



Position Title:	Night Support Worker/Kaiāwhina
Reports to:	Team Leader/Kaiwhakahaere
Location:	Wāhine Service
Date Prepared;	12/10/19

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 behaviour 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.

Background

Auckland City Mission has, for almost 100 years, been enabling positive change among, and on behalf of, those in desperate need. Through integrated service delivery and effective advocacy, the Mission has adapted to changing needs within the Auckland community, whilst consistently maintaining and building a strong reputation as a reliable and non-partisan voice on behalf those in most need.

At the core of the present-day Auckland City Mission are five social services teams being; Crisis Care, Homeless Outreach, Homeless Community, Social Detoxification, Residential

Services and the Calder Centre (primary health care). The Team Leaders of each service report to the GM Social Services.

Approved by CEO/GM:	
Date:	

POSITION PURPOSE:

The purpose of this role is to actively support the running of the Wāhine Service overnight for residents in a safe, respectful, empathetic and client-centred manner.

Key Result Area	Key Accountabilities
Supporting Operations	Note all bed absentees and record in the log book. Manage any incidents with clients in emergency beds. Manage the “no visitor” policy. Responsible for setting up breakfast for clients. Responsible for cleaning of common area nightly.
Security and Monitoring	Conduct regular patrols and security checks of the perimeter. Secure gates and doors and ensure emergency exits are not blocked. Regularly check security cameras. Respond to emergencies and security breaches as per standard operating procedures. Alert the on-call Manager/Senior Case Manager. Report any incidents as per the Incident Reporting procedure immediately. Monitor security trends and patterns and suggest actions to mitigate risks to Team Leader.
Professional Practice	Ensure competent management of own emotion regulation when dealing with client incidents using

	<p>methods of de-escalation and role modelling pro-social behaviours.</p> <p>Adhere to professional boundaries as outlined in the Mission Code of Ethics and Code of Conduct in all dealings with both co-workers and clients and external agency stakeholders.</p> <p>Proactively participate in external supervision monthly. Ensure that agreed actions are completed and that the concerns and issues are raised and dealt with in a professional manner.</p>
Health & Safety	<p>Maintain a safe and healthy work environment by role modelling and enforcing the Wāhine Service Health & Safety Plan and complying with all Mission safety procedures and complying with legal regulations.</p> <p>Ensure all staff understand and adhere to safety procedures including the use of radios, Solo Protect personal safety devices, panic alarms and appropriate use of security cameras and footage.</p> <p>Ensure that all incidents are reported as per the Incident Management Procedure, and are recorded, analysed, reviewed and action taken to mitigate risks.</p> <p>In conjunction with Team Leader hold the H&S portfolio, ensure patterns are identified and action is taken to address issues and make the necessary changes to keep the environment safe.</p>
Being part of the Wāhine Service/Mission team	<p>Constructively participate as part of the Wāhine team, committed to maintaining a positive work environment with co-workers.</p> <p>Act in a professional manner at all times when engaging with co-workers, clients and external stakeholders adhering to the Mission Code of Conduct and Ethics.</p> <p>Ensure that all relevant information is communicated to co-workers and the manager in a timely and professional manner.</p> <p>Attend and proactively participate in all meetings, training and team activities.</p> <p>Proactively look for ways to improve the environment of the Wāhine Service.</p>

	<p>From time to time, you may be required to perform other reasonable duties as requested by your manager.</p> <p>Comply with all legislative and regulatory requirements, and report any breaches as soon as they become known.</p> <p>Adhere to all Wāhine Service and Auckland City Mission procedures, policies, guidelines.</p> <p>Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work.</p>
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KEY RELATIONSHIPS

Internal	<p>Team Leader/Kaiwhakahaere, Case Managers/Kaitohutohu, Support Workers/Kaiawhina and Kaitiaki/Security Manager – Residential Services</p> <p>All levels of Mission staff through to senior leaders</p>
External	<p>Multiple Government Agencies</p> <p>Specialist services/Social Workers/Key Workers</p> <p>Mental Health and Alcohol and Addiction Service providers</p> <p>Iwi and Pacifica stakeholders</p> <p>Sector organisations such as Lifewise, Tree House</p> <p>Neighbours, Body Corporate, Community businesses and Schools</p> <p>Families/Whānau of wāhine</p> <p>Educational organisations</p>

QUALIFICATIONS & EXPERIENCE

Qualifications	<p>Relevant tertiary qualification with demonstrated experience.</p> <p>Or</p> <p>Experience working in the sector, ideally within a residential setting. An understanding of mental health and addiction.</p> <p>A clean drivers licence.</p>
Skills, Knowledge & Experience	<ul style="list-style-type: none"> • Strong ability to build rapport, build and maintain relationships and interpersonal skills. • Advanced understanding and experience with intensive clinical needs assessment and care planning with vulnerable clients. • Empathy and understanding of issues of trauma, mental health, addiction, poverty and homelessness. • Strong understanding of and adherence to professional boundaries as outlined in the Mission Code of Ethics and Code of Conduct. • Ability to handle sensitive information in a confidential manner. • Ability to solve problems and be resourceful. • Advanced planning and organising skills including rostering in a 24/7 residential care environment. • Strong experience with managing multi-cultural environments. • Demonstrated ability to proactively coach and support staff and the ability to promote a pro-social work environment. • Ability to demonstrate a high degree of consistency in behaviour at all times, act as a clear role model, demonstrate and maintain professional boundaries, generating confidence of staff through own professional presentation. • Ensure current knowledge of job related activities by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.