

# POSITION DESCRIPTION



**Position:** Emergency Housing Navigator – FTE Fixed Term

**Position Purpose:** The Emergency Housing Navigator will work with Social Service organisations and their people in the Kāpiti Coast District to help them navigate the applicable processes involved in their accessing suitable accommodation.



**Reports to:** Managing Director, Kāpiti Impact Trust & Manager, Hora Te Pai Health Services

## About Kāpiti Impact Trust

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Kāpiti Impact Trust is a faith based organisation with a vision to develop multiple initiatives, which benefit the Kāpiti community and help people thrive in life. Our three strategic priorities are families, young people and working to build collaboration and effectiveness across Kāpiti's Community and Social Sector.

## About Hora Te Pai Health Services

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Hora Te Pai Health Services is a Maori Health Provider under the governance of the Hora Te Pai health services Board of Trustees, and provides primary health care services primarily for Maori within Te Atiawa ki Whakarongotai tribal boundaries. Hora Te Pai Health Services recognises and utilises the Treaty of Waitangi and Tikanga Maori within its health services delivery.

## Role Summary

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This new role involves working collaboratively with multiple Social Service organisations across Kāpiti to help their clients with housing issues. The Navigator will be employed by Kāpiti Impact Trust and seconded to Hora Te Pai Health Services. This is a full-time salaried role on a fixed term contract. Remuneration will be dependent on experience and qualifications within the band of \$70-80k per annum.

## Key Personal Attributes

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- Passion and commitment to advocate for better housing outcomes for whanau.
- A high level of empathy and relatability for whanau who are undergoing stress and difficulty.
- The ability to build rapport and trust with people of different ages and backgrounds.
- A positive outlook, and a good sense of humour.
- Understanding of, and commitment to, working in accord with the articles of the Treaty of Waitangi.
- High level of emotional intelligence and self awareness.
- Ability to set clear boundaries, self manage and be highly accountable.
- Positive, solution focused attitude and approach to resolving challenges.
- A desire to make a positive contribution to the team and organisational culture.
- Ability to recognize and function with different organisation's processes.

## Skills and Experience Required

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### Qualifications and certifications

- NZ registered Social worker and /or experience working in a similar role.
- A clear police report.
- Access to a vehicle and a clean, current full driver's licence.

### Te Ao Maori

- Works within a tikanga Māori construct
- Understanding of kaupapa Māori frameworks and a willingness to participate in Te Ao Maori tikanga
- Knowledge of Te Whare Tapawha model of care
- Knowledge of Te Tiriti o Waitangi obligations

### Whanau support

- Comprehensive Social Work experience.
- Some experience of working alongside people who have experienced homelessness, trauma, mental health issues, substance misuse and/or violence would be preferable.
- Competent crisis and risk management skills, bringing a positive, solution focused approach.
- Experience of risk and needs assessment and raising reports of concern.
- Proven experience of working in a bi-cultural and multicultural context.
- Demonstrate Social Work assessment and intervention skills to effect positive change.

### Building relationships

- Demonstrates the ability to work collaboratively with colleagues and other organisations to build partnerships and provide a holistic approach to achieving the desired outcomes.
- Experience working with Council & government agencies, in particular MSD, Police.
- Actively network to develop and maintain relationships that inspire trust and community support amongst all stakeholders, partners and participants.
- Able to maintain confidentiality at all times.

### Health & Safety

- Competent in assessing appropriate and implementing good Health & Safety practices.
- Able to work flexibly within the Health & Safety Frameworks of different organisations.

### Administration

- Excellent written and oral communication skills.
- Good working knowledge of MS Office, Google Suite, and email/internet.
- Proficiency at record-keeping and reporting.

## Key Deliverables

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- Proactively build rapport and trust with clients who are experiencing housing challenges eg homeless, rough sleeping or facing eviction.
- Engage assertively using motivational interviewing to support clients towards positive change.
- Build relationships with other services to best meet the needs of clients.
- Integrate manaakitanga into every interaction with clients, staff and all people you come into contact with.
- Complete necessary database notes, plans and paperwork on time and with accuracy to ensure clear communication and high quality reporting.
- Risks are identified, managed and followed up.
- Participate in, and contribute to regular reviews of, service areas, policies and processes that lead to quality improvements within this role.
- Positively represent each referring organisation to their clients and other organisations.
- Contribute client stories to support our contribution to systems change and public perception.
- Attend Supervision regularly.
- Continue your professional development, extending your skills, knowledge and expertise.
- Contribute positively to the wider team culture and mission.