**Job Title: Kai Ringahora – Housing Navigator**

**Department:** Operations

**Responsible to:** Team Manager – Te Whare Huakina

**Purpose Statement:** To work as part of an integrated team providing social support to whānau, helping them identify needs and achieve goals through delivery of programmes, services and referrals, and guiding them towards independence.

**Kai Ringahora is a community-based role where assignments in community teams and locations are based on the wider team skill and resourcing needs.**

**Values: Kotahitanga:** We are kaupapa driven and work with each other and others to enhance Whānau potential

**Whanaungatanga:** We are customer/whānau driven and actively foster and form positive relationships, partnerships, alliances and connections

**Kaitiakitanga:** We exhibit custodianship and are stewards of our resources to advance the kaupapa

**Whakamana:** We are outcome focused and recognise, respect and uphold mana.

**Relationships: Internal** – Emerge Aotearoa Team (Tenancy Manager, Housing Navigators, Team Leader), Property Maintenance – Residential, TToH Services, Functional teams

**External –** MSD, Housing NZ, LMCs, GPs, Wellchild Providers, WINZ, Social Service Networks, HB Emergency Housing provider network, NZ Police, Ngati Kahungunu Iwi, Community Leaders, Kaumatua/Kuia.

**VCA Role:** Core Children’s Worker

**Structure:** Refer to Structure Chart

**Key Accountabilities**

***Kaupapa Te Taiwhenua o Heretaunga***

* Contribute to the delivery of effective, integrated, whānau-focused services as part of a team and individually
* Work with manager and colleagues in a respectful and professional manner at all times maintaining focus on the kaupapa and doing what it takes to advance the kaupapa.
* Develop knowledge of the wider support network that TToH offers whānau, and promote whānau access to that support
* Understand and promote all aspects of the TToH Kaupapa
* Adhere to and apply TToH values in all aspects of TToH’s work
* Participate in TToH kaupapa activities, including karakia, waiata and marae noho
* Take opportunities for cultural development to advance understanding, competence and contribution to the kaupapa
* Participate in TToH systems including the Management Operating System and Tu Kahikatoa performance system, to maintain focus and achievement of performance deliverables
* Adhere to organisational and professional quality standards and work within team to promote continuous improvement of policies, procedures and practices
* Participate in regular peer supervision and/or professional supervision
* Work in a reflective manner and take opportunities for self-development

***Whānau Ora Practice***

* Develop understanding of the communities that TToH works with
* Be responsive to whanau needs and apply a holistic approach to aligning those needs, priorities and aspirations with the care and support they are offered
* Apply Te Ao Māori world view, tikanga and TToH values, to establishing trust, building rapport, and working with whānau
* Set high expectations of success in outcomes for whānau. Empower, motivate, and build whānau capability and connectedness; support whānau toward achieving independence
* Build and maintain knowledge and understanding of TToH values and internal/external channels of care and support available for whānau
* Work collaboratively with other TToH staff to enable the provision of flexible and integrated care and support for whānau
* Build long-term relationships between TToH and whānau through contract activities, values-based support and cultural connection

***Health and Safety***

* Work safely and keep others safe at work, maintaining familiarity with health and safety policy and procedures.
* Promote and participate in health and safety, maintaining a safe workplace, and ensuring that any safety equipment is used correctly at all times.

***Team***

* Become a resource to the integrated Team. Work collaboratively; contribute and share knowledge, skills, abilities to achieve organisation and whānau goals
* Initiate and nurture effective working relationships with team members, experts and networks
* Manage workload in accordance with all relevant standards and contract requirements, meeting assigned milestones and targets
* Carry out assigned duties as directed by Team Leader, remaining flexible and able to carry out different tasks or work in different teams as required
* Prioritise attendance at Team meetings to ensure consistent messaging and understanding, and delivery of care and support to whānau or colleagues
* Provide support and training to others as part of in-service training in areas of expertise

***Assessing, Connecting and Supporting Whānau***

* Engage whānau through referrals and walk-ins using the agreed process and appropriate tools.
* Assist in Te Wairatahi and across other teams with whānau engagement.
* Identify Whānau needs ensuring easy access to services and support
* Listen and identify the needs of whānau and prioritise work to help those with greater needs and a willingness to accept the support.
* Support whānau to develop goals, achieve those goals and, where appropriate, complete.
* Ensure the welfare of children is protected, staying alert to issues and following child protection guidelines where issues arise.
* Work with team to identify the contribution that you and other team members can make to support whānau goal achievement and independence
* Link whānau to appropriate support and help them to connect with and remain connected to their whānau and sources of support
* Ensure whānau get the right support for their needs, referring where your team are not able to meet needs
* Work with whānau in a way that enhances future independence
* Deliver whānau service in a way that is safe, welcoming, friendly, professional and non-judgmental.
* Advocate for, educate and support whānau to achieve goals, helping them find their own voice.
* Assess and observe whānau being alert to safety issues for you, clients or others involved, conducting background checks if safety concerns arise and ensuring that safety issues are updated in information systems promptly.
* Regularly review plan, monitor progress, and follow up on agreements made to support whānau, being alert to difficulties achieving goals or opportunities to review and advance goals.

***General Social Support Services***

* Carry out social services/social work interventions as determined by scope of practice and training.
* Assist whānau to manage needs in areas such as health, employment, housing, education, wellbeing, and day-to-day living.
* Deliver programmes to whānau including uniquely designed for whānau and standard programmes e.g. Stanford.
* Fulfill funder contract obligations.

***Administration and Data Management***

* Open up new clients on multiple information systems as required.
* Enter client notes into assigned information systems, keeping notes appropriate, accurate, comprehensive, relevant and timely, and meeting internal and external audit standards.
* Update whānau demographics and contact details as information comes to hand.
* Use TToH systems for managing time, keeping appointments transparent.
* Maintain confidentiality of whānau and organisational information at all times.
* Record and provide data and/or reports relating to your role as and when required by management.
* Report daily work and appointments at the end of each day.

***Quality and Development***

* Participate with the team in continuous quality improvement processes.
* Participate in internal and external audit processes as required.
* Contribute to all service/contracted objective, targets, and outcomes.

***Sector Knowledge***

* Maintain knowledge, understanding and current developments of relevant sector to inform service delivery.
* Identify and understand the local trends and barriers for whānau through engagement and feedback.
* Understand and adhere to the Vulnerable Children’s Act.

***Other Duties***

* Carrying out additional duties from time to time as requested by management.

The key accountabilities of the role may change from time to time so that TToH is able to adapt to changes in the business environment.

**Role Levels**

**Level 1**

Ensuring social needs are met

Helping whānau with day to day living tasks

Assisting whānau to attend appointments and advocating for them

Certificate Level Qualification

**Level 2**

Delivering Family Start programme

Supporting and advocating for whānau with agency processes and to achieve entitlements

May have Social Work Registration

Diploma Level Social Work Qualification

**Level 3**

Delivering high level social work advocacy and support

Help whānau adjust to social changes and challenges in their lives that need immediate intervention and guidance

Empowering and developing whānau plans for whānau independence

Supervising allocated Kai Ringahora

Registered Social Worker

Degree in Social Work

**Specialist Areas or Programmes**

In addition, Kai Ringahora team members will be allocated the following programmes to deliver or support based on having the qualification, knowledge, skills and experience to be doing as assessed by team manager.

**Te Whare Huakina & Housing**

The role of the Navigator is to provide social support and/or navigator services to whanau with children, people with mental health needs and people at risk of housing instability who are recipients of an Emergency Housing Special Needs Grant and living in non-contracted motels.

**Whānau Navigation & Support**

* Undertakes initial assessments for whānau referred by MSD for non-contracted motels or emergency housing.
* Work with each client/whanau to identify and manage issues that arise in relation to the motel or emergency housing.
* Engage with clients/whanau to understand the circumstances that led to them being homeless.
* Access appropriate wrap around support services to address any health and social needs required.
* Work with clients/whanau to identify key goals and provide encouragement and support in the achievement of those goals (including accommodation).

This may include but not limited to:

* + Parenting support
  + Access to education options as needed
  + Health/medical access and support
  + Oranga Tamariki involvement
  + Assistance to access community services
  + Resolving issues with landlords or utility providers
  + Options for childcare and accessing early childhood education
* Uses initiative and innovative strategies to support whānau into longer term-sustainable housing options.
* Utilises all appropriate resources and facilities to improve tenant/whānau chances of finding homes (i.e. Ready-to-Rent, Money Mates, and Reference Letters).
* Assessing whānau strengths and needs
* Working with whānau to identify goals, navigate and connect with sustainable community services for treatment, service provision, accommodation, work and education
* Building a sustainable network of community support

**Person Specification**

***Qualifications***

***Essential:***

* Current and valid Full Driver’s License
* Diploma in Social Work *or* relevant tertiary qualification *or* at least 2 years of relevant on the job experience in community-based support, social or mental health.
* Computer literate, able to enter data in databases and competent in Microsoft Office products

***Desirable:***

* Degree in social work or registration under the Health Practitioners Act
* Registration as social worker, or with approved social workers national body *or working towards*
* Child Matters - Child Safety trained
* Level 4 or higher Te Reo Māori me ōna tikanga

***Skills and Experience***

***Essential***

* Proven experience working effectively in housing, mental health or social support within the community
* Able to motivate, educate, empower, and influence whānau to achieve goals
* Able to work well as part of an integrated team
* Able to develop relationships, networks and communicate effectively with a wide range of stakeholders
* Ability to work within tight time-frames and turn-around times
* Proficient user of Microsoft Office, and experience using a Client Management system
* Proficient in advanced report writing, written, and verbal communications and data entry/ reporting
* Robust case management skills and experience
* Personal appearance and work is presented in a professional manner

***Desirable***

* Fluency in Te Reo Maori
* Knowledge of the Treaty of Waitangi
* Knowledge of Tikanga
* Strong MSD benefit and entitlement knowledge

***Personal Attributes***

***Essential***

* Committed to whānau
* Strong work ethic
* Can do attitude
* Team player
* Confident, resilient and resourceful
* An openness to Tikanga and Te Reo Māori
* Honest and reliable