or relationships that could be, or could appear to be, conflicts of interest? A conflict of interest can arise if you or someone close to you works or volunteers for, or has an interest in, an organisation that provides services to Wellington City Mission. It is also a conflict of interest if you or someone close to you works or volunteers for or has an interest in an organisation

that competes with Wellington City Mission or is inconsistent with Wellington City Mission's values. If you have or may have a conflict of interest, please give details in the box below.

Many conflicts of interest can be managed, but we do need to know about them.

Professional registration

If your profession requires you to be registered for this role (for example a Social Worker), are you currently registered?

Have you ever been declined registration or had your registration suspended or cancelled by your professional association?

If yes, please provide details.

Driver's licence

Please complete this section if the position description requires a driver's licence.

Do you have a car driver's licence?	
Have you had your licence suspended or disqualified for traffic offences in the last ten years? If yes, please give details.	
Have you been declined vehicle insurance or had vehicle insurance cancelled in the last ten years? If yes, please give details.	

Your CV

Please send this completed form with an up-to-date CV to the email address below. You can include a cover letter if you wish.

In your CV, please include full details of your current or most recent employment, and full details about other roles you have had that you think are relevant to this position. Please also list with dates all the jobs you have had in the last ten years, including the reason for any periods when you were not in work.

In your CV, please also list your professional, academic or technical qualifications if these are relevant to the position. Don't be discouraged from applying if you don't have qualifications. We value experience and not all positions require qualifications.

We also value volunteer experience. Please include in your CV or cover letter any volunteer work you have done that is relevant to the position or to the work of Wellington City Mission.

Finally

Please complete the following declaration. When you enter your name and today's date you are confirming that the following statement is true.

"I declare that the information supplied in this application form, my CV and cover letter is correct and complete to the best of my knowledge."

Your name	
Today's date	

*Please email your CV, cover letter and this application form to
at*