



Kaiwhakahaere / Manager

Single Site Supported Housing, Rolleston Complex

Wellington City Mission

Are you ready to be part of an exciting new initiative and team?

Single Site Supported Housing is a new-to-New Zealand approach to supporting people in their tenancies by providing 24/7 wrap around support. Wellington City Mission is providing these support services at Kāinga Ora's new 80 apartment, Rolleston Street complex. Come join us.

Single site supported housing (SSSH) focuses on people having a place to call home, in thriving, connected and well-functioning communities with on-site access to the support services they may require.

As Single Site Supported Housing Rolleston Manager, you will lead a team of care and support workers providing and facilitating peer support, life skills learning, life and whānau planning, and health and wellbeing support. You will also be able to call on Wellington City Mission's other resources including counselling, drug and alcohol and clinical support.

To be the right person for this position you will –

- be a registered or registerable Social Worker
- be able to lead a multi-disciplinary team
- understand the drivers of social disadvantage
- understand Te Ao and Tikanga Māori
- have the flexibility to manage a 24/7 service
- have a flare for innovation and a belief that things can be better for the people we serve

In return we'll give you the opportunity to be part of the Wellington City Mission team developing this new practice model for single site supported housing.

If this sounds like you, email allan@wcm.org.nz for an information pack and application form. Applications close at 5.00pm on Friday, 29th September.

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

Rolleston Street Complex Single Site Supported Housing



Wellington City Mission (WCM) is the onsite support services provider for the Single Site Supported Housing (SSSH) model at the newly built Rolleston housing complex between Rolleston and Hargreaves Streets, Mount Cook, Wellington. The complex will open in late 2023.

SSSH is a new approach by Kāinga Ora, being piloted for both the Rolleston development and the Greys Avenue development in Auckland. SSSH is where tenancies are located within a single area of land, and support services are available on-site to residents 24/7. Tenants are housed on a long-term basis, rather than temporarily, and the model uses stable housing as a platform for health, recovery and personal growth.

The Rolleston site contains 36 one-bedroom, 29 two-bedroom and 15 studio apartments in a mix of two through to five storey buildings. These modern, warm and dry homes will be fully insulated, carpeted, with curtains and double-glazing. There will be shared community spaces, landscaped areas, and gardens.

While the 80 tenant households in Rolleston will be a mixed cohort with low through to high needs for support, at least 20 tenant households could have high needs for support.

The on-site support services that WCM will provide may include, but are not limited to, access to peer support, social work support, counselling, employment assistance, healthcare, financial

mentoring, and skill development that is part of an ecosystem connected to community-based services. We seek to ensure that Rolleston is a place to call home, a place that tenants feel safe, that their needs are understood and supported with culturally responsive services, and where tenants feel empowered and have autonomy.

In addition to on-site support services provided by WCM, Kāinga Ora will provide on-site Community Guardians 24/7 that provide a concierge service, and ensure the safety of the site and the people within it. Kāinga Ora will also provide tenancy management and facilities maintenance services. WCM and Kāinga Ora will partner at Rolleston to provide tenant household placement services and community development activities including activating shared spaces within the site, building relationships with and between residents, neighbours, and the local community, facilitating whānau centric approaches to community development and shared community governance.

The Wellington City Mission will be working closely with Kāinga Ora over the coming months to further develop the SSSH model for Rolleston and to recruit the staff, set up systems and infrastructure, and commence the service.

“This service, fully funded by Government, is a really exciting initiative for the Wellington City Mission and fits well with our core skills and capabilities in helping people to live successfully and well in the community,” Wellington City Missioner Murray Edridge said.





Position Description

Position title	Single Site Supported Housing Rolleston Manager
Reporting to	Director of Community Services
Staff reporting	Social Worker
	Kaitiaki Teams

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 Single Site Supported Housing Rolleston Manager is part of the Community Services Team. The Community Services Team's purpose is to deliver all WCM's community-facing programmes.

The Single Site Supported Housing Rolleston Manager's purpose is to develop, lead, and manage the provision of Single Site Supported Housing services at the new Kāinga Ora public housing development in Rolleston Street, Mount Cook, Wellington.

The model of service delivery will be developed in consultation with Kāinga Ora in the second half of 2023, for implementation late 2023 /early 2024.

These services can be provided by employees and volunteers.

Representative responsibilities and outcomes

Responsibility	Outcome
Lead and manage programmes	
Ensure the effectiveness of social work and support services for Rolleston residents through leadership, management, and delegation.	Social work, support services, and residents/community programmes are intentional and client focused. Programmes run effectively and result in meaningful outcomes for residents. All programmes demonstrate WCM's values.
In consultation with the Director of Community Services and other Community Services Managers, develop short- and medium-term operating plans for responsibility areas.	Plans help accomplish WCM's strategic and operating objectives. Plans direct people, financial and other resources to activities that achieve desired outcomes.
Build capacity, diversity and expertise through effective recruitment and staff development.	Employees and volunteers are selected to ensure required expertise is available. Expertise is available to meet reasonable support requirements of residents. Client diversity is factored into recruitment and development decisions. Diversity in time and location of services is provided for.
Educate, encourage, and reinforce Tikanga and Te Ao Māori approaches to service delivery.	WCM's service delivery to Māori validates and esteems Māori culture. Services to Māori are appropriate and effective. WCM fulfils its Te Tiriti obligations.
Manage the safety of residents and their whānau and of direct and indirect reports.	Risks that arise through interaction with clients and whānau are identified, documented and controlled. Client-facing staff are trained and equipped to keep themselves safe and to identify and respond to risks to/from clients and whānau. Client-facing staff are aware of vicarious trauma and other work-related mental health risks and have the necessary skills and resources to manage their wellbeing. Qualifying employees receive effective external professional supervision.
Manage day-to-day service delivery	
Ensure agreed staff levels are always maintained.	Rosters are published at agreed intervals. Social Workers and Kaitiaki are onsite and available at contracted levels.
Manage deployment of Social Workers and Kaitiaki.	Social Workers and Kaitiaki understand and are competent to perform their responsibilities and daily tasks. Handovers and site meetings mean Social Workers and Kaitiaki are briefed on current situations and able to respond appropriately.
Manage interaction with concierge services.	Good relationships are developed and maintained between Kāinga Ora and WCM personnel. Concierges and Kaitiaki cooperate to provide services to residents.

Manage external relations	
Build professional relationships with corresponding leaders of partner organisations.	Service delivery is coordinated to provide holistic services to clients and avoid duplications of resources and effort. Complementary organisations benefit from interaction and grow sector capability.
Prepare accountability reports for funding agencies.	Reports are timely and accurate and comply with contract requirements.
Ensure WCM's social work and resident support activities comply with relevant social service codes and standards.	WCM complies with relevant codes and standards. WCM is respected for its professionalism and integrity.
Participate constructively in the Community Services Leadership Team	
Represent SSSH Rolleston in the Community Services Leadership Team.	SSSH Rolleston activities are coordinated with and complement other Community Services activities. Needs of clients receiving more than one service are managed. Community Service managers support one another and build collegiality.
Leadership	
Lead, manage and develop the Social Worker and Kaitiaki teams.	Teams are engaged and productive. Teams understand their roles and have or are developing the necessary skills and resources to carry them out.
In consultation with the Director of Community Services, recruit, select, and appoint team members.	People with relevant knowledge, skills and attributes are recruited and deployed. Recruitment processes are efficient and comply with legal and policy requirements. All applicants are treated respectfully, and recruitment processes are consistent with WCM's values.
Carry out annual reviews according to WCM practice.	Annual reviews are completed within WCM time frames. Reviews are honest and constructive and objectives achievable. Review actions are documented and followed up.
Assist team members to plan and achieve relevant learning and development goals.	Team members become increasingly proficient at their current roles. Team members are prepared for future roles or additional responsibility as appropriate. Retention and engagement are enhanced.
Monitor professional compliance.	Social Workers' practising certificates are current. Social workers are enabled to and do meet professional development requirements.
Manage Social Worker and Kaitiaki team members' employment relationships within delegations, including managing disciplinary and change processes.	Employment matters are managed in ways that meet legal and policy requirements and are consistent with WCM's values.

Model and reinforce WCM's values, policies, and code of conduct.	Team members know WCM's values and demonstrate these in their work and their interactions with each other, clients, and the public. Team members are aware of relevant policies including updates and compliance is monitored.
Process improvement	
Look for and propose process improvements.	Processes are effective and innovative. WCM demonstrates best practice. WCM resources are used to good effect.
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	
Social Worker registration and current Practising Certificate.	
Knowledge and experience	
Three plus years' experience leading teams.	Three plus years' experience leading social services teams.
Three plus years as a Senior Social Worker.	
Knowledge of social sector operations.	
Aware of tikanga and Te Ao Māori and Te Tiriti and their application to social services.	Able to operate in a Māori context including use of Te Reo Māori.
Attributes	
Committed to the approach and Kaupapa of Wellington City Mission.	
Able to operate calmly and professionally in all situations.	

Key relationships

Inside WCM	Outside WCM
Reception / Café Manager	Other social work and health providers.
Social Work and Financial Mentoring Manager.	
WCM Addictions specialists.	Other transitional housing providers.
Te Punaha Pā Site Managers.	Other community agencies.
	Kāinga Ora and HUD representatives

Authorities

Financial	Personnel
Financial delegation within the funding parameters of the SSSH Rolleston contract.	Direct reports for employment and supervision.
	Remuneration, change management and disciplinary processes with AWCM's prior approval.

Driver's licence

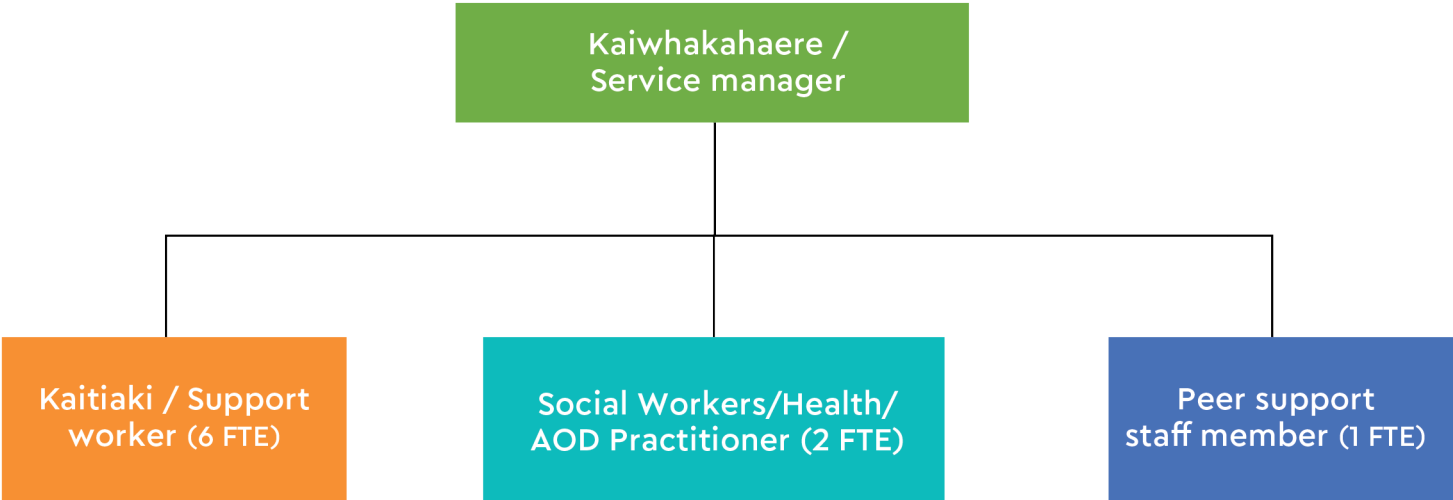
This position does require the position holder to have a current full, clean driver's licence.

Place and hours of work.

The normal place of work is Mount Cook, 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 position. Normal hours are 40 hours per week worked Monday to Friday between 8.00am and 5.30pm unless otherwise agreed with WCM.

Note that overall responsibility for the Rolleston site will require this role to be contactable and able to respond appropriately at all times.



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
<input type="text"/>	<input type="text"/>

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
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

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*