



Job Description

Job Title - Ingoa Tūrangā Mahi:	Outreach Key Worker, Street to Home
Reports to - Rīpoata ki	Outreach Team Leader
Service - Ratonga:	Street to Home
Direct Reports - Rīpoata Tika	Nil
Location - Wāhi:	140 Hobson Street, HomeGround

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.

Street to Home Outreach 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.

Position Purpose - Te Kaupapa o Te Tūranga

The role of Street to Home Outreach Keyworker provides daily outreach within Auckland CBD and surrounds to people sleeping rough.

Outreach key workers provide support and coordination to access into health, housing and other social services. To do this effectively you will need to understand and demonstrate the Housing First and Tāiki principles and utilise these to guide your practice.

Keyworkers work within a diverse team to engage with people proactively and/or through agency and community referrals. You will use effective case management and advocacy skills, you will build trust and rapport, and identify and respond to people's immediate and long-term needs using a strengths-based approach.

Outreach Keyworkers provide services to individuals and families in a variety of settings, the majority of which will be in community and public spaces but will also include Mission sites and emergency housing.

Key Responsibilities – Ngā Kawenga Matua

Service Delivery

- Connect with whānau who are rough sleeping through assertive outreach.
- Ensure service expectations are established and they are well-informed about the Street to Home service intention and purpose.
- Ensure communication is clear, transparent, and culturally sensitive.
- Build relationships that provide consistent engagement with whānau in a planned and coordinated way.
- Be competent and confident in the delivery of outreach and case-management to people experiencing homelessness and/or housing instability.
- Respond to outreach notifications within designated timeframe.
- Use Street to Home assessment framework to understand whānau needs and inform goal plans.
- Understand and demonstrate the Housing First and Tāiki principles when working with whānau and utilise these to guide practice.
- Consult with team leads to assess and mitigate any risks associated with whānau wellbeing.
- Promote manaakitanga to support and strengthen whānau voice and choice with all agencies and key stakeholders.
- Provide high-quality service for up to 15 whānau at any given time.
- 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.
- Build and maintain positive and professional relationships with internal and external stakeholders, e.g.: Auckland Council Staff.
- Participate in cross-sector outreach initiatives, e.g.: Housing First Collective.

- 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.
- Adhere to own registration boards codes of conduct, ethics and competencies.

Other

- Any other reasonable request from your manager or team leader.

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.	• Previous experience working with clients who have complex needs including trauma, mental health, addiction, poverty and homelessness.

• 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. • Ability to work successfully within an NGO environment. • A relevant tertiary qualification and/or equivalent experience. • Ability to build rapport with whanau who have complex needs including trauma, mental health, addiction, poverty and homelessness. • Ability to engage successfully with a range of whanau, to assist with completing assessments. • Willingness to advocate for improved social conditions and a fair sharing of community resources. • Excellent administrative and organisational skills. • Excellent written communication skills. • Ability to collaborate and work as part of a team. • Full and current drivers licence.	• Understanding of complex cultural, social and economic factors that contribute to homelessness. • Community development and engagement experience. • IT skills, including database. • Strong ability to build rapport and maintain relationships.
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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. We provide immediate relief and pathways to long-term wellbeing for people in greatest need, through connection and access to kai, kāinga and hauora. OUR VISION - Tō Mātou Kitea 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 whānau needs.
- Health care is accessible for all, including people living with the effects of trauma, mental unwellness and substance abuse.