

# Empowering people towards wellbeing

**Wellbeing looks different for each of us but what it can be broadly described as is, a “state of being comfortable, healthy, or happy”.**

Who better to determine what wellbeing looks like than you?

Gateway's vision is Empowering People Towards their Own Wellbeing.

We do this by Working in Partnership with People at the Centre.

Established in 1992 Gateway Housing Trust better known as ‘Gateway supports’ people to wellbeing. Gateway delivers services in the health, housing and social service sectors and currently provides a range of services for youth and adults including:

1. Housing Support - Assisting people to live well in their existing tenancies (in Nelson and the West Coast) and the provision of short-term accommodation with wrap around support (Nelson and Blenheim).
2. Respite Services - For adults engaged in mental health services in Marlborough. Respite services are both planned and crisis.
3. Day Activities - For adults based in Motueka, connecting socially, learning new skills and sharing wellbeing practices.
4. Youth Services - Working alongside young people at risk, working together to achieve both aspirational and mandated goals (Nelson and West Coast).

Gateway is ISO 9001:2015 Quality Management Systems accredited. We work together with a brilliant bunch of people delivering services across the top of the South with services in Nelson, Tasman, Marlborough and the West Coast.

## Position Description: Housing Navigator (Blenheim)

<b><u>Location:</u></b>	Blenheim
<b><u>Reporting to:</u></b>	General Manager
<b><u>Days and Hours of Work:</u></b>	As per your agreed terms and conditions of employment

Transitional Housing is emergency or short-term housing for people; providing warm, dry accommodation for people and families who don't have anywhere to live. It includes support services to help people secure a longer-term home and get back on their feet so that they're in a stronger position to stay housed.

## **Key Responsibilities**

- To professionally engage in Gateways provision of Transitional Housing Services in Blenheim to ensure high quality, efficient and cost-effective outcomes that meet the needs of our Funding Stakeholders and Service users.
- Ensure services are managed and delivered in accordance with the organisation's desired outcomes and standard operating procedures (e.g., within budget, in line with statute and internal policy). Where gaps and/or potential risks exist proactively develop plans to successfully address.
- Establish and maintain effective working relationships with external stakeholders (e.g., NMDHB, MSD, MHUD, Kainga Ora, Social Housing Network, Christchurch Methodist Mission, St Marks, Maataa Waka Ki Te Tau Ihu Trust, Navigate Group etc) and community-based providers. Be open to opportunities to work collaboratively in order to deliver innovative, value-added relevant services.

## **Knowledge / Networking**

- Maintain up to date knowledge and networking with health, housing, financial and social agencies, groups and providers in the region to be able to connect people to the assistance available for people.
- Have knowledge of the Residential Tenancies Act, especially an understanding of issues that can lead to a breach or put a housing tenancy at risk.

## **Interaction and Communication with People**

- Culturally aware, using an open, courteous and empathetic manner in all interactions to build trust and rapport with people and ensure they are listened to and understood.
- Show Manāakitanga: welcome and make people feel at ease to facilitate open engagement and demonstrate Gateway's desired cultural environment / practice.

## **Assessing Need / Goals**

- Listen empathetically and gather information from people using open ended questions and active listening skills to understand their unique needs and assess which services / resources are needed.
- Work with people to identify their needs and aspirations, working together to create an individualised plan.

## **Build and Maintain Relationships**

- Proactively build and maintain relationships to develop a deeper understanding of a person's situation and provide effective ongoing support.
- Develop an understanding of their natural network to help build relationships and linkages to ensure goals are met.

## **Planning**

- Work together with people to develop an individualised plan, proactively initiate coaching conversations and drive shared responsibility for the achievement of desired outcomes (including their natural network and other agencies).

### **Promoting Self Determination**

- Encourage people to improve their ability to access the supports they need, when they need them.

### **Influencing**

- Work with people to encourage self-determination and resilience, utilizing their own unique skill base. Support each person to reach their potential.

### **Referral to Specialist Services**

- Connect people to providers of specialist services where needed be it health, housing, finance, cultural, spiritual or social.

### **Maintain Up-To-Date Records and Privacy**

- Maintain complete, concise and up-to-date recorded information for people, to inform effective decision making that supports a consistent and effective service experience.
- Ensure personal information is stored securely and only disclosed to those with appropriate authority, to protect privacy at all times.

### **Generic Skills and Competencies**

- In partnership with leadership, ensure that intake assessment is thorough and follow up any areas of concern with appropriate consent and in a timely manner.
- Once a tenant is confirmed all the required paperwork is forwarded to MSD no later than the day of occupation.
- Developing whanau-based goal plans within the first 6 weeks of occupancy.
- Working towards whanau-based goal plans.
- Weekly meetings with the tenants.
- Ensure Housing dairies are kept.
- Tenancy profiles developed within the first 12 weeks of occupancy.
- MSD: Contact with tenants Integrated Case Manager and Rental affordability completed, formal ID obtained within the first 12 weeks of occupancy.
- Budget services are involved.

## **Skills and Competencies**

### **Generic Skills and Competencies**

All staff of Gateway need to be able to demonstrate the following generic skills and competencies

- Understanding of Te Tiriti O Waitangi
- Positively engage with people with diverse cultures and belief systems
- Provide constructive feedback
- Role model new behavior
- Practice new skills together with others
- Ignore irrelevant disruptions
- Stop inadequate behavior
- Identify consequences
- Active listening

- Ask open questions
- Differentiate personal needs from Service Users needs
- Affirm positive ideas and/or actions
- Reflect on what is being discussed
- Summarize conversation
- Reward positive behavior
- Warn people for potential negative consequences and/or risks
- Monitor agreed plans and progress
- Identify risks
- Record information
- Excellent time management
- Have brave, open and honest conversations

## **Personal Attributes**

- Professional
- Solution focused
- Motivated/passionate to provide high quality, Service User centered service
- Strong integrity
- Flexible and adaptive to change and cultural diversity
- Willingness to learn
- Good sense of humour
- Respectful of others
- Be able to work under pressure
- Strong professional boundaries

## **Experience**

Demonstrated experience in:

- Working with people in need or;
- Supporting people or;
- Mental Health or;
- Social Work or;
- Counselling or;
- Youth Work or;
- Aged Care or;
- Education or;
- Community Support.

## **Qualifications**

Desired:

- Mental Health Certificate
- Motivational Interviewing
- Adult Teaching Certificate
- First Aid Certification
- Any other relevant qualification in supporting/caring for people

**You must have:**

- The ability to satisfactorily pass a Police Vetting and Oranga Tamariki safety check
- A clean FULL drivers licence
- A legal entitlement to work in New Zealand

Signed as read and agreed: \_\_\_\_\_

Date: \_\_\_\_\_