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| Job Title | **Manager – Permanent Housing Services**  |
| Service | Residential  |
| **Location** | **HomeGround** **[Te Ao Mārama](https://www.bing.com/ck/a?!&&p=cd91ea6127a0a804JmltdHM9MTY2Mjk0MDgwMCZpZ3VpZD0wODZmZTE0Ni0yZGFiLTYwOTItMjJkZi1mMWE0MmNmMTYxMDImaW5zaWQ9NTYyMg&ptn=3&hsh=3&fclid=086fe146-2dab-6092-22df-f1a42cf16102&u=a1aHR0cDovL2VuLndpa2lwZWRpYS5vcmcvd2lraS9UZV9Bb19NxIFyYW1hXyhFUCk&ntb=1" \o "en.wikipedia.org" \t "_blank)****Future Locations as and when planned.** |
| Reports to | **General Manager Health and Social Services** |
| Direct reports | Supportive Services Lead HomeGround Apartments (1)Support Services Co-ordinator (3)  |
| Key Relationships | **Internal*** Health and Social Services Managers
* Senior Leadership Team
* Kaumātua/Cultural Advisors
* Clinical staff – across Mission services
* Team Leaders – across Mission services
* Finance, IT and Administrative staff

 **External** * Auckland City Mission Housing Limited
* Auckland City Mission Housing Limited tenancy management
* Ministry of Housing and Urban Development
* Kainga Ora
* Police
* Ministry of Social Development
* Related Non-Government Organisations
* Community groups and Iwi
* Any other stakeholders deemed by the Mission to contribute to positive transitional outcomes
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| **Our Mission**Together we stand with those in desperate need.We provide immediate relief and pathways to enable long-term wellbeing. |

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| **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. |

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| **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. |

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| **Service** |
| Auckland City Mission provides homeless and rough-sleeping clients with a stable base to 'recommence pro-social engagement'. This is achieved through the support of location dependent onsite support co-ordination and access to Mission social service support (like health, activities, system navigation and mental health services) while clients receive their basic right to permanent housing. A driver for success is service delivery, offering engagement and integration across several internal and external groups.There are two relatively new permanent housing locations (HomeGround Apartments and Te Ao Mārama) and a further location converting to permanency end of quarter 2023.Each of these services will contribute to enable both the support and sustainability of the Auckland City Mission/Auckland City Mission Housing permanent housing portfolio within central Auckland.The Manager - Permanent Housing Services will play a critical role in the continuous improvement and operational leadership of these social support services. |

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| **Job Purpose** |
| This is a senior leadership role, as Manager - Permanent Housing Services you will support the achievements of the Auckland City Mission (the Mission) purpose, vision, mission, and values.  Under the direction of the General Manager Health and Social Services, the Manager – Permanent Housing Services will define and implement the direction, goals, and objectives of the Permanent Housing service delivery function. The Manager – Permanent Housing Services, will be a significant contributor to the Mission goal of making homelessness rare, brief, and non-recurring through ensuring the Mission delivers permanent housing support services that are integrated within a broader continuum of care. Specifically, this role is responsible for the day-to-day management of designated Mission Permanent Housing Services. Critical to this role is an ability to adopt an empathic leadership approach, ensuring that, the service delivery approach attains to the wellbeing, safety, and engagement (with both clients and team members) within Permanent Housing Services Division, and that this reflects the expressed values of the Mission.  Working closely with the Social Service Team Leaders, the Manager – Permanent Housing Services Division will ensure that processes and learnings from services are shared, appropriately integrated, and maintained across the Mission.  Furthermore, the management of external stakeholder groups, and the timely and transparent communication of any service changes made because of learnings will also be critical to the continued success of the service/s.  Success in this context is defined as the achievement of high model fidelity, integration with other Mission services across the care continuum (where relevant), achievement of clinical standards, alignment to contractual obligations, and the maintenance of ongoing certification all of which will contribute to successful and sustainable permanent housing placements. |

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| **Key Responsibilities**  |
| **Service Delivery*** Oversight of the operational management of permanent housing support services on a day-to-day basis
* Drive continuous improvement, innovation, and best practice
* Monitor and manage service delivery within agreed budgets and constantly seeking ways to ensure the financial sustainable of the operations
* Ensure compliance with all contractual obligations and meeting all audit standards
* Utilise consumer feedback and service outcome data to identify and improve areas for improvement
* Contribute to and support the development of a confident, reflective, and open team culture within the Permanent Housing Services Division
* Maintain effective working relationships with all stakeholder groups (internal and external)
* Ensure The Mission’s reputation is positively viewed through interactions with external stakeholders
* Undertake any project work required from time to time and any other duties as reasonably directed by your manager

**Leadership** * Demonstrable ability to articulate the Mission values and to model them through practice
* Translate the Missions permanent housing strategy into demonstrable outcomes and support models to derive benefit of clients
* All direct reports are afforded the benefit of participating in regular 1:1 reviews
* All staff have supervision and performance reviews evidenced in assessment and performance review documentation
* Promote continuous learning and the development of others to maximize individual and team potential
* Provide authentic feedback– recognises strong performance and addresses under performance

*Evidence of Success:* * All direct reports have an active personal and professional development plan
* All direct reports receive ongoing coaching and feedback in order to excel in their role
* An under-performing direct report is appropriately managed through a performance improvement plan

**Cultural and Social Awareness*** Be an outstanding representative of the Mission in relation to its values, vision, and mission
* Māori and Pasifika expertise and leadership
* Ensure all work practices are reflective of current relevant policies and procedures, legislation and professional standards and ethics
* Conduct yourself with professionalism and commitment to the clients and stakeholders we work with
* Instil a positive workplace culture whereby everyone at the Mission is treated fairly and with respect
* Be open and willing to expand individual and team cultural knowledge, including the Treaty of Waitangi, to enhance self and client group awareness

*Evidence of Success:* * All Mission policies and procedures are understood
* Active participation in relevant training is undertaken and recorded
* All service specifications are known, understood, and adhered to
* All Permanent Housing support services staff and any incremental service design changes are responsive to cultural and ethnic diversity and offer pathways aligned to individual cultural and ethnic need
* Demonstrated awareness of the Treaty of Waitangi and its implications for clinical service delivery

**Financial Management** * Responsible for informing Permanent Housing Support Services Division budgets in consultation with GMHSS and other stakeholders
* Accountable for the management of all Permanent Housing Support Services Division budgets within Mission budget guidelines
* Ensure budgets are related to overall strategy and are approved by the GMHSS and are adequate to allow operations to be carried out
* Monthly reports to GMHSS on variations to budget
* Ensure all Team Leaders and/or team members adhere to protocols in relation to any financial transactions e.g., appropriate sign off protocols are both understood and followed

*Evidence of Success:* * All budget lines are within expected guidelines
* Any and all variances to budget are reported in a timely and responsible manner
* Monthly reporting is accurate and on time
* All Mission policies and procedures are understood and adhered to across Permanent Housing Support Services Division

**Stakeholder Management** * Key stakeholder relationships are cultivated and maintained positively
* All engagement is conducted in alignment with Mission values

*Evidence of Success:** Key stakeholders are engaged in positive and proactive partnership with Residential Services Division
* All funding contract relationships are maintained, and funding remains in place

**Contract Reporting** * All contract reporting deadlines are met
* Reporting is accurate
* Analysis is utilized to inform further service development

*Evidence of Success:* * Funding reports are submitted to GMSS as being accurate, on time and demonstrate outcomes that demonstrate effective service provision
* There is alignment between KPI’s and contract reporting requirements/outcomes

**Professional practice*** Take an active role in own professional development, aiding professional growth and improvement of reporting staff
* Attend professional development courses and seek professional advice outside your own scope
* Participate in external and internal training and workshops as required

**Health and Safety*** Ensure compliance and promotion of all health and safety policies and procedures to ensure the health, safety and wellbeing of all employees, contractors, visitors, and clients.
* Ensure all incident management procedures, protocols and training schedules are current and adhered to.
* Ensure all staff are up to date and compliant with Mission Learning modules pertaining to health and safety of staff and clients

*Evidence of Success:* * All accidents, incidents and near misses are reported within the given timeframe
* Health, safety & wellbeing is regularly reviewed and evidenced through successful audit processes
* All incidents and incident debriefs are recorded, and recommended actions for improvement are taken
* Ensure key funder agency audit criteria are met or exceeded across service delivery

**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

**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
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| **Essential Skills**  |
| * Previous experience in leading and managing teams to deliver success outcomes, preferably in a 24/7 residential environment
* Ability to employ ‘Calming & De-escalating’ techniques
* Ability to respond quickly and appropriately to unexpected events.
* 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
* Willingness to advocate for (social Justice), improved social conditions and a fair sharing of the community’s resources
* Full clean driver’s licence
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| **Desirable Skills**  |
| * Demonstrated experience in social service delivery within a residential setting
* Evidence of experience in working with high and complex needs
* Demonstrated knowledge of working with trauma/trauma informed care models of intervention
* Experience in working within homelessness/rough sleeping context
* Awareness and ability to articulate the role of gender-based issues in homeless/rough sleeping
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| **Qualifications** |
| * Tertiary qualification in Social Services, Mental Health, or other related discipline
* Tertiary or post graduate qualification in management, business, or other related discipline
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| **Approved by:**NamePositionSignatureDate:  |