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| Job Title | Support Services Co-ordinator *-* Kaiwhakahaere Ratonga Tautoko |
| Service | Housing Support Services |
| Location | Te Ao Marama – Day Street Apartments |
| Reports to | Samara Tohilima |
| Direct reports | None |

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| Key Relationships | **Internal**   * Mission services (particularly Social Withdrawal Services / Street to Home / Housing First) * Onsite security services * Calder Health * Auckland City Mission Housing Limited   **External**   * Addiction services * Community based Health & Social Services organisations * Probation and courts services * Emergency services * ACOS (Assertive Community Outreach Service) * URS (Urgent Response service |

**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.

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| **Background** |
| Auckland City Mission - Te Tāpui Atawhai has, for the past 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** |
| Permanent housing is part of the Mission’s collaborative approach to end homelessness. We establish relationships and pathways that make housing a real option for individuals and whanau who are homeless in Auckland. Permanent Housing is supported by a diverse team of social service, health and peer support practitioners providing, advocacy, case management, housing, and tenancy support. The team follows the strengths-based approach to work alongside people with a focus on sustainable housing, recovery, and wellbeing. |

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| **Job Purpose** |
| The Support Services Co-ordinator is responsible for the delivery of social services support co- ordination between residents.  The Support Service Co-ordinator is required to provide client centric services that support the promotion of the achievement of individual wellness and sustainable housing outcomes. The creation of a safe and welcoming environment to enhance and maintain the safety of residents (clients) and visitors is central to maintaining housing. The Support Service Co-ordinator will work alongside the wider Street to Home team to ensure resident wellbeing, and in partnership with  the on-site security services to maintain the safety of the building and immediate environment and safeguard the assets and reputation of The Mission. |

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| **Key Responsibilities** |
| **Coordination & Support**   * Provide a professional and client centric co-ordination service to residents and visitors of the building * Ensuring wellness of residents in the building through the provision of co-ordinated access to support * Accurately complete all reporting and administrative duties associated with the role * Focus on immediate provision of support for short- and long-term goals, which incorporate Te Whare Tapa Wha as a model of wellbeing, in partnering with Key Workers   **Professional Practice & Teamwork**   * Work professionally, maintaining transparency and accountability in all actions and decisions * Maintain appropriate professional boundaries * Understand primary and secondary trauma in the workplace and take proactive steps to avoid transference * Build and maintain positive and professional relationships with internal and external stakeholders ensuring both written and verbal communication is professional   **Cultural & Social Awareness**   * Māori and Pasifika expertise and leadership * Understand and champion Housing First principles as work-based principles * Consciously incorporate the core principles of trauma informed theory in our engagement and delivery of duties * Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work   **Health & Safety**   * Maintain a safe and healthy work environment * Report and record any incidents as per the Incident Management Procedure * Mandatory training is completed and kept up to date   **Regulatory & 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 * Every engagement, attempted engagement, administrative task, or action relating to a client is immediately and accurately documented * 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 * Regularly attend team, service, and wider organisational meetings * Take an active role in own professional development, aiding professional growth and improvement of resident outcomes * Work within an ethical framework that includes a respect for individual rights. Staff are required to keep information held about people in confidence, maintain a duty of care and act legally and honestly. Staff are also expected to demonstrate respect for individual differences in values and culture * Other duties as required to ensure the smooth-running of the building and uphold The Missions vision |

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| **Essential Skills** |
| * Experience providing professional support services in a client centric and high-density environment * Previous experience of working with clients who have complex needs, including, trauma, mental health, addiction, poverty, and homelessness * Strong ability to build rapport and maintain relationships. Willingness to advocate for improved social conditions and a fair sharing of community resources * Strong understanding of the adherence to professional boundaries * Excellent written communication skills * Able to demonstrate capability to work cross functionally in a multi-cultural environment * Competent in the use of windows applications including Outlook, Microsoft Word and Microsoft Excel * Experienced in implementing responses in a deescalating manner * An appreciation of the multi-cultural nature of both New Zealand and the Mission’s staff,   volunteers, and clients |

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| **Qualifications** |
| * Bachelor’s degree in relevant field   OR   * Significant, proven experience working in the sector with a focus on intensive client engagement and case management for homelessness, mental health and addiction and residential care |