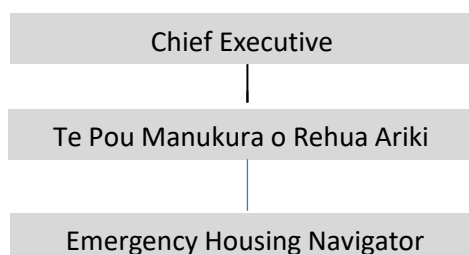


Position Description



POSITION TITLE	Emergency Housing Navigator
LOCATION	Whakatane
REPORTS TO	Te Pou Manukura o Rehua Ariki
RESPONSIBILITIES	Emergency Housing Navigator Services
PURPOSE OF POSITION	<ol style="list-style-type: none"> 1. To support clients to address the issues that have resulted in them becoming homeless. 2. To support and equip clients with the skills and knowledge to be successful in sustaining housing that meets their needs. 3. To increase the skills clients have to secure sustainable future housing. 4. To identify and engage with key stakeholders, including other housing providers who have experience of homelessness to support clients securing sustainable housing.
NASH VISION	Te Pou Mataaho – the achievement of optimum health and wellness for clients we work with and their whanau, hapū and Iwi.
NASH MISSION	To achieve prosperity and well-being for our whanau and our communities, we service through a high performing organisation.
NASH VALUES	Tika – working with integrity Whakapono – working toward the vision/genuine intent Aroha – compassion and regard for others

REPORTING STRUCTURE



DIRECT REPORTS

Nil.

RELATIONSHIPS

Internal

- CEO
- Te Pou Manukura o Rehua Ariki
- Service Managers
- NASH Staff
- NASH Trustees
- Ngati Awa uri and Marae

External

- Clients and/or whanau
- Government agencies
- Work & Income Housing Manager and Integrated Services Case Manager (ISCM)
- Housing Providers
- Maori Providers
- Community Providers

INTRODUCTION

The Emergency Housing Navigator will contribute to:

1. Achieve the highest standards of administration and delivery of health and Social services. These standards are consistent with:
 - a. Recognized professional practices in health services
 - b. Comply with Ministry of Health standards in regard to delivery of health services
 - c. NZ regulatory requirements
 - d. Effective use of Trust's resources
2. Carry out statutory functions and other obligations in an effective and caring manner consistent with the interest of Iwi and the community.
3. Focus on prudent management to provide ongoing flexibility and the ability to meet the requirements of service users.
4. Maintain ongoing, close consultative relationships between Ngati Awa Social and Health Services, Iwi the community and regulatory and associated administrative organizations.
5. Provide a professional working environment ensuring that employees are properly trained and motivated.

TARGET GROUP

The target group for this service are MSD clients who are receiving an EH SNG and living in a non-contracted motel. Specifically these will be:

- Whānau with tamariki, and
- People with mental health needs, and
- People who are at risk of housing instability and ongoing EH SNG payments.

KEY ACCOUNTABILITY	PERFORMANCE GOALS/EXPECTED RESULTS
<p>Service Delivery</p> <ul style="list-style-type: none"> • Manage a caseload of 20 clients/whānau at any one time who are living in EH SNG non-contract motels. 	<ul style="list-style-type: none"> • Caseload does not exceed 20 clients/whānau at any one time. • Two (2) client engagements per week for navigation services (one at least is to be kanohi kite kanohi) and daily oversight at EH SNG non-contracted motels for support services. • 100% whānau who are engaged in the service are linked to appropriate community-based services. • 100% of whānau know the places to look for accommodation for rent for their location. • An individual plan for navigation service will be in place 14 days of a whānau being engaged and referred to provider. • 100% of whānau have a plan in place within 2 weeks of entering service and these are regularly updated during service. • 95% of whānau attend an MSD appointment to check their full and correct entitlement to support them with understanding the level of expenditure they have available for housing. • Process in place and implemented to track the experience of whānau utilising the service to support ongoing service delivery internal review and improvements.

KEY ACCOUNTABILITY	PERFORMANCE GOALS/EXPECTED RESULTS
<ul style="list-style-type: none"> • Work with each client/household to identify and manage issues that arise in relations to the motel. • Engage with clients/whānau to understand the circumstances that led to them being homeless, immediate housing needs and wider social support needs. • Develop a tailored, integrated strengths-based plan in conjunction with each whānau/household. • Support each client/household to: <ul style="list-style-type: none"> a. Access appropriate support services to address any health and social needs; and b. Carry out the actions identified in the client/households tailored, integrated strengths-based plan, including assisting the client/household to prepare for sustainable, long-term housing. • Immediate needs are addressed and issues identified that led to homelessness. • Support provided to whānau to successfully sustain long-term housing. • Work with whānau/clients MSD Case Manager to remove barriers by ensuring whānau is receiving the necessary MSD services and entitlements. • Deliver or facilitate support or training for whānau including: <ul style="list-style-type: none"> - Budget services and education; - General household education and advice including cooking, cleaning and washing (life skills); • Deliver other social support services including but not limited to: <ul style="list-style-type: none"> - Holistic assessment - Care Plan - Appointment of an agent if required - Education on sustainability of tenancies - Cultural connectedness - Parenting Support - Access to education options as needed - Health/medical access and support - Oranga Tamariki involvement (support integration of any activity in the plan) - Assistance to access community services 	<ul style="list-style-type: none"> • All issues identified in relation to the motel are managed and addressed. • Clients/whānau understand why they are homeless, what their housing needs are and what their other needs are. • Integrated strength-based plan is developed for each whānau/household. • Tailored, integration strength based plans are easily understood, action oriented and developed in partnership with whānau. • Plan includes goals to be achieved. • Clients/whānau access support services. • Health and social needs are addressed. • Actions identified in the clients/whānau plan are achieved. • Regular reviews of achievements is completed. • Evidence immediate needs have been met. • Evidence issues that led to homelessness are identified. • Whānau have skills to successfully sustain long-term housing. • Whānau find long-term housing. • Barriers to accessing sustainable long-term housing are removed. • Whānau receiving the required MSD services and entitlements. • Whānau completed training and education identified in their plans. • Support services are provided or referrals made to support services.

KEY ACCOUNTABILITY	PERFORMANCE GOALS/EXPECTED RESULTS
<ul style="list-style-type: none"> - Provide a pathway to other agency services as appropriate to individuals and whānau needs - Resolving issues with landlords and utility providers - Options for childcare and accessing early childhood education - Facilitating support with MSD (i.e. additional transport costs) for school aged tamariki now in a motel <ul style="list-style-type: none"> ▪ Facilitating the return of security bond paid during motel stay on exit. ▪ My MSD education and use. - Coaching and supporting whānau to become self-sustainable with either a job, or self-sustaining income 	
<p>Contract Compliance</p> <ul style="list-style-type: none"> • Ensure contractual compliance in relation to Emergency Housing Navigator Services. • Participate in quarterly monitoring visits and/or phone calls with funder. • Contributes to audits and reviews being undertaken by the funder or their delegated audit organisation e.g. Health Share. 	<ul style="list-style-type: none"> • Contractual requirements set by funders are met. • All quarterly monitoring visits are attended. • Participation in all audits and reviews undertaken by funders or their delegated audit organisation, including completing any response questionnaires prior to audit/review.
<p>Reporting</p> <ul style="list-style-type: none"> • Completion of reports required for service by due dates. • Completion of annual report for service as required by due date. • Provide any additional reports requested by Manager. 	<ul style="list-style-type: none"> • Reports are completed submitted to Manager by the due dates. Reports required are: <ul style="list-style-type: none"> - Monthly: due to funder within 5 days of each new month starting - Quarterly: due Sept, Dec, March and June, within 10 working days of the month following the end of quarter using MSD template. - Client satisfaction survey: to be distributed to participants every 6 months – summary results (% satisfaction ratings) returned to MSD in the following month. • Annual report for all service is submitted by due date. • Any additional reports requested by Manager are provided by due dates.
<p>Administration</p> <ul style="list-style-type: none"> • Ensures all whānau/client information is entered into Exess CMS. This includes uploading of forms, and completion of the necessary tabs including (not limited to): <ul style="list-style-type: none"> - Identity - Status - Referrals - Family - Factors - Case Notes - Plans - Assessments - Exits 	<ul style="list-style-type: none"> • Exess is used comprehensively for case management.

KEY ACCOUNTABILITY	PERFORMANCE GOALS/EXPECTED RESULTS
<ul style="list-style-type: none"> • Accurate, timely and systematic production and storage of case management files and records, as per the organisation's policies and procedures. • Provide information to Manager when required. • Time target is used for recording hours worked and requesting leave. • Annual performance appraisals are completed. 	<ul style="list-style-type: none"> • All documentation is stored in accordance with the organisations Policies and Procedures. • Information provided as requested by Manager. • Time target is used effectively. • Performance appraisals are completed annually. • Areas of development are identified through performance appraisal process.
<p>Planning</p> <ul style="list-style-type: none"> • Contribute to the strategic development and/or review of Te Tohu o Te Ora o Ngati Awa. • Participate in the development of the annual business plan of the Trust and complete reviews to assess achievements made by the organisation in implementing the plan. • Ensure programme plans are developed and appropriately signed off for implementation of any programme to be delivered by the Emergency Housing Navigation Service. 	<ul style="list-style-type: none"> • Participation in the strategic planning and evaluation • Actively participate and contribute towards the development and implementation of business plans. • Program plans are submitted on time and meets the required expectations
<p>Health Safety & Incident Management</p> <ul style="list-style-type: none"> • Provision and notice of evacuation procedures. • Prevention processes for accidents and other risks to children, staff, whanau and other persons. • Incident management policy implementation • Compliance with Health and Safety at Work Act 2015. • Other related health and safety functions as required. 	<ul style="list-style-type: none"> • Compliance with health and safety policy and procedures. • Risks identified included in Risk Register.
<p>Quality</p> <ul style="list-style-type: none"> • Contribute to the development and the implementation of quality system for service. • Ensure compliance with all policies and procedures of the organisation. • Service delivery risks identified and reported on, and controls put in place to eliminate, isolate or minimise risks. 	<ul style="list-style-type: none"> • Quality plan developed for Emergency Housing Navigation Service. • Compliance with all Te Tohu o Te Ora o Ngati Awa policies and procedures. • Service delivery risks are reported to Manager. • Risks identified are managed, mitigated or eliminated. • Risk register includes identified service delivery risks.
<p>Marketing and Promotion</p> <ul style="list-style-type: none"> • Positively promote and market the services we provide • Promote the organisation 	<ul style="list-style-type: none"> • Te Tohu o Te Ora o Ngati Awa has a positive name in the community. • Feedback from key stakeholders and others in the community is positive.
<p>Relationship Management</p> <ul style="list-style-type: none"> • Build positive relationships with stakeholders • Develop and maintain effective working relationships with key internal staff and management • Participate in events and hui that will develop positive working relationships with networks with whānau, hapū, Iwi, agencies, providers and the community 	<ul style="list-style-type: none"> • Strong relations with key stakeholders established and maintained. • Strong working relationships established and maintained with key internal staff. • Attendance at appropriate events.
<p>Te Pou Mataaho</p>	

KEY ACCOUNTABILITY	PERFORMANCE GOALS/EXPECTED RESULTS
<ul style="list-style-type: none"> • Attend all Te Pou Mataaho wānanga. • Contribute towards implementing Te Pou Mataaho within service and within Team. • Participate in Te Pou Mataaho related activities as requested by Manager. 	<ul style="list-style-type: none"> • Te Pou Mataaho wānanga attended. • Te Pou Mataaho is implemented into service delivery and within Team. • Participation in other Te Pou Mataaho activities as per Manager request.
<p>Variance</p> <ul style="list-style-type: none"> • The accountabilities and responsibilities in this document may vary from time to time according to the external environment, the needs of NASH and the needs and expectations of clients. 	

PERSON SPECIFICATION

Essential

- Experience in working with complex high needs whānau
- Knowledge and experience with whānau in need of long-term sustainable housing
- Knowledge and understanding of housing options and providers
- Knowledge of health and social services available in our community
- Experience in comprehensive case management including assessment, planning and review.
- Understanding of kaupapa Maori frameworks and application to service delivery
- Able to manage relationships at all levels of the organisation, with whanau and key stakeholders
- Current full clean driver's license

Desirable

- An appropriate qualification in Social or Health services
- A knowledge of and understanding of tikanga Maori and the concepts of whanaungatanga
- Willingness and commitment to promote and implement the kaupapa (philosophy) of Te Tohu o Te Ora o Ngāti Awa
- Te Reo Māori
- Ability to manage the achievement of requirements as per contracts with government agencies and any other organisation
- Solution focused ensuring issues are promptly addressed
- Ability to work with a diverse range of people and community organisations, and to build positive relationships
- Ability to balance priorities and meet deadlines
- Understanding of confidentiality and its application in the health and social sector
- Negotiation, advocacy and facilitation skills
- Understanding of health and safety and processes ensuring compliance with all health and safety policies and procedures

JOB DESCRIPTION CREATED / AMENDED

Date: 19.10.2021

SIGNATURES

On behalf of Te Tohu o Te Ora o Ngāti Awa: _____ Date: _____
Signature

Employee: _____ Date: _____
Signature