

Position Description

Position title	Community Support Worker
Reporting to	Service Delivery Team Leader
Staff reporting	Nil

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
Relationship Building/Service Delivery	
Building Effective Relationships with Manuhiri	Establishes an effective connection and rapport with manuhiri that allows ongoing support. Uses considered approaches and processes to work with manuhiri.
Caseloads and Service Delivery	Holds a caseload and has responsibility for maintaining plans, reviews, case notes and all other details related to 'client files' Works with a rehabilitation focus throughout the whole journey with manuhiri: goal setting, providing interventions, and reviewing progress. Support manuhiri to make decisions about their plans, goals and treatment, and actively seeks feedback. Supports manuhiri to meet their needs with increasing reliance on self, and natural supports. Actively supports service users in the use of problem solving. Actively seeks out opportunities to engage with manuhiri and other work-related tasks
Duty Service	Regularly provides Duty Service for manuhiri coming into Whakamaru Follows policy, procedure and guidelines for social supermarket Provides brief assessments in Duty to assess needs and supports Discusses manuhiri in MDT where needed
Work effectively as part of MDT	Attends regular MDT and contributes, presents and plays an active role in case discussions Presents waitlisted manuhiri and reviews. Support Registered Community Practitioners and Financial Mentors as appropriate. Work with other MDT professionals and manuhiri to develop shared plans.
Community Support	
Building Strong Relationships with External agencies	Has strong relationships with agencies such as MSD, Kainga Ora, DCM, Te Whatu Ora and uses these relationships to advocate for manuhiri. Demonstrates knowledge of the community support agencies and uses this in the supporting of manuhiri.
Support with Community Appointments	Support manuhiri to attend community appointments such as GP, MSD, house viewings etc.

	<p>Support manuhiri in understanding the purpose of appointments, and information from appointments.</p> <p>Encourage and support manuhiri to attend appointments independently when able.</p> <p>Where appropriate advocate for manuhiri in statutory and community appointments</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> <p>Report concerns regarding behaviours, inaccuracies and gaps in service.</p>
Budgeting Support	<p>Support manuhiri where appropriate to develop a budget.</p> <p>Provide financial education and coaching.</p> <p>Refer on to financial mentoring team when required.</p>
Culturally Safe Practice	<p>Demonstrates an understanding of Tikanga and Te Ao Māori.</p> <p>Attends training in and demonstrates understanding in Māori perspectives and models of health.</p> <p>Demonstrates respect and knowledge of traditional Māori healing practises and supports manuhiri in their goals to access these services</p> <p>Develop and maintain culturally safe practice</p>
Process improvement	
Look for and propose process improvements	<p>Processes are effective and innovative.</p> <p>WCM demonstrates best practice.</p> <p>WCM resources are used to good effect.</p>
Values and health and safety	
Demonstrate WCM's Kaupapa and values	<p>All tasks and interactions are carried out in ways that are consistent with WCM's Kaupapa and values.</p>
Comply with WCM's health and safety practices and processes	<p>Hazards are identified and controlled in line with WCM's health and safety management.</p> <p>Incidents are reported promptly and according to WCM policy and practice.</p> <p>The position holder and those they work with are kept safe.</p>

Person specification

Essential	Desirable
Qualifications	
	Level 4 in Health and Wellbeing
Knowledge and experience	
Understanding of the significance of confidentiality and privacy	Demonstrated experience in managing challenging behaviours
Working with vulnerable groups and individuals	
Cultural competencies and understanding	
Commitment to the provision of quality services	
Commitment to the provision of quality services	
Well-developed communication skills	
Attributes	
Reliable	Contributes to team work
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
Service Delivery Manager	
Registered Community Professionals	
Te O Team Members	

Driver's licence

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

Place and hours of work.

The normal place of work is 19 Gordan Place, Newtown until Sep 2024. From October 2024 you will be based at Whakamaru Oxford Street. You will be working in the community and across Te O and whakamaru.

This is a full time position. 40 hours per week unless otherwise agreed with WCM.