

Wellington City Mission

JOB DESCRIPTION

Job title

Community Support Worker

Purpose

The Community Support Worker (CSW) provides strength-based, empowerment-focused support to manuhiri and their whānau, helping them achieve their goals and develop independence. The role involves working alongside the Community Services Team to implement wellbeing and support plans, advocate for manuhiri, and connect them with relevant community services.

Specific duties and responsibilities

- Create consistent, respectful, values-based relationships with manuhiri and their whānau so they experience safety, belonging, and community.
- Offer a warm, reassuring presence that promotes trust and wellbeing in all interactions.
- Support manuhiri in decision-making, goal setting, and implementation of personal plans, maintaining clear role boundaries while helping them access the right pathways to achieve their goals.
- Assist manuhiri to access community appointments, services, and supports, advocating on their behalf where required, and encouraging engagement with WCM and external support services.
- Collaborate with other professionals, agencies, and WCM staff to provide coordinated support that meets holistic needs.
- Support manuhiri in developing practical skills, including budgeting, problem-solving, and everyday living skills.
- Use restorative approaches and trauma-informed practice to respond to distress, conflict, and emerging risks in ways that preserve dignity and reduce harm.
- Participate in ongoing professional development, reflective practice, and effective debriefs that support staff wellbeing and strengthen learning.
- Identify opportunities for process improvements and contribute to service development and a culture of continuous improvement.
- Honour Te Tiriti in everyday work by upholding culturally safe practice, respecting Tikanga and Te Ao Māori, and supporting whānau to engage with cultural and community resources.
- Promote WCM values, wellbeing, and safety in all interactions, living 'No Us and Them' by creating sense of belonging for all — colleagues, clients, and community alike.

Skills, experience & education

- Level 4 qualification in Health and Wellbeing or equivalent experience.
- Experience working with vulnerable individuals and communities.
- Strong communication, interpersonal, and problem-solving skills.
- Understanding of confidentiality and ethical practice.
- Cultural competence and awareness of Tikanga Māori, Pacific, and diverse community practices.
- Ability to work independently and as part of a team.
- Flexibility, empathy, and reliability.
- Current car driver's licence.

General duties

- Be punctual and work the hours and times specified.
- Prioritise workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard.
- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.

- Responsibly manage all business resources within accountability levels.
- Undertake all duties and responsibilities outlined in this job description and all other duties as required by the business.
- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given.
- Serve the business in good faith, promoting and protecting the business's best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfillment of the duties, responsibilities, obligations, and instructions related to employment.
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.