

## Position Description: Support Navigator (Social Worker)

### Our Commitment

We believe that, by supporting individuals and whānau as they work to answer their greatest needs and achieve their life goals, we can see entire communities transformed.

We are committed to supporting the vulnerable in our communities through the provision of support services that provide housing, training and employment, food support, counselling, financial mentoring, in-home healthcare and early childhood education and learning.

Visionwest's Housing Service provides assistance to the most vulnerable families in need, exploring appropriate immediate housing solutions for youth, individuals and whānau. The support offered is holistic, wrap around support for whānau that have been homeless or are at risk of losing their tenancy. Using our Kaupapa Māori strategy we focus on exploring long-term housing options and solutions to ensure sustainability of outcomes. These services work alongside the Visionwest Community Housing service and are part of the wider services offered by Visionwest.

Our Visionwest Te Tiriti o Waitangi Policy affirms Visionwest's commitment to our responsibilities under Te Tiriti o Waitangi and its intention to ensure Te Tiriti principles of Partnership, Participation, Protection and Equity are understood, applied and reflected across the organisation. Visionwest aspires to embody the wairua of Te Tiriti in its internal relationships, in its relationships with whānau, local Iwi, Hapū, Māori Service Providers and with other faith-based organisations working for equity, Māori aspirations and responsiveness to whānau hardship. This relationship is intended to be one of warmth, hospitality, and reciprocity, one that promotes equity, knowledge sharing and collective benefit.

### Purpose of the Role

- To provide Social Work services to whānau as part of the Supportive Housing team.
- Contribute to the outcomes for the Supportive Housing team, working collaboratively, contributing to process and workflow improvements and capacity building.
- Contribute to the delivery of the strategic outcomes of Visionwest Community Trust, working within the values of the organization.

### Key Relationships

<b>Service and Team:</b>	Supportive Housing
<b>Reports to:</b>	Social Work Team Leader
<b>Key internal relationships:</b>	<ul style="list-style-type: none"> <li>• Team Leader and members</li> <li>• Supportive Housing Practice Lead</li> <li>• Staff and volunteers of Visionwest and Glen Eden Baptist Church</li> </ul>
<b>Key external relationships</b>	<ul style="list-style-type: none"> <li>• Government Agencies including Work and Income NZ/Ministry of Social Development, Kainga Ora, Oranga Tamariki, Ministry of Education, Ministry of Justice, New Zealand Police, the Ministry of Housing and Urban Development, Te Whatu Ora.</li> </ul>



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- Funding agencies
- Community providers working with people in housing crisis, trauma and/or with social needs.
- Local churches and community groups

## Role Responsibilities

### Team and Organisation

- Work collegially and collaboratively with the team in keeping with Visionwest's identity, culture, and mission, contributing to a team environment where people have a clear purpose, are supported, and are healthy and engaged.
- Participate in team based, and organisation-wide, culture, engagement, learning and training activities, and encourage others to participate.
- Work collaboratively with internal stakeholders outside of team contributing to a mutually supportive work environment where both parties' outcomes are met.
- When required, liaise/work with external stakeholders and agencies, representing the organisation in keeping with Visionwest's culture, values and kaupapa.

### Task Management

- Provide specialized housing service, analysis, advice, and recommendations. Provide social work support to whānau as part of caseload as directed by Team Lead.
- Ensure interactions and actions with whānau are professionally and accurately recorded on the Visionwest data system within 48 hours of occurrence.
- Other general tasks from time to time, as directed by Team Leader that contribute to the team meeting its outcomes.
- Ensure tasks assigned are carried out effectively, efficiently, and timely.
- Work within stipulated parameters and budgets.
- Work within the framework set out in the Policy and Procedures documents for the service and organisation, sector standards, funding contract requirements, relevant legislation, and guidelines.
- Contribute to the continuous improvement and capacity building within the team, including proposing new and innovative ways to improve outcomes.
- Provide support for plans and proposals for new projects as requested by line manager.
- Communicate clearly and timely with line manager regarding progress, achievements, risks, and challenges.
- Provide accurate, reliable, and timely reporting as requested by the line manager.

### Personal Expectations

- Have a learning attitude and actively seek opportunities for personal and professional development (both internally and externally).
- Display an attitude that offers support and encouragement to others in the team.
- Be proactive in own practices to ensure a safe working environment for own self and colleagues including prompt reporting of accidents, incidents, and hazards.
- Ensure that the vision, mission, and values of the Trust are reflected in own work practices and workplace relationships (internal and external) including working from a kaupapa Māori framework.

- Manage confidential information in an appropriate way to ensure it remains confidential and meets Privacy legislation as well as organisational requirements.

## Expected Outcomes

- The Supportive Housing team is well supported by this role in meeting its strategic and day-to-day outcomes.
- Carry out Social Work assessments and develop goal plans with whānau.
- Regularly engage with the whānau to review assessments and goal plans.
- Provide practical assistance to whānau to support and sustain their housing journey.
- The vision, mission and values of the Trust are evident in daily work practices.
- Collaborative work practices are evident with mutually beneficial outcomes for:
  - Team and colleagues
  - Internal stakeholders
  - External stakeholders
- Visionwest's Kaupapa Māori practices are integrated into work practices.
- To behave in a way that upholds the principles, values, codes of ethics and conduct of the New Zealand Social Work Registration Board and the Aotearoa New Zealand Social Work Association.

## Role Competencies

- Provide independent specialised technical service requiring general application of social work practices, techniques, concepts, and theoretical principles.
- Develop solutions to a variety of problems of moderate scope and complexity.
- Plan and schedule own activities to accomplish objectives.
- Assess, analyse, evaluate, monitor, compare, promote, interpret (policy/legislation/procedures).
- Internal and external relationships skills for liaising, gaining cooperation, convincing others, and explaining technical terms.
- A commitment to Te Tiriti o Waitangi and Visionwest's ongoing Kaupapa Māori journey.
- A desire to support those who are facing challenging circumstances in their lives, with a commitment to the vision, mission and values of Visionwest Community Trust, and an ability work within the objectives as set out in the Trust Deed.

Any of the accountabilities, reporting relationships, or other matters, which are specified above, may from time to time be altered by the Trust/ Visionwest Community Trust following consultation with the role holder.

### Qualifications & Prior Experience:

- Social Worker Registration Board registration and annual competency.
- Undergraduate social work degree.

## Objectives of Visionwest Community Trust <https://visionwest.org.nz>

Approving manager:	
Version date:	



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**Employee Declaration:**

*I have read and understand the Position Description for **Support Navigator** and accept it.*

Name:

Signature: .....

Date: .....