



Job Description

Job Title	Senior Housing Key worker
Reports to	Supportive Housing Manager
Service	Supportive Housing
Direct Reports	Nil
Location	HomeGround 140, Hobson Street, Auckland CBD
Date prepared	August 2025

Background

Auckland City Mission - Te Tāpui Atawhai supports Aucklanders in greatest need. Our services have evolved as the city's social needs have done and we respond to these needs with care and compassion while advocating for a reality where there are: enough suitable homes, enough money for nutritious food and easily accessible health care 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 our many services, for others that's a complex journey with our full support.

Our Values

- Manaakitanga - We recognise and value the mana of every person as equal or greater than our own through hospitality, generosity, aroha and respect.
- Manatika/Mana Ōrite - Committed to equity and seeking dignity for all, we will fearlessly advocate with and for those experiencing greatest need.
- Rangapū - We seek and 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.
- Atawhai - Compassion, care, and grace guides our every interaction.

Service

HomeGround Apartments are grounded in Housing First and guided by Tāiki, our kaupapa Māori framework. Housing First recognises that it is much easier to address complex needs, such as mental health and addiction, once people are housed. Housing First sees permanent, secure, appropriate and safe housing as a fundamental human right and people experiencing homelessness need housing provided quickly, with whānau-led support for as long as necessary.

The innovative and purpose-built HomeGround building brings together:

- permanent housing, including community spaces for tenants
- expanded health and social services
- state of the art addiction withdrawal services facilities
- a comprehensive programme of activities in a warm and welcoming space

The Supportive Housing team sits within Housing Services at Auckland City Mission - Te Tāpui Atawhai. The team works collaboratively across ACM's services to ensure whānau receive the support they need, such as being able to access kai, medical support and community-based activities. Key aspects of our service include:

- **Permanence and affordability:** Housing is permanent, affordable, and self-contained with rent less than 30% of income. Residents are afforded the same rights and responsibilities as private sector tenancy holders. Residency and supportive services are managed separately, yet in partnership
- **Resident mix:** Buildings contain a diverse and sustainable social mix, generally 50% of tenancies are held by formerly homeless and 50% by low-income tenants (including workers on lower wages and students). This mix ensures a vibrant community and a diversity of residents
- **Safety:** A concierge service is provided 24/7 to always ensure a welcoming but controlled access to the building
- **Support services:** Residents are afforded support services which are voluntary and not a condition of tenancy. On-site supports including holistic case management and co-ordination of access to mental health, primary healthcare, recreation and other specialist services to prevent people becoming homeless again and to support people to achieve their goals and aspirations.
- **Social inclusion:** Each element of supportive housing from building to support service design aims to create the greatest degree of empowerment and independence for people, as well as a thriving community for residents and neighbours

Job Purpose
As Senior Key worker for the Supportive Housing team, you will be a leader within the team and offer practice guidance, mentoring and training to Key workers. Your job will include attending HomeGround service meetings where required. You will actively support the Supportive Housing Manager and Team Leader to ensure high quality service delivery, and engage in collaborative, innovative and professional practice. You will carry a caseload of whānau living at HomeGround and will be expected to organise and lead key activities such as Case Reviews, client file assessments, and health reviews. You will be required to take on on-call duties as well. The whānau you will be supporting live permanently at HomeGround and have access to support services that promote self-sufficiency and wellbeing. The Senior Key worker at HomeGround Apartments provides whānau-centred support and works with whānau to sustain their tenancy. You will actively demonstrate the Housing First and Tāiki principles and be able to utilise these to guide your practice. You will work collaboratively across ACM's services to role-model a collaborative and supportive way of working.

Key Responsibility Areas
Service and Practice Leadership • Responsible for a senior practice role in the Supportive Housing team, including providing mentoring, guidance and training for Key workers • Responsible for organising and facilitating operational processes and meetings to ensure high quality service delivery, such as case reviews, health reviews, and client file assessments • Actively participate in the leadership of the Supportive Housing team, including attending HomeGround service meetings where required, and maintaining strong relationships across Auckland City Mission services • Develop and implement new processes and service improvements for the Supportive Housing team, including forms, templates and ways of working • Engage, build, and maintain positive working relationships with whānau and the HomeGround community • Support residents to sustain their tenancies, including maintaining a strong collaborative working relationship with the tenancy management team • Work alongside the Supportive Housing Manager and Team Leader to embed high quality practices and processes in the team • Reinforce Tāiki and Housing First values and language across the Supportive Housing team.

Case Management

- Oversee and support a complex caseload of whānau, including and recording goals and risks and developing safety and support plans as needed
- Work from a trauma-informed and harm reduction approach, with a focus on supporting whānau to sustain their tenancies
- Work from an approach embedded in the Tāiki and Housing First, providing examples of high-quality case management for the wider team
- Role model an ability to work under pressure and manage complex dynamic situations
- Advocate for whānau and their needs with internal and external services
- Maintain high quality records and documentation, meeting KPIs and ensuring client confidentiality and privacy

Commitment to Te Tiriti o Waitangi and Inclusive Practice

- Whānau assessments and plans are grounded in Te Whare Tapa Wha, Trauma-informed practice and the Tāiki Housing First values
- Role-model inclusive and collaborative ways of working within the Supportive Housing team
- Ensure the mahi of Supportive Housing is grounded in Te Tiriti o Waitangi and an awareness of the impacts of colonialism and intergenerational trauma informs our practice

Health and Safety

- Maintain a safe and healthy work environment by role modelling Health and Safety and complying with all ACM safety and legal regulations
- Report and record any incidents as per the Incident Management Process
- Mandatory training is completed and kept up to date

Fostering Collaboration and Connection

- Support the Supportive Housing team to build and implement new creative ways of working that foster collaboration
- Encourage HomeGround whānau to build positive relationships and connect in community activities, such as Community lunch and gardening group
- Encourage whānau to engage with external support services (internal and external) and the setting of individual goals and aspirations e.g. financial literacy, debt management, budgeting, education

Qualifications, Experience, Knowledge, and Skill Requirements	
Essential	Role-specific
• A relevant tertiary qualification, ideally with a focus on social work, mental health, and/or addictions. • Commitment and experience in embedding the principles of the Te Tiriti o Waitangi in organisational practice. • An understanding of and ability to build rapport with clients who have complex needs including trauma, mental health, addiction, poverty, and homelessness. • Willingness to advocate for improved social conditions and a fair sharing of community resources. • Excellent administrative and organisational skills. • Excellent written communication skills. • Able to demonstrate capability to work cross functionally in a multi-cultural environment. • Aptitude for getting things done through formal and informal channels.	• Previous experience working with clients who have complex needs including trauma, mental health, addiction, poverty, and homelessness, and experience managing a complex caseload. • Ability to provide mentoring, support and guidance to improve team practice and processes. • Experience facilitating case reviews, hui, and collaborative service meetings. • Understanding of complex cultural, social, and economic factors that contribute to homelessness, and knowledge of community, health, and social services. • Able to manage client database information, including recording goals, risks, and health data. • Community development and engagement experience. • Strong ability to build rapport and maintain relationships.