

Position Description

Position title	Registered Community Practitioner
Reporting to	Service Delivery Manager
Staff reporting	N/A

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 Registered Community Practitioner 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 Registered Community Practitioner's purpose is to provide quality case management by walking the journey alongside manuhiri with their chosen path towards an improved life. There will be a critical need for building trusting relationships with manuhiri who could be presenting with complex lives, acute needs and possible initial resistance to support for themselves and their whanau. The Registered Health Practitioner will belong to a multi-disciplinary team and have responsibilities for supporting and enhancing community service provision through an MDT approach. Sharing knowledge and advice to MDT members and the wider sector.

Representative responsibilities and outcomes

Responsibility	Outcome
Functions/Practice Delivery	
<p>Providing assessment and planning</p>	<p>Being adept at developing trusting relationships through natural respect and understanding of manuhiri's life choices</p> <p>Ability to carry out assessments that will help to identify the manuhiri's needs, and help them to choose their desire for change and the steps needed to achieve these</p> <p>Ability to work with manuhiri to devise plans for the short, medium and long term. Reviewing, consulting and agreeing goals, and the steps to achieve these.</p> <p>Work to KPI's regarding caseload Plans, Recording and capturing Data.</p> <p>Have a confident understanding of crisis interventions, who needs to be included and how to respond</p> <p>Understand and uphold harm reduction initiatives and approaches</p> <p>Demonstrates an understanding of the impact of trauma and loss on people's wellbeing</p> <p>Be person-centred throughout this time that we share this support work with manuhiri</p>
<p>Advocacy and negotiation</p>	<p>Understanding of the sector and social service network, and their processes</p> <p>Ability to be assertive on behalf of manuhiri who have previously experienced being marginalised within systems and social structures ie Courts, Police, Health sector, MH and Addiction services, Housing and Probation amongst others</p> <p>Negotiate appropriate (& desired) outcomes within services and the wider sector</p>

<p>Contribution to an MDT approach</p>	<p>Have a commitment to a multi-disciplinary approach so that the most effective and efficient service delivery is achieved for the community we serve</p> <p>Ability to prepare and present cases for MDT discussion from referral, planning and discharge</p> <p>Support, advise and guide MDT colleagues where needed</p> <p>Be willing to share relevant knowledge and information with team members and the wider organisation and sector</p> <p>Have awareness of own professional limitations and the strengths of other team members.</p>
<p>Has a confident understanding and/or curiosity of the different cultures that are represented within the community</p>	<p>Invested in providing equitable services</p> <p>Demonstrates an understanding of Māori models and perspectives of Hauora and integrates these into service delivery as appropriate</p> <p>Understand and practice Te Ao Māori, tikanga or willingness to learn and develop</p> <p>Have an awareness of western social structures and how these have impacted on Māori people and other cultures</p> <p>Have the courage and curiosity to seek further knowledge and understanding to enhance their practices in all cultures being represented through manuhiri and their whānau</p>
<p>Relationship Development</p>	
<p>Relationships are built both within the team, wider WCM teams and externally to enhance service outcomes.</p>	<p>Pro-actively works to develop an effective working relationship with Manuhiri, colleagues, and other WCM employees</p> <p>Effective links are established with a range of other people and agencies to build collaborative working relationships which achieve improved outcomes. This includes links with appropriate Māori and Pacific Island peoples and community groups</p>
<p>Professional Development</p>	
<p>Be dedicated to professional development</p>	<p>Identify and take up opportunities to further knowledge, competencies and qualifications</p> <p>WCM policies on health and safety in the workplace are adhered to</p>

	<p>Work priorities, personal workload and stress levels are managed by utilising natural supports and formal supervision as appropriate</p> <p>Open communication and positive conflict resolution is modelled</p> <p>Willing to work through their own development needs in supervision or professional development to enhance personal growth and service provision</p>
Ambassadorship	
Model and reinforce WCM's values	Team members know WCMs values and demonstrate these in their work and their interactions with each other, clients, and the public.
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, Ethics 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.
Duties are carried out in an ethical manner.	Personal conduct reflects the WCM's values, ethics, and mission. Personal conduct is consistent with the WCM Code of Ethics, and the SWRB Code of Conduct.
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	
Relevant Health Qualification and Registration ie Social Work, OT, Counsellor, Psychology, AoD Practitioner	
Full and clean Drivers Licence	
Knowledge and experience	
Understanding of Harm Reduction approaches	Some understanding of working with trauma
Understanding, or experience, of providing talking therapies and/or group-work	Flexible approach

Knowledge of neuro diversities, FASD, Mental Health and Addictions	De-escalation Skills
Experience in managing challenging behaviours	Experience in working within the context of an NGO
Attributes	
Resilience, complex problem-solving techniques, and flexibility	Excellent time management and organisational skills
Sensitivity in culture, age, ethnicity and gender	Excellent communication skills
Working within a strength based/solution focussed approaches	
Understand and support WCM's commitment to Te Tiriti partnership and Te Ao Māori informed approaches	<p>Communication and practice is consistent with WCM's bi-cultural commitment.</p> <p>Communication and practice supports and fosters better understanding of Te Tiriti principles and bicultural partnership where appropriate.</p> <p>WCM's reputation is enhanced.</p>

Key relationships

Inside WCM	Outside WCM
Director, Community Services	Key stakeholder organisations (e.g., DCM, KWS, Te Kakano o te Aroha, TACT, Courts, probation)
Community Services Team	Organisations and agencies working with whanau and individuals
Other WCM staff as appropriate	

Place and hours of work.

This position is to provide professional supports across the WCM Community Services in central Wellington.

This is a full time role - 40 hours per week.