

**Job Description**

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| **Job Title -** Ingoa Tūranga Mahi**:** | Intake Coordinator |
| **Reports to -** Rīpoata ki | Hub & Housing Team Leader |
| **Service -** Ratonga: | Street to Home |
| **Direct Reports -** Rīpoata Tika | Nil |
| **Location -** Wāhi**:** | 140 Hobson Street, Home Ground |
|  | Auckland CBD |

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| **Te Tāpui Atawhai – Auckland City Mission**  **Background - Ko wai mātou** |
| Te Tāpui Atawhai – Auckland City Mission supports Aucklanders in greatest need. Our services have evolved as the city’s social needs have. We respond with care and compassion while advocating for a reality where there are enough suitable homes, enough access to nutritious food, and accessible health care for all.  Since our doors opened more than 104 years ago, this has been our ‘why’. We offer support for however long and in whatever way needed – for some people that’s simply accessing one of our many services, for others that’s a complex journey with our full support.  The Mission, known as Te Tāpui Atawhai since July 2021, sees its Māori name as symbolising a commitment to understanding and addressing the impact of colonisation and contributing to the nation's healing process and acknowledging that existing economic, health, and social inequities for Māori are caused by breaches of Te Tiriti which are on-going.  Te Tāpui Atawhai is committed to upholding Te Tiriti o Waitangi, doing so is core to achieving our organisational mission and vision. Underpinning our work and foundational to our mission, vision and values as a Tangata Tiriti organisation. This commitment is demonstrated in everything we do as an organisation, and we are committed to fostering a diverse and inclusive workplace where staff feel valued and respected. |

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| **Street to Home Service - Ratonga** |
| Street to Home is Auckland City Mission’s collaborative approach to end homelessness. We  establish relationships and pathways that make housing a real option for individuals and whānau  who are homeless in Auckland. Street to Home is a diverse team of social service, health and peer  support practitioners providing street outreach, 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. |

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| **Position Purpose - Te Kaupapa o Te Tūranga** |
| The Intake Coordinator is a key role, providing coordination and support to people recently referred into emergency housing by Auckland City Mission’s Street to Home Team.  The Intake Coordinator works alongside whanau to support the connection with Street to Home, assesses service suitability and facilitates keyworker connection and support. The Intake Coordinator works closely with the Referrals Coordinator to ensure clients have a consistent and supportive experience of entering the Street to Home Service.  As the Intake Coordinator you will build rapport and trust with ease and be able to confidently  communicate the Street to Home service purpose to a diverse client population as well as provide  transitional support into Street to Home.  The Intake Coordinator will be responsible for ensuring client contact is maintained from the point of receiving referral from the Referrals Coordinator to entry into Street to Home. You will take a leadership role in overseeing the continuity of care each client receives and participate in processes and practice that ensure the client journey is well supported. |

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| **Key Responsibilities – Ngā Kawenga Matua** |
| **Service Delivery**   * Initiate contact with clients that have been referred and accepted into Street to Home. * Ensure clients are well-informed about the Street to Home service intention and purpose. * Maintain consistent engagement with clients in a planned and coordinated way. * Support clients to be ‘housing ready’ by gathering necessary documentation and   paperwork to support access to housing.   * Provide clients with information and education about housing and support services as appropriate. * Use referral information to develop initial plans with clients. * Support the warm handover and transition of clients to Housing Keyworkers. * Process core client documentation required at service entrance. * Ensure documentation is accurate, timely and of a high calibre.   **Culture and relationships**   * Demonstrate through actions commitment to Te Tiriti o Waitangi and the Mission’s values of Manaakitanga, Atawhai, Rangapū and Manatika/Mana Orite. * Demonstrate empathy and understanding of issues of trauma, mental health, addiction, poverty and homelessness. * Ability to communicate clearly and effectively with people from all walks of life and at various organisational levels. * Advocate for social justice, improved social conditions and a fair sharing of the community’s resources.   **Quality and Compliance**   * Adhere to professional boundaries outlined in the Mission Code of Ethics and Code of Conduct in all dealings with co-workers, clients, and external agency stakeholders. Comply with Te Tāpui Atawhai - Auckland City Mission policies and procedures, with particular attention to safeguarding, health and safety, and equality and diversity. * Lead a culture of positive health and safety practice, meet requirements of health and safety policy, and the Health and Safety at Work Act NZ. Take responsibility to work safely by taking reasonable care of your own health and safety, and ensuring your actions do not pose harm to yourself or others. Additionally, it is essential to comply with any reasonable instructions, policies, or procedures provided to ensure a safe and healthy work environment for all.   **Other**   * Any other reasonable request from your manager or team leader. |

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| **Qualifications, Experience, Knowledge and Skill Requirements**  **Ngā Whēako – Ngā Tohu Mātauranga** | |
| The skills, experience and knowledge outlined below may be obtained from a number of different experiences. For example, from paid work, voluntary work, work undertaken within your Church, Marae, or from specific iwi/whānau responsibilities. The list below outlines transferable skills, knowledge and experience we are seeking for this role.  If qualifications are required for the role, they are also outlined below. If no qualifications or preferred qualifications are outlined, we will consider equivalent experience for the role. | |
| Essential - Ngā Pūkenga Nui | Role-specific - Tūranga Motuhake |
| * Commitment to actively uphold Te Tāpui Atawhai – Auckland City Mission Te Tiriti o Waitangi policy and strategy. * Proven experience applying te Tiriti o Waitangi into organisational practice. * Empathy and understanding of issues of trauma, mental health, addiction, poverty and homelessness. * Values aligned to the Te Tāpui Atawhai -Auckland City Mission brand and culture. | * IT skills, including database * Strong ability to build rapport and maintain   relationships   * Experience working with marginalised/homeless population * Fluency in Te Reo and tikanga or/and an openness to learn is advantageous * Community development and engagement * Full Drivers License |

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| **Why join us?** – Haere mai |
| **Cultural Respect:** Be part of an organisation that values and integrates te ao Māori into its core values and operations.  **Career Growth:** Access to professional development and internal career progression opportunities.  **Supportive Environment:** Engage with a diverse network of colleagues and participate in culturally enriching events and activities.  **OUR MISSION- Tō Mātou Kaupapa**.  Together we stand with people experiencing desperate need, providing immediate relief and pathways to long-term wellbeing and transformation. Committed to Te Tiriti o Waitangi, we sustain and improve lives through connection and access to kai, kāinga and hauora.  **OUR VISION- Tō Mātou Kitea** A just and equitable Tāmaki Makaurau where everyone can thrive.  **OUR IMPACT STATEMENTS**   * Homelessness is brief, rare and non-recurring with affordable and healthy homes a reality for every person in Tāmaki Makaurau. * Everyone has access to enough good kai to sustain them and their family’s needs. * Health care is accessible for all, including those suffering with alcohol and any other drug addictions. |