

## Position Description

<b>Position title</b>	<b>Community Support Worker</b>
<b>Reporting to</b>	<b>Service Delivery Team Leader</b>
<b>Staff reporting</b>	<b>Nil</b>

### **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 Community Support Worker is part of the Community Services Team. The Community Services team works across a variety of WCM bases in central Wellington providing professional supports from a strength and empowerment-based perspective with manuhiri, and their whanau, who are experiencing a wide range of complex situations and social issues.

The Community Support Workers purpose is to support manuhiri connected with Wellington City Mission to achieve their goals through a strength-based empowerment approach. The CSW will work alongside other members of the community support team and work to support manuhiri to implement plans that they have developed .

## Representative responsibilities and outcomes

Responsibility	Outcome
<b>Relationship Building</b>	
Building Effective Relationships with Manuhiri	<p>Establishes an effective connection and rapport with manuhiri that allows ongoing support.</p> <p>Uses appropriate approaches and processes to work with manuhiri.</p> <p>Works with a rehabilitation focus throughout the whole journey with manuhiri: goal setting, providing interventions, and reviewing progress.</p> <p>Support manuhiri to make decisions about their service and treatment, and actively seeks feedback.</p> <p>Supports manuhiri to meet their needs with increasing reliance on self, and natural supports.</p> <p>Actively supports service users in the use of problem solving.</p>
Building Strong Relationships with External agencies	<p>Has strong relationships with agencies such as MSD, Kainga Ora, DCM, Te Whatu Ora and uses these relationships to advocate for manuhiri.</p> <p>Demonstrates knowledge of the community support agencies and uses this in the supporting of manuhiri.</p>
Work effectively as part of MDT	<p>Participate in case reviews for manuhiri.</p> <p>Support Registered Community Practitioners and Financial Mentors as appropriate.</p> <p>Work with other MDT professionals and manuhiri to develop shared plans.</p> <p>Actively seeks out opportunities to engage with manuhiri and other work-related tasks</p>
<b>Community Support</b>	
Support with Community Appointments	<p>Support manuhiri to attend community appointments such as GP, MSD, house viewings etc.</p> <p>Where appropriate advocate for manuhiri in community appointments.</p> <p>Ensure that manuhiri have a clear understanding of the purpose for the appointment, and what was discussed decided at the appointment.</p> <p>Encourage and support manuhiri to attend appointments independently when able.</p> <p>Support manuhiri where appropriate to obtain ID.</p>
Challenge Stigma and Discrimination	<p>Understands the impact of stigma and discrimination on manuhiri.</p> <p>Recognises when stigma and discrimination are occurring.</p> <p>Demonstrates the ability to challenge stigma and discrimination.</p>
Budgeting Support	<p>Support manuhiri where appropriate to develop a budget.</p> <p>Provide financial education and coaching.</p>

	Refer on to financial mentoring team when required. Review service with service users frequently. Report concerns regarding behaviours, inaccuracies and gaps in service.
Culturally Safe Practice	Demonstrates an understanding of Tikanga and Te Ao Māori. Attends training in and demonstrates understanding in Māori perspectives and models of health. Demonstrates respect and knowledge of traditional Māori healing practises and supports manuhiri in their goals to access these services Develop and maintain culturally safe practice
<b>Process improvement</b>	
Look for and propose process improvements	Processes are effective and innovative. WCM demonstrates best practice. WCM resources are used to good effect.
<b>Values and health and safety</b>	
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
<b>Qualifications</b>	
	Level 4 in Health and Wellbeing
<b>Knowledge and experience</b>	
Understanding of the significance of confidentiality and privacy	Demonstrated experience in managing challenging behaviours
Working with vulnerable groups and individuals	Understanding of the significance of confidentiality and privacy
Cultural competencies and understanding	
Commitment to the provision of quality services	
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Well-developed communication skills	
<b>Attributes</b>	
Reliable	Team Player
Empathetic	Good Communicator
Flexible	

## Key relationships

Inside WCM	Outside WCM
Community Services Team Lead	Relevant Government and Community Agencies
Financial Mentors	Relevant referral agencies and personell
Community Services Manager	
Registered Community Professionals	

## 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 19 Gordan Place, Newtown until Sep 2024. From Sep 2024 you will be based at Whakamaru Oxford Street. You will be working in the community across a variety of WCM bases.

This is a full time position. 40 hours per week 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?

<b>Visa type</b>	<input type="text"/>
<b>Expiry date</b>	<input type="text"/>

*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*