



Position Title:	Casual Relief Worker
Reports to:	Team Lead James Liston Hostel
Location:	James Liston Hostel
Date Prepared;	9 th October 2022 updated 18.7.23

Our Mission:

We provide immediate relief and pathways to long-term wellbeing for people in the greatest need, through connection and access to kai, kāinga and hauora

Our values:

Manaakitanga

We recognise the value and the mana of every person as equal or greater than our own, through hospitality, generosity, aroha and respect.

Atawhai

Compassion, care and grace guides our every interaction

Rangapū

We seek to engage in authentic partnerships characterised by mutual trust, integrity, respect, transparency, commitment, and collaboration. We demonstrate our commitment to te Tiriti o Waitangi through our actions

Manatika/Mana Ōrite

Committed to equity and seeking dignity for all we will fearlessly advocate with and for people experiencing greatest need

Background

Auckland City Mission has, for over 100 years, been enabling positive change among, and on behalf of those in greatest 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. Auckland City Mission's present day work is broadly centred on homelessness, hunger and health.

Service

Residential Services is Auckland City Mission's approach to support individuals who are rough sleeping and/or homeless to provide safe, warm short term accommodation, with active case management support to obtain and maintain permanent housing. Residential Services establish relationships and pathways that make housing a real option for individuals who are homeless in Auckland. The two transitional housing services within Auckland City Mission are:

1. Te Whare Hīnātore - a 15 bed, women only, transitional housing service, based on a Kaupapa Māori trauma informed methodology.
2. James Liston Hostel - a 50 bed transitional housing service operating with a Housing First support model and underpinned by Tāiki principles

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 consist of practitioners and support staff who provide advocacy, case management, housing and tenancy support. The team follows a strengths based approach to work alongside people with a focus on recovery and wellbeing. Individuals are welcome to stay in transitional housing for an average of 12 weeks, staying as required; they are offered a further 12 weeks support once a more permanent place to live has been secured.

POSITION PURPOSE:

The purpose of this role is to provide casual relief staff support across the Residential Services to maintain staffing ratios to ensure residents are supported in a safe, respectful, empathetic and client-centred manner.

KEY ACCOUNTABILITIES

Key Result Area	Key Accountabilities
Supporting Hostel Operations	<p>Shifts can be 'early' 'late' 'middle' or night, as a casual relief worker you may be asked to work any of the available shifts</p> <p>Follow the direction of the shift lead and Team Lead</p> <p>Manage and document any incidents with clients.</p> <p>Manage the security of and access to site as directed by shift lead.</p> <p>Carry out tasks across a broad spectrum of roles within the hostel as have been delegated to you.</p> <p>This may include (this is not an exhaustive list):</p> <ul style="list-style-type: none">• supporting with mealtime services,• helping in the kitchen and meal prep,

	<ul style="list-style-type: none"> • supporting residents with their chores/daily living activities, supporting people to attend appointments outside of the hostel, • completing home visits for those on 12+, • joining in with or running some activities <p>A degree of flexibility and a can-do attitude are required</p>
Security and Monitoring	<p>Secure gates and doors and ensure emergency exits are not blocked.</p> <p>Ensure that all fire doors always remain closed and if found to be wedged open remove wedges and place in office</p> <p>Respond to emergencies and security breaches as per standard operating procedures. Alert the Team Lead.</p> <p>Report any incidents as per the Incident Reporting procedure immediately.</p> <p>Monitor security trends and patterns and suggest actions to mitigate risks to manager.</p> <p>Wear personal safety equipment as directed</p> <p>Out of hours follow the on-call procedure and contact on call as necessary</p>
Professional Practice	<p>Ensure competent management of own emotion regulation when dealing with client incidents using methods of de-escalation and role modelling pro-social behaviours.</p> <p>Adhere to professional boundaries as outlined in the ACM 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 internal supervision monthly. Ensure that agreed actions are completed, and that any concerns and issues are raised and dealt with in a professional manner with the appropriate person.</p> <p>If required access external supervision (as per company policy) and use EAP in addition as necessary</p>
Health and Safety	<p>Maintain a safe and healthy work environment by understanding, complying with and role modelling safe behaviours outlined in each services Health & Safety Plan. Understand and comply with all ACM safety procedures and legal regulations.</p> <p>Report, record and follow up on all incidents according to the ACM Incident Reporting Policy and Procedures in a timely manner.</p>

	<p>Actively participate as part of the team to ensure that plans are implemented to mitigate risks.</p> <p>Participate in incident debriefs and meetings when on shift</p> <p>Comply with the ACM policy on the use of radios and Solo Protect personal safety devices and security cameras' in an appropriate manner and adhere to all safety procedures on your shift.</p>
Being part of the Auckland City Mission team	<p>Constructively participate as part of the team, committed to supporting the case management plans for residents and to maintain 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 ACM Code of Conduct and Ethics.</p> <p>Ensure that all relevant information is communicated to co-workers and the Team Lead in a timely and professional manner, using the tools provided on shift (Recordbase, handover notes, verbal handovers etc)</p> <p>Attend and proactively participate in all meetings, training and team activities as required.</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>Be aware of and adhere to all ACM procedures, policies, guidelines.</p> <p>Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work.</p>

KEY RELATIONSHIPS

Internal	Team Lead, Key Workers, Kitchen Co-ordinators, Security ACM staff through to senior leaders
External	Police Security service Key Stakeholders

QUALIFICATIONS & EXPERIENCE

Qualifications	<p>Experience with support/Care work in a residential care facility. Either Lived Experience or a working knowledge of mental ill health and substance use.</p> <p>An understanding of the complex reasons people may find themselves homeless and/or experience in the sector</p>
Skills, Knowledge & Experience	<ul style="list-style-type: none"> • Ability to build rapport, build and maintain relationships and interpersonal skills. • Lived experience of addictions, mental ill health, trauma, homelessness – with a recovery focus • Ability to hold good professional boundaries with both clients and colleagues, and to self-reflect • Empathy and understanding of issues of trauma, mental ill health, addiction, poverty and homelessness. • Strong understanding of and adherence to professional boundaries as outlined in the ACM Code of Ethics and Code of Conduct. • Ability to handle sensitive information in a confidential manner and adhere to confidentiality and privacy policies. • Ability to solve problems and be creative and resourceful. • An appreciation of the multi-cultural nature of both NZ and the ACM staff, volunteers and clients. • Demonstrated ability to work as part of a team. • Ability to promote a pro-social environment • Ability to demonstrate a high degree of consistency in behaviour at all times and act as a clear role model to co-workers and clients. • Ability to manage/regulate and recognise own emotional responses and to ask for support to ensure own wellbeing as required