**MASH Trust is an innovative provider of health and disability support services in the lower North Island based in Palmerston North, supporting over 2000 people and whanau**

|  |  |
| --- | --- |
| **REPORTS TO** | Service Manager – Community Mental Health Palmerston North |
| **DIRECT REPORTS** | Nil |
| **DELEGATIONS** | None |
| **SALARY BAND** | $60,000 – $70,000 dependent on experience pro rata |
| **HOURS OF WORK** | 64 hours per fortnight |
| **LOCATION** | Palmerston North |
| **OUTREACH OFFICER PURPOSE** | To support people and their whānau experiencing chronic homelessness, through addressing their emotional, spiritual, physical and relational wellbeing needs. By challenging old ways of doing, knowing and being, the people we support and their whānau will be encouraged to seek change, identify and realise their aspirations.  To build strong relationships across community and government agencies, local businesses and within the LUCK service to facilitate wrap-around support for people experiencing homelessness.  To take a relational approach to working with people experiencing homelessness, prioritising whanaungatanga and mana motuhake. |
| **BUSINESS GROUP ROLE PURPOSE** | LUCK is based in the heart of Palmerston North City and been part of the community for over 20 years. LUCK is a space open to anyone who needs support. It is a space to connect with others and a place of belonging. LUCK serves the community. We provide resources, workshops, activities, and outreach services. We have facilities for people who need some extra support so people can meet their basic needs, such as showers, breakfast, cooked lunches, kai packs, computers and phone access and a resource centre to access preloved clothing and household items. LUCK connects people through collaborations with other services and organisations and the delivery of activities and workshops onsite and in the wider community.  LUCK connects people to their community and can and can support people to access services when experiencing homelessness, needing legal support, housing and tenancy issues, MSD support, Health and wellbeing support, support with advocacy, child protection and safety concerns. LUCK is committed to community inclusion and participation, hosting several key community events and celebrations.  LUCK sits under the umbrella of MASH Trust. MASH Trust is an innovative leader of support services across the disability, mental health, and social sectors in the Lower North Island. MASH and LUCK are committed to Te Tiriti o Waitangi, acknowledging this as the founding document of Aotearoa. |

MASH TRUST MISSION

*Working together to achieve great lives.*

OUR VALUES

**Relationships** Build open relationships based on honesty and respect

**Communication** Communicate with an open mind and heart

**Mana** Recognise and promote the mana and strengths of the individual

**Opportunities** Take opportunities to learn and grow together

**Believe**  Believe that together we will make a difference

**Fun** Make fun a goal

KEY RELATIONSHIPS

Internal:

* LUCK Hub Staff
* Mental Health Community Team Staff
* Senior Leadership Team and ELT
* National Manager Mental Health - Community & AOD
* Other MASH Trust Managers and staff

External:

* People experiencing homelessness and their whānau
* Community Organisations
* Government Agencies
* Palmerston North City Council
* Relevant Inter-agency Community Network Meetings

KEY RESULT AREAS

|  |  |
| --- | --- |
| Key Accountabilities | Summary of Outcomes |
| **People we support:**  Work with the people we support and their whānau in a manner that upholds the values of MASH, recognising people’s inherent dignity, mana and ability to be agents of change in their own lives. | Create and maintain empathetic, ethical and supportive relationships with tāngata whaiora and their whānau. These relationships will show strong evidence of MASH values throughout. |
| **Culturally Responsive**:  Effectively work with Māori  tāngata whai ora and whānau. | Working effectively with Māori tāngata whai ora and  whānau is demonstrated through plans, team  meetings, team and individual professional  development and implementation of Māori  informed evidence-based practice through Whānau Ora. |
| **Te Tiriti O Waitangi:**  This function focuses on MASH's commitment to honouring the Te Tiriti principles of Rangatiratanga, equity, active protection, options, partnership. It involves building reciprocal relationships and partnerships with Māori to support the delivery of equitable access and outcomes for Māori and their whānau. | Support the delivery of equitable access and outcomes for Māori and their whānau.  Build reciprocal relationships and partnerships with Māori.  Honour the Te Tiriti principles of rangatiratanga, equity, active protection, options, partnership. |
| **Relationship Management**  Contribute to LUCK Venue operation through engaging with LUCK tangata whaiora who are experiencing homelessness.  Amends approaches to different situations when it is apparent that a method of communication is inappropriate or ineffective.  Represents MASH Trust and the Outreach Officer role in a range of internal and external forum as required.  Builds external relationships with community providers, community groups, and relevant agencies to increase services offered to support people experiencing homelessness. | People experiencing homelessness who visit LUCK are engaged with by the Outreach Officer.  Is able to engage with a diverse range of people.  MASH and the Outreach Officer role are well known and regarded across key forums and organisations. |
| **City Walks**  Organise weekly city walks with community partners.  Identify city walk partners, maintain a roster and support community partners to invoice MASH for city walk time. | Weekly walks occur. Walks reach, build relationships with and offer support to people experiencing homelessness.  Partners' experience of city walk participation is positive for them. |
| **Service Delivery:**  Lead the implementation of best practice support for people experiencing homelessness in the Outreach Officer position.  Receive feedback from Service Manager on  and one-on-one provision.  Timely and efficient note management.  Adhere to relevant legal and ethical frameworks as defined by MASH trust and Aotearoa law. | One-on-one intervention provided is  appropriate, valid and within the scope of role.  Feedback in regard to the provision of service is taken  on board and integrated into practice.  Notes are entered into MASH Hub in a timely manner.  All reports and notes are accessible in MASH  Hub and available for reporting and review  purposes.  MASH Hub goals, plans and reports are reviewed and  areas for improvement are identified and corrected.  MASH Trust philosophy, policies and procedures and  standards laid down in the MH&A Service Description  are adhered to.  Support is delivered within legal and ethical  frameworks. |
| **Working as part of a team**  Operate independently as well as being a contributing team player.  Strong communication skills.  Strong organisational skills and time management.  Ability to identify, evaluate, and solve problems; be involved in the implementation of outcome measures.  Works effectively as part of a team, willingly assisting others to achieve positive outcomes for the people we support. | Takes responsibility for forming strong, collaborative relationships with all team members.  Communication in-person, on the phone and via e-mail is professional, respectful and clear.  Tasks are completed in a timely manner, where this is not able to occur, clear communication in regards to why is given.  Works collaboratively on problems and participates in resolving issues and service improvement initiatives. |
| **Professional Development:**  Actively responsible for own professional  development and utilise skills and strengths in the  support and ongoing development of other staff  within MASH.  Undertake monthly supervision. | Contribute to own professional development, skills  and strengths and assist development of other staff  within MASH is taken. |

**PERSON SPECIFICATION**

The ideal applicant for this position will be able to fulfil the following criteria:

Required competencies

A successful Outreach Officer at MASH Trust will demonstrate the following competencies:

* Interpersonal skills - Demonstrated ability to relate to other staff in a professional, respectful, and effective manner; Supportive of others and cooperative approach to achieving targets; Effective conflict resolution skills.
* Emotional Intelligence - Perceives and manages emotions in self and others. Relates well to others, with strong interpersonal skills.
* Resilience - Remains calm, composed, and optimistic in stressful or high-pressure situations.
* Communication- Communicate in a manner that is clear and articulate with clients, family members, other employees, and agencies.
* Judgement - Is confident in making judgements based on the information available, even if it is not complete or the situation is ambiguous.
* Ingenuity - Generates and implements new and innovative solutions, ideas, and approaches to problems.
* Flexibility- Demonstrated ability to undertake a wide range of different duties; demonstrates flexibility when carrying out or requested to take on additional tasks.
* Achievement - Demonstrates a strong focus on high performance standards and personal achievement. Goes above and beyond to exceed expectations.
* Critical Thinking - Critically analyses and evaluates information in a logical way when solving complex problems.

**Required experience/qualifications**

Job Specific Knowledge and Skills:

* Experience working with people who present with mental health distress, addiction, behavioural challenges, and homelessness.
* Promote the health and wellness of individuals, families / whanau, and communities; demonstrate an open-minded non-judgmental approach, and integrity.
* Knowledge of Tikanga Māori and a commitment to the principles of the Te Tiriti o Waitangi.
* Knowledge of models of care and interventions for supporting people experiencing homelessness.
* Culturally safe practice.
* Group facilitation skills.
* Safe and ethical practice with accountability for these outcomes.

Qualifications and other requirements:

* Flexibility – hours and working locations as needed
* Full Drivers Licence
* First Aid Certificate.

Relationship building skills:

* Able to build rapport with people experiencing homelessness
* Rapport with colleagues to support shared vision within LUCK and across MASH
* Builds strong, effective networks with community and government organisations
* Strong, well-regarded contribution to relevant community network meetings

# AUTHORISATION AND ACKNOWLEDGEMENT

The information contained in this position description is intended to describe the nature and level of work to be performed. This is not considered an exhaustive list of all the responsibilities, duties or skills required in the role.

This position description may be subject to change from time to time. Any such reorganisation of duties shall be the subject of discussion with the position incumbent.

Signing this position description indicates agreement and acceptance of the contents and conditions.

Acknowledged/ Accepted:

Employee Date

Manager Date