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| Job Title         | Support Officer   |
| Service           | HomeGround Apartments   |
| Location          | 23 Union Street / 136 – 140 Hobson Street, Auckland CBD   |
| Reports to        | Manager HomeGround  |
| Direct reports    | No direct reports   |
| Key Relationships | <p>Supportive Housing Team</p> <ul style="list-style-type: none"> <li>• Supportive Services Lead</li> <li>• Community Development Lead</li> <li>• Key Workers</li> </ul> <p>Auckland City Mission Housing</p> <ul style="list-style-type: none"> <li>• Safety officers</li> <li>• Tenancy Managers</li> </ul> <p>Internal Services</p> <ul style="list-style-type: none"> <li>• Calder Health Centre</li> <li>• Social and medical detox</li> <li>• Street to Home</li> <li>• Front of House</li> <li>• Haeata</li> </ul> <p>External</p> <ul style="list-style-type: none"> <li>• External Social Service providers</li> <li>• Mental Health and Alcohol and Addiction Services providers</li> <li>• Iwi and Pacifika Stakeholders</li> <li>• Family/whanau</li> <li>• Emergency Services</li> </ul> |

### **Our Mission**

Together we stand with those in desperate need.

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

## **Our Values**

### **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.

## **Background**

Auckland City Mission has, for over 100 years, provided a range of Social Services for those in desperate need. While the people, their needs and consequently our services have changed over that time our philosophy of giving not charity but a chance has not.

The services we offer at present are focused on giving a chance to people who are sleeping rough or who are inadequately housed, those who struggle with food insecurity, with drug and alcohol addiction, who need affordable primary healthcare, or any of the above and more.

## **Service**

Opening in January 2022, HomeGround will be Auckland's new home. Built for, by and with Aucklanders, it will primarily be a place of transformation and healing for Aucklanders in desperate need.

HomeGround will bring together:

- permanent housing
- expanded health and social services
- state of the art addiction withdrawal services facilities
- a comprehensive programme of activities in a warm and welcoming space

It's based on proven international models of care to strengthen individuals, families and our community – especially people experiencing homelessness and other social issues.

This beautiful new space includes 80 permanent apartment homes for people sleeping rough or on the social housing register with 24/7 support services, a shared rooftop garden and a residents' lounge.

It also features a community dining room, community spaces, a multi-disciplinary health centre, a pharmacy and addiction withdrawal services. The community spaces will give visitors access to a range of social, recreational, educational and vocational activities.

There are spaces for social enterprises and the Mission is exploring opportunities at the moment.

All of Auckland will be welcome to HomeGround, offering beautiful community spaces and a function room for hire, and retail spaces.

## **Job Purpose**

The residents you will be supporting are given the opportunity to join the HomeGround community and to remain permanently in their home. Residents will have access to support services that promote self-sufficiency and the opportunity to enhance their quality of life.

Accepting support is not a condition of tenancy however successful tenancy will depend on adherence to rules as per any private tenancy.

The purpose of this role is to provide support that will enable housing stability and empowering of residents to become independent, using a person-centred and holistic approach to connect them with services that support them to optimise their mental, physical, whanau and spiritual wellbeing.

You will actively demonstrate the Housing First and Taiki principles and be able to utilise these to guide your practice. In addition, your practice will align with the Supportive Housing Model principles.

The Support Officer works alongside and supports the Concierge Safety to create a welcoming environment, enhance and maintain the safety of residents and visitors. You will also support ensuring security of the apartments, the immediate environment, and safeguard the assets and reputation of Auckland City Mission Housing Ltd (ACMHL), the landlords.

## **Key Responsibilities**

### **Service Delivery**

- Build and maintain positive working relationships with residents
- Identify and support residents who may benefit from supportive services e.g. paying rent on time, respecting their neighbours or complying with the house rules, links with health or mental health service
- Encouraged engagement in any support services (internal and external) and the setting of individual goals
- Promptly address any safety concerns raised by residents
- Encourage positive relationships within the apartment community
- Identify and encourage appropriate residents to participate in the running of the apartment community e.g., becoming a member of the Resident Advisory Committee
- Provide all staff with important and relevant resident information by maintaining up to date records in accordance with organisational policy and procedures
- Ensure compliance with all HGA policies and procedures
- Monitor entry and exit of all residents, managing visitor access as required
- Work closely with Concierge Safety in the coordination and completion of prescribed shift tasks e.g. walkthroughs, monitoring of CCTV, critical incident response
- Alongside Concierge Safety ensure cover of concierge area
- Undertake welfare checks on residents as directed by Management and/or after hours on call

### **Professional practice**

- Work professionally, maintaining transparency and accountability in all actions and decisions
- Ensure competent management of own emotion regulation when dealing with resident or visitor incidents using methods of de-escalation and role modelling pro-social behaviours
- Adhere to professional boundaries as outlined in the ACM Code of Ethics and Code of Conduct in all dealings with both co-workers and residents and any other stakeholders
- Undertake reflective practice and attend required regular professional supervision
- All non-face-to-face contact with resident is carried out using both work email addresses and phone numbers

**Cultural and Social Awareness**

- Resident assessment and plans demonstrate understanding of the four cornerstones of wellbeing in line with Te Whare Tapa Wha, Mason Durie's Wellbeing Model
- Work respectfully and inclusively with diversity
- Ensure resident goal plans meet cultural needs
- Understand and champion Housing First and Taiki principles as work-based principles
- Consciously incorporate the core principles of trauma informed theory in your engagement and delivery of duties

**Health and Safety**

- Maintain a safe and healthy work environment by role modelling the Health and Safety Plan and complying with all HGA safety and legal regulations
- Report and record any incidents as per the Incident Management Procedure. Incidents are to be reported immediately to line management and relevant incident reporting documents are completed by the close of business
- Mandatory training is completed and kept up to date

**Stakeholder Engagement**

- Build and maintain positive and professional relationships with internal and external stakeholders ensuring both written and verbal communication is professional
- Work collaboratively to ensure best outcomes

**Regulatory and Compliance**

- Quality of notes are appropriate, concise, and easily understood and recorded in a timely manner and in accordance with auditing, legal and legislative requirements
- The Privacy Act 1993, the Official Information Act 1982, The Human rights Act 1993, and the Health and Disability Act 1996 are adhered to

**Professional Development**

- Take an active role in own professional development, aiding professional growth and improvement of resident outcomes
- Attend professional development courses and seek professional advice outside your own scope
- Participate in external and internal training and workshops as required

**Being part of Auckland City Mission**

- Adhere to all Auckland City Mission organisational policies, procedures and guidelines standards of integrity and conduct
- Always uphold and promote Auckland City Mission values
- Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work
- Participate in other duties, activities, or events across the organisation as required or able to do so
- Regularly attend team, service, and wider organisational meetings

### **Essential Skills**

- Commitment to embodying the principles of the Treaty of Waitangi in organisational practice
- Strong ability to build rapport, build and maintain relationships
- Ability to handle sensitive information in a confidential manner
- Ability to solve problems and be resourceful
- Evidence of inter-personal and communication (written and oral) skills in a multi-cultural environment
- Excellent collaboration and partnering skills, with aptitude for getting things done through both formal and informal channels
- Reputation for personal integrity and reliability
- Commitment to the Auckland City Mission brand and culture
- Empathy and understanding of issues of trauma, mental health, addiction, poverty and homelessness
- An appreciation of the multi-cultural nature of both New Zealand and staff, volunteers and clients of the Auckland City Mission
- A passion for customer service
- Willingness to advocate for (social Justice), improved social conditions and a fair sharing of the community's resources
- Full clean driver's licence
- It is an advantage to have significant, proven experience working in the sector with a focus on intensive client engagement and case management for homelessness, mental health and addiction care

### **Qualifications**

- A qualification in social work or closely related area will be an advantage for carrying out this role.