



Transitional Housing Keyworker

| | |
|--|---------------------------|
| Service: Transitional Housing – 3 Union Street | Date Prepared: 06/08/2024 |
| Reports to: Manager – Transitional Housing | Direct Reports: Nil |

Our Mission:

Together we stand with those in desperate need.

We provide immediate relief and pathways to enable long term wellbeing.

Our Values are:

- **Manaakitanga**
Manaakitanga is behavior that acknowledges the mana of others as having equal or greater importance than one's own, through the expression of aroha, hospitality, generosity and mutual respect.
- **Justice (Manatika)**
Committed to equity, and seeking dignity for all we will fearlessly advocate with and for those who are going without.
- **Partnership (Rangapū)**
Firstly, the Auckland City Mission recognises the principle of partnership within Te Tiriti O Waitangi.
Secondly, our commitment to partnership stems from a belief that manaakitanga, equity and social justice need to be pursued both within partnerships and through them.
For us partnership is characterised by mutual trust, integrity, respect, transparency and commitment.

| | |
|------------------|--|
| Manager Approval | |
| Date | |

Background

Auckland City Mission – Te Tāpui Atawhai supports Aucklanders in greatest needs. Our Services have evolved as the city's social needs have done and we respond to these needs with care and compassion while advocating for a reality where there are: enough suitable homes, enough money for nutritious food and easily accessible health care for all.

Since our doors opened more than 100 years ago, this has been our “why”. We offer support for however long and in whatever way needed – for some people that’s simply accessing one of many services, for others that’s a complex journey with our full support.

Service

Transitional Housing offers safe and secure short-term accommodation to people who are rough sleeping and/or homeless. Transitional Housing services establish relationships and pathways that make housing a real option for individuals who are homeless in Auckland. 3 Union Street is one of Auckland City Mission’s three transitional housing sites and consists of 16 self-contained apartments.

Our teams provide intensive, coordinated, and flexible support to address the full range of a person’s health and social needs on their journey from homelessness to transitional housing to “home”. Teams provide advocacy, case management, housing, and tenancy support. The team follows a strength-based approach to working alongside people with a focus on recovery and wellbeing. Individuals are welcome to stay in transitional housing for an average of 12 weeks, staying more or less as required; they are offered a further 12 weeks of support once a more permanent place to live has been secured.

Position Summary

The purpose of this role is to provide support and case management to whānau at 3 Union Street in a safe, respectful, empathetic, and whānau-led manner. The keyworker is a role that coordinates and carries out case management and case work activities. Keyworkers are accountable to their manager(s) and responsible for ensuring that everyone on their caseload has a plan for their journey in, through and out of service and into permanent accommodation. Services take a whānau-led, trauma-informed approach in every aspect of service delivery.

The Keyworker will report directly to their manager and will take part as required in internal and external supervision, case reviews, and in team activity such as team meetings and incident management meetings. The keyworker will also participate more broadly in Mission trainings and events, including cultural activities.

Key Responsibility Areas

Whānau Engagement

- Ensure whānau are well-informed about the Transitional Housing service intention and purpose.

- Communicate with whānau using a clear, transparent, and culturally sensitive approach while building relationships.
- Maintain consistent engagement have with whānau in a planned and coordinated way.
- Support whānau's understanding of relationship with Mission Services and mutual expectations of service engagement.

Case Management

- Use Auckland City Mission's assessment framework to understand whānau needs.
- Be adaptable and utilise a variety of assessment techniques to respond to variant cultural and social needs
- Be competent and confident in the delivery of case-management services to whānau experiencing homelessness and/or housing instability.
- Support the integration of clinical and community practice, ensuring balance to best meet the needs of whānau.
- Design collaborative, goal orientated, time referenced action plans that encourage confidence, accountability, and independence.
- Ensure all case-management plans are whānau-led.
- Identify and address underlying issues that have acted as barriers to accessing and sustaining housing.
- Provide high-quality service to whānau at any given time.
- Managing caseload up to 16 whānau.
- Consult with Manager as required to assess and mitigate any risks associated with whānau's wellbeing.

Professional Practice

- Work professionally maintaining transparency and accountability in all actions and decisions.
- Adhere to own registration boards codes of conduct, ethics and competencies.
- Maintain appropriate professional boundaries.
- Undertake reflective practice and attend professional supervision.
- Understand primary and secondary trauma in the workplace and take proactive steps to avoid transference.

Documentation and Administration

- Process core whānau documentation as required on Recordbase.
- Ensure documentation is accurate, timely and of a high calibre.
- Maintain up to date whānau notes and documentation in Recordbase.

Community and Liaison

- Build and maintain positive and professional relationships with internal and external stakeholders.
- Develop and maintain knowledge and understanding of external community issues and how they relate to Mission whānau.

Teamwork

- Demonstrate the ability to work as part of a team by coordinating, discussing, consulting and negotiating where needed.
- Demonstrate a high level of collaboration with practitioners from other Mission Services or external agencies to support better outcomes for whānau.

Health, Safety and Security

- Work within existing procedures designed to ensure the health, safety and security of self and people connected with the service, including identifying hazards and risks, and ensuring that relevant controls are properly implemented.
- Maintain a safe and healthy work environment by role modelling the Health & Safety Plan and complying with all Mission safety procedures and legal regulations.
- Report and record any incidents as per the Incident Management Procedure.
- Actively participate in relevant internal and external training to ensure safe practice.
- Confidence to manage fire evacuations as appropriate with calm but assertive direction for whānau.
- Understand and adhere to safety procedures including the use of Solo Protect personal safety devices and appropriate use of security cameras and footage.

Organisational Contribution

- Maintain a safe and healthy work environment by role modelling the Health & Safety Plan and complying with all Mission safety procedures and legal regulations.
- Adhere to all Auckland City Mission organisational policies and procedures.
- Uphold and promote Auckland City Mission values in our work.
- Adhere to all Mission operating procedures, policies, guidelines and standards of integrity and conduct.
- Occasionally participate in other duties, activities or events across the organisation.

| | |
|-------------------|--|
| Key Relationships | <p>Internal Services</p> <ul style="list-style-type: none"> • Te Whare Hīnātore and James Liston Hostel • Mission Staff and Senior Leadership • Calder Health • Street to Home • Front of House, Hub and Haeata • Supportive Housing <p>External</p> <ul style="list-style-type: none"> • Local Residents/Neighbours • Government agencies, particularly MSD and MHUD • Mental Health and Addiction Services • Iwi and Pasifika Stakeholders • Family/ Whānau • Emergency Services • Healthcare providers • Kainga Ora and other Community Housing Providers |
|-------------------|--|

| Qualifications, Experience, Knowledge and Skill Requirements | |
|---|--|
| Essential | Desirable |
| <p>A relevant tertiary qualification and/or equivalent experience.</p> <p>Commitment to embodying the principles of the Te Tiriti o Waitangi in organisational practice.</p> <p>An understanding of and ability to build rapport with whānau who have complex needs including trauma, mental health, addiction, poverty and homelessness.</p> <p>Ability to engage successfully with a range of whānau.</p> <p>Excellent administrative and organisational skills.</p> <p>Excellent written communication skills.</p> <p>Able to demonstrate capability to work cross functionally in a multi-cultural environment.</p> <p>Aptitude for getting things done through formal and informal channels.</p> <p>IT skills, including database.</p> | <p>Previous experience working with whānau who have complex needs including trauma, mental health, addiction, poverty and homelessness.</p> <p>Understanding of complex cultural, social and economic factors that contribute to homelessness.</p> <p>Community development and engagement experience.</p> <p>Strong ability to build rapport, and maintain relationships.</p> |