

LinkPeople

Position description

Housing Case Worker

Housing Case Worker

Reports to	**Team Leader**
Location	Various places around New Zealand
Purpose	•Provide housing support services for people who are experiencing or are at risk of homelessness. •Support people accessing LinkPeople's services to find and/or sustain housing, and access supports needed to thrive in their home, in particular mental health and addiction services. • Work collaboratively with clients to assess and identify their housing and wellbeing needs, set goals and create a whānau/person-centred plan to meet these needs.
Relationships (Internal)	Housing case workers, tenancy managers, business support staff, team leaders, LinkPeople Chief Executive and senior leadership team, Wise Property Solutions, Wise Management Solutions (HR and finance teams), other relevant people and teams across the Wise Group.
Relationships (External)	People we support and their family/whānau, mental health and addiction services, WINZ, Kāinga Ora, budgeting services, family violence services, Police, community organisations, property owners, landlords and developers, iwi and hapū.

LinkPeople

Introduction

E whakapono ana mātou ko ngā tāngata te mea nui o te ao. At LinkPeople we believe that people are the most important thing in the world.

This guides us in our work as a community housing provider supporting people into healthy homes with individualised supports, so they are best positioned to navigate mental health and addiction challenges.

With whānau at the centre of everything we do, our staff me āta whakarongo, kōrerero, ako, mahia te mahi – carefully listen, dialogue, learn and do the work.

Deeply committed to equity, at LinkPeople we understand that connected communities are healthier and stronger and that a home is a foundation for people to thrive.

LinkPeople is part of The Wise Group, a family of community organisations sharing a common purpose – to create fresh possibilities and services for the wellbeing of people, organisations and communities. The Wise Group is a Peak Performing Organisation, which has a focus on enabling individuals and organisations to continuously exceed their best in the pursuit of an inspiring purpose.

Guiding whakataukī

Hutia te rito o te harakeke	*If you strip away the heart of the flaxbush*
Kei hea te Kōmako e kō?	*Where will the Bellbird sing?*
Kī mai ki ahau	*If you were to ask me*
He aha te mea nui o te ao?	*What is the most important thing in this world?*
Māku e kī atu	*I will reply*
He tangata, he tangata, he tangata!	*It is people, it is people, it is people!*

This whakataukī has been chosen for LinkPeople as it relates to our spirit and character as an organisation. The flax bush represents the family. The new leaf at its centre is the child and the leaves on the outside are older relatives. For us at LinkPeople the rito represents the people we support who need a home and on the outside are all of us who support them, inclusive of their whānau.

LinkPeople

Purpose and Philosophy

Purpose | *Why we exist*

Supporting people into healthy homes and to have the right connections to thrive.

Beliefs | *What we stand for*

Ko ngā tāngata te mea nui o te ao

People are the most important thing in the world

- Whānau are at the centre of what we do
- Connected communities are healthier and stronger
- Equity for all is fundamental
- A home is a foundation for people to thrive
- Diversity is a strength
- Whanaungatanga - *strong relationships make anything possible*
- Small actions can make a big difference
- Positioning for the long term, while navigating current complexities

Greatest imaginable challenge

| *What we are going to achieve within 5 years*

LinkPeople provides the right housing support service for Māori and our diverse community experiencing mental health and addiction challenges.

Spirit and character | *Who we are*

He tāngata manaaki mātou

We are people who uplift and celebrate others

- Doers
- Tenacious
- Real
- Humārie - *Humble, kind, respectful, friendly, generous*
- Whakaaro whānui - *Broadthinking/flexible*
- Ngākau nui - *Big hearted, caring, empathetic*
- Trustworthy
- Playful

Focus | *What will we focus on*

Me āta whakarongo, kōrerorero,
ako, mahia te mahi, Carefully listen,
dialogue, learn, do the work

June 2025

Purpose

LinkPeople provides housing support services for people who are experiencing or are at risk of homelessness, with a particular focus on people experiencing mental health and addiction issues.

The Housing Case Worker builds a relationship of trust with clients, understanding each whānau and person's unique situation and needs. Housing Case Workers support clients on their housing journey – whether that be to find and access a home in the private rental market or social housing, or to sustain the tenancy they already have. This includes enabling each whānau and person to connect to relevant support in a way which is personalised, culturally appropriate and trauma-informed. Housing Case Workers aim to reduce barriers to housing and housing stability for our clients.

Housing Case Workers report to a Team Leader and work closely with colleagues in their team as well as external support agencies to ensure that clients receive the support they need. Housing Case Workers also work in partnership with the Tenancy teams within LinkPeople, who are responsible for the tenancy management of LinkPeople's social housing.

Focus

- Build a relationship of high trust with every person and whānau you work with.
- Work in a respectful and non-judgemental way, ensuring people have choices around the services they receive.
- Assess and identify clients' housing and wellbeing needs using a 'whole of life' approach (e.g. considering their family status, mental and physical health, income etc) so that assessment and planning is empowering and reflects the uniqueness of each person and situation.
- Work collaboratively with clients to set goals and create a whānau/person-centred plan to meet their housing and wellbeing needs. Identify when a situation is acute and requires immediate action and/or services.
- Provide practical support to clients to grow their housing readiness.
- Support people to move into their home – for example, support with setting up utilities and bill payments.
- Support people to thrive in their housing and connect to community.
- Respond to clients' changing support needs – including planning and recognising early warning signs as issues emerge, as well as supporting people to exit from services when ready.
- Develop knowledge and expertise in the principles and models that underpin LinkPeople's service (e.g Housing First; trauma-informed care; culturally responsive practice) and proactively ensure that your work aligns with these principles and models.
- Develop an in-depth knowledge and understanding of other services available in communities so that appropriate support can be accessed for clients.

- Work collaboratively with LinkPeople Tenancy Managers to support people living in LinkPeople properties to manage their tenancy, including understanding the rights and obligations of being a tenant and having good relationships with neighbours.
- Ensure that all safety and wellbeing protocols for staff and clients are followed.
- Collect and report service data as required by LinkPeople, including maintaining client records and progress updates, as well as following up with clients who have been navigated to other wraparound services.
- Be committed to working with te ao Māori concepts and principles including learning and sharing as relevant te reo Māori, waiata and karakia.
- Develop and maintain relationships with key sector partners involved in the support of LinkPeople clients – for example, mental health and addiction services, WINZ, Kāinga Ora, budgeting services, family violence services, Police, community organisations.
- Develop and maintain relationships with key internal partners: colleagues in your team, Team Leader, Regional Manager, the Tenancy team.

Essential

- The New Zealand Level 4 Certificate in Health and Wellbeing (NZCHW) or a recognised equivalent (eg qualification in health or related field such as social work). Alternatively, you must agree to commence study towards the NZCHW within six months of starting your employment with LinkPeople and complete the qualification within two years. LinkPeople will support you to complete your study. Understanding of the housing, mental health, addiction or social service sectors.
- Excellent verbal and written communication skills.
- Ability to work in a fast-paced team, with a high level of personal resilience and a “never give up” attitude.
- Ability to develop and sustain positive relationships with colleagues and across a range of networks.
- Ability to work cross culturally – especially with Māori and Pasifika – and commitment to addressing Māori health and housing inequities.
- Problem-solving and conflict resolution skills.
- Understand and apply principles of wellness and recovery and trauma informed care.
- Excellent attention to detail.
- Knowledge of and commitment to Te Tiriti o Waitangi.
- Some knowledge of te reo Māori and tikanga.
- Ability to navigate complexity and work flexibly in dynamic environments

- Commitment to continuous quality improvement.
- Proficient in Microsoft Office suite.
- Full New Zealand driver's licence.

Preferred

- Knowledge of the social housing assessment and allocation processes used by the Ministry of Social Development.
- Knowledge and belief in Housing First philosophy and strategies.
- Knowledge of relevant standards and legislation.
- First aid certificate.

This job description is only a general summary of the functions of the job, not an exhaustive list of all job responsibilities, tasks or duties. It is a living document and may change as the organisation's or client support needs change. Individuals may be asked to undertake other tasks as reasonably required within their role.


LinkPeople
www.linkpeople.co.nz
Part of the Wise Group