



Transitional Housing Outreach Keyworker - Fixed Term

Service: Transitional Housing – James Liston Hostel	Date Prepared: 04/11/2025
Reports to: Manager – Transitional Housing	Direct Reports: Nil

Our Mission:

Together we stand with those in desperate need.

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

Our Values are:

- ***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.

Manager Approval	
Date	

Background
Auckland City Mission – Te Tāpui Atawhai supports Aucklanders in their greatest needs. Our Services have evolved as the city’s social needs have changed, and we respond to these needs with care and compassion while advocating for a reality where there are enough suitable homes, sufficient funds for nutritious food, and easily accessible healthcare for all. Since our doors opened more than 100 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 many services, for others, that’s a complex journey with our full support.

Service
Transitional Housing offers safe and secure short-term accommodation to people who are sleeping rough and/or homeless. Transitional Housing services establish relationships and pathways that make housing a real option for individuals who are homeless in Auckland. James Liston Hostel is one of Auckland City Mission’s three transitional housing sites and consists of 41 bedrooms. 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 provide advocacy, case management, housing, and tenancy support. The team follows a strength-based approach to working alongside people with a focus on recovery and wellbeing. Individuals are welcome to stay in transitional housing for an average of 12 weeks, staying more or less as required; they are offered a further 12 weeks of support once a more permanent place to live has been secured.

Position Summary
The purpose of the Transitional Housing—Plus Outreach Keyworker role is to work collaboratively with other Auckland City Mission services to deliver rapid entry support for individuals experiencing homelessness. This position focuses on whaiora intake, safety assessments, and addressing immediate needs within a fast-paced environment to ensure timely and effective support. The role provides intensive, short-term assistance for up to four weeks, intending to prepare whaiora for a seamless transition into mainstream transitional housing through coordinated and whanau-centered practice. The Transitional Housing – Plus Outreach Keyworker is responsible for facilitating access to essential health, housing, and social services, ensuring that clients receive comprehensive and holistic support. To perform this role effectively, the Transitional Housing - Plus Keyworker must demonstrate a strong understanding of the Auckland City Mission’s values and principles, applying these consistently to guide professional practice and uphold the Mission’s commitment to dignity, respect, and empowerment for all whaiora.
Key Responsibility Areas
Whaiora Engagement

- Connect with whaiora who are experiencing rough sleeping through assertive outreach
- Communicate with whaiora using a clear, transparent, and culturally sensitive approach while building relationships.
- Maintain consistent engagement with whaiora in a planned and coordinated way.
- Support the whaiora understanding of the relationship with Mission Services and mutual expectations of service engagement.

Case Management

- Use Auckland City Mission's assessment framework to understand whaiora needs.
- Be adaptable and utilize a variety of assessment techniques to respond to variant cultural and social needs.
- Be competent and confident in the delivery of case-management services to whaiora experiencing homelessness and/or housing instability.
- Support the integration of clinical and community practice, ensuring balance to best meet the needs of whaiora.
- Design collaborative, goal-oriented, time-referenced action plans that encourage confidence, accountability, and independence.
- Ensure all case-management plans are whaiora-led.
- Identify and address underlying issues that have acted as barriers to accessing and sustaining housing.
- Provide high-quality service to whaiora at any given time.
- Managing a continuously changing caseload up to 10 whaiora, requiring flexibility as clients transition in and out of service.
- Consult with the Manager as required to assess and mitigate any risks associated with whaiora wellbeing.

Professional Practice

- Work professionally, maintaining transparency and accountability in all actions and decisions.
- Adhere to own registration board's codes of conduct, ethics, and competencies.
- Maintain appropriate professional boundaries.
- Undertake reflective practice and attend professional supervision.
- Understand primary and secondary trauma in the workplace and take proactive steps to avoid transference.

Documentation and Administration

- Work with whaiora to obtain core whaiora documentation for rapid intakes.
- Ensure documentation is accurate, timely, and of a high calibre.
- Maintain up-to-date whaiora notes and documentation in Recordbase.
- Ensure that risks, health, and goals are entered into Recordbase.

Community and Liaison

- Build and maintain positive and professional relationships with internal and external stakeholders.
- Develop and maintain knowledge and understanding of external community issues and how they relate to Mission whānau.

Teamwork

- Demonstrate the ability to work as part of a team by coordinating, discussing, consulting, and negotiating where needed.

- Demonstrate a high level of collaboration with practitioners from other Mission Services or external agencies to support better outcomes for whānau.
- You may be asked to complete other reasonable duties consistent with your skills and experience.

Health, Safety, and Security

- Work within existing procedures designed to ensure the health, safety and security of self and people connected with the service, including identifying hazards and risks, and ensuring that relevant controls are properly implemented e.g., working in pairs when required.
- Maintain a safe and healthy work environment by role modelling the Health & Safety Plan and complying with all Mission safety procedures and legal regulations.
- Report and record any incidents as per the Incident Management Procedure.
- Actively participate in relevant internal and external training to ensure safe practice including but not limited to, Crisis Prevention and Intervention training.
- Confidence to manage fire evacuations as appropriate with calm but assertive direction for whānau.
- Understand and adhere to safety procedures including the use of Solo Protect personal safety devices and appropriate, approved use of security cameras and footage.

Organisational Contribution

- Maintain a safe and healthy work environment by role modeling the Health & Safety Plan and complying with all Mission safety procedures and legal regulations.
- Adhere to all Auckland City Mission organisational policies and procedures.
- Uphold and promote Auckland City Mission values in our work.
- Adhere to all Mission operating procedures, policies, guidelines, and standards of integrity and conduct.
- Occasionally participate in other duties, activities, or events across the organisation.

Key Relationships	Internal Services • Te Whare Hīnātore and 3 Union Street • Mission Staff and Senior Leadership • Calder Health • Street to Home • Front of House, Hub and Haeata • Supportive Housing External • Local Residents/Neighbours • Government agencies, particularly MSD and MHUD • Mental Health and Addiction Services • Iwi and Pasifika Stakeholders • Family/ Whānau • Emergency Services • Healthcare providers • Kainga Ora and other Community Housing Providers
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Qualifications, Experience, Knowledge and Skill Requirements	
Essential	Desirable
A relevant tertiary qualification and/or equivalent experience. E.g. social services, counselling, addiction support, mental health or a related discipline. Commitment to embodying the principles of the Te Tiriti o Waitangi in organisational practice. An understanding of and ability to build rapport with whānau who have complex needs, including trauma, mental health, addiction, poverty, and homelessness. Ability to engage successfully with a range of whānau. Excellent administrative and organisational skills. Excellent written communication skills. Able to demonstrate the capability to work cross-functionally in a multi-cultural environment. Aptitude for getting things done through formal and informal channels. IT skills, including database use.	Previous experience working with whānau who have complex needs including trauma, mental health, addiction, poverty, and homelessness. Understanding of complex cultural, social, and economic factors that contribute to homelessness. Community development and engagement experience. Strong ability to build rapport and maintain relationships.