

POSITION DESCRIPTION: Rainbow Housing Support Worker

Position	Rainbow Housing Support Worker
Reports to	<i>Service Leader, Lifewise</i>
Location	<i>Lifewise Hub, 453 Karangahape Road RainbowYOUTH Center, 11 Edinburgh Street</i>
Date	<i>November 2016</i>

Job Objectives

As Lifewise's and RainbowYOUTH's Rainbow Housing Support Worker, you will adhere to the vision, mission and values of RainbowYOUTH and Lifewise. Your role will explore the housing needs of rainbow-identified youth, engage with young people, and test some housing options.

You will work to support those who are young, rainbow-identified and experiencing (or at risk of experiencing) homelessness. You will engage young people to work with social housing and other youth providers to develop and trial some prototype housing options. You will assist young people with anything that supports their ability to access and maintain long term sustainable housing, such as:

- Identity documents
- Training, education or employment
- Housing or financial support from WINZ or other community providers
- Options for support in the community once housed
- Developing information on models that work well

You will also work to establish a body of evidence around the experiences of Queer and Gender Diverse homeless people in Auckland and some housing options, and support the raising of awareness by Lifewise and RainbowYOUTH in this area, particularly around the Big Sleepout annual fundraising campaign.

Working between Lifewise and RainbowYOUTH, you will uphold the kaupapa of both organisations, being an advocate and representative of both.

Essential Job Results

General Responsibilities

- Act as the face of Lifewise's and RainbowYOUTH's Queer and Gender Diverse homelessness support activities.
- Partake in certain external activities and promotional events on behalf of Lifewise or RainbowYOUTH, at the discretion your direct manager.

POSITION DESCRIPTION: Rainbow Housing Support Worker

- Provide internal and external advocacy and resources around the intersection of Rainbow experience and homelessness.
- Develop relationships with other organisations in Auckland that young queer and gender diverse people who are at risk of experiencing homelessness may access.

Housing Support Work

- Work to identify young people who identify as Queer and Gender diverse who are experiencing homelessness, or at risk of experiencing homelessness
- Support an agreed number of young people into housing, with a view to longer term or permanent housing and support them to sustaining housing
- Support young people in areas related to addiction, mental health and whanau connection
- Maintain casework notes in accordance with Lifewise and RainbowYOUTH practise
- Build up and maintain a referral pathways for places or organisations that are supportive of rainbow people experiencing homelessness

Awareness and fundraising

- Provide training or education to services that queer and gender diverse young people who are at risk of experiencing homelessness access.
- Attend network meetings regarding homelessness and youth in the Auckland area
- Actively participate in the Lifewise Big Sleepout, working to raise awareness and funds specifically around the issue of rainbow homelessness
- Work to identify other opportunities for funding this role, involving funding staff from Lifewise and RainbowYOUTH.

Evidence base

- Work with young people and others to explore and test housing options and document your process and outcomes
- Work to record statistics about the young people accessing your services
- Work to identify opportunities to more widely capture information about queer and gender diverse people who are experiencing, or at risk of experiencing, homelessness.

Reporting

- Provide a high-level overview of support usage statistics, as well as progress and issues for each project, in a written report on a monthly basis
- Attend staff meetings at both RainbowYOUTH and Lifewise by arrangement



RainbowYOUTH

Know who you are, be who you are.
Whaia to ake ngakaunui, i te pono i te marama.

LIFEWISE

turning lives around

POSITION DESCRIPTION: Rainbow Housing Support Worker

- Attend twice monthly 1:1 meetings with the Direct Manager, once monthly will include RainbowYOUTH Support Manager
- Respond to urgent communications promptly, generally within two business days.

Availability

- 20 hours per week.
- Flexible hours, with some expectation of work outside of normal office hours (e.g. weeknights and weekends).

Key skills required

- Qualifications and/or previous experience in youth work.
- Confidence and proficiency dealing with queer and gender diverse young people.
- Strong knowledge of queer and gender-diverse communities' needs.
- Strong knowledge of the experiences around homelessness.
- Commitment to the principles of Te Tiriti o Waitangi and Tikanga Māori.
- Experience in involving hard to reach groups in participatory processes
- Excellent written and verbal communication skills.
- Able to relate to individuals in a professional, yet friendly and relaxed manner.
- Able to work well with other members of the RainbowYOUTH and Lifewise teams.
- Able to self-manage and show initiative in all aspects of work.
- Strong time management and self-motivation.
- Keen to learn and grow as the role develops and grows with you.
- Good standard of personal presentation.
- Full driver's licence is required.

Major Challenges

- Managing workload by prototyping on a small scale and learning quickly rather than responding to the general needs of all insecurely housed Rainbow youth.
- Interacting with queer & gender diverse young people, their family and whānau in an open, inviting, informative and supportive manner. In many cases, you will be the first contact a young person may have with Lifewise or RainbowYOUTH.
- Interacting with young people who may be homeless while maintaining clear boundaries and effective management of self.
- Dealing with the dynamics of working between two organisations.



RainbowYOUTH
Know who you are, be who you are.
Whaia to ake ngakaunui, i te pono i te marama.



turning lives around

POSITION DESCRIPTION: Rainbow Housing Support Worker

Key relationships	
Manager	Service Leader (Lifewise)
Secondary Manager	Support Manager (RainbowYOUTH)
Direct/Indirect Reports	Volunteers, Members
Within RainbowYOUTH and Lifewise	Interns, Placement Students, Staff, Board, other volunteers, Members
External	Young People, Housing Providers, Government Departments, Youth Organisations, Health Care Providers, Youth Groups, External Networks