



Job Title	Concierge Support
Service	HomeGround Apartments
Location	23 Union Street / 136 – 140 Hobson Street, Auckland CBD
Reports to	Manager HomeGround
Direct reports	No direct reports
Key Relationships	<p>Internal</p> <ul style="list-style-type: none"> • Supportive Services Lead • Community Development Lead • Housing First /Social Housing Support (Keyworkers) • Concierge Safety (24/7) • Clinical Team • Internal Services such as Calder Health Centre <p>External</p> <ul style="list-style-type: none"> • External Social Service providers • Mental Health and Alcohol and Addiction Services providers • Iwi and Pacifica Stakeholders • Family/whanau • Emergency Services • Police

Our Mission

Together we stand with those in desperate need.

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

Our Values

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.

Background

Auckland City Mission has, for over 100 years, provided a range of Social Services for those in desperate need. While the people, their needs and consequently our services have changed over that time our philosophy of giving not charity but a chance has not.

The services we offer at present are focused on giving a chance to people who are sleeping rough or who are inadequately housed, those who struggle with food insecurity, with drug and alcohol addiction, who need affordable primary healthcare, or any of the above and more.

Service

The operational and service delivery model of the HomeGround Apartments (HGA) is informed by the Common Ground model of supportive housing established in New York City in 1990. This model has since enabled over 12,000 individuals in and around New York to transition from homelessness to permanent housing. Now known as Breaking Ground, the organisation operates 19 buildings across the state (3,530 apartments). Based on the success of this approach, Common Ground models have been successfully established in Canada, Europe, Japan and Australia.¹

In Australia, the model has been adapted and nine Common Ground buildings are now completed and operational in five Australian capital cities – Adelaide, Melbourne, Brisbane, Sydney and Hobart. HGA will be a locally infused iteration of Common Ground, drawing on insights and outcomes from other locations to bring a uniquely New Zealand approach to supportive housing.

The following six key principles are generally agreed to underpin the Common Ground Supportive Housing model²:

- **Design:** Designing or renovating buildings thoughtfully to create a dignified and positive home environment and including in the design community spaces that can be utilised by residents and the wider community
- **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

The residents you will be supporting are given the opportunity to remain permanently in their home. Residents will have access to support services that promote self-sufficiency and enhance their quality of life.

Accepting support is not a condition of tenancy however successful tenancy will depend on adherence to rules as per any private tenancy.

The purpose of this role is to provide support that will enable housing stability and empowering of residents to become independent, using a person-centred and holistic approach to connect them with services that support them to optimise their mental, physical, whanau and spiritual wellbeing.

You will actively demonstrate the Housing First and Taiki principles and be able to utilise these to guide your practice. **In addition, your practice will align with the Supportive Housing Model principles.**

The Concierge Support works alongside and supports the Concierge Safety to create a welcoming environment, enhance and maintain the safety of residents and visitors. You will also support ensuring security of the apartments, the immediate environment, and safeguard the assets and reputation of Auckland City Mission Housing Ltd (ACMHL), the landlords.

Key Responsibilities

Service Delivery

- Build and maintain positive working relationships with residents
- Identify and support residents who may benefit from supportive services e.g. paying rent on time, respecting their neighbours or complying with the house rules, links with health or mental health service
- Encourage engagement in any support services (internal and external) and the setting of individual goals
- Promptly address any safety concerns raised by residents
- Encourage positive relationships within the apartment community
- Identify and encourage appropriate residents to participate in the running of the apartment community e.g. becoming a member of the Resident Advisory Committee
- Provide all staff with important and relevant resident information by maintaining up to date records in accordance with organisational policy and procedures
- Ensure compliance with all HGA policies and procedures
- Monitor entry and exit of all residents, managing visitor access as required
- Work closely with Concierge Safety in the coordination and completion of prescribed shift tasks e.g. walkthroughs, monitoring of CCTV, critical incident response
- Alongside Concierge Safety ensure cover of concierge area
- Undertake welfare checks on residents as directed by Management and/or after hours on call

Professional practice

- Work professionally, maintaining transparency and accountability in all actions and decisions
- Ensure competent management of own emotion regulation when dealing with resident or visitor incidents using methods of de-escalation and role modelling pro-social behaviours
- Adhere to professional boundaries as outlined in the ACM Code of Ethics and Code of Conduct in all dealings with both co-workers and residents and any other stakeholders
- Adhere to own registration boards code of conduct, ethics and competencies
- Undertake reflective practice and attend required regular professional supervision
- All non face-to-face contact with resident is carried out using both work email addresses and phone numbers

Cultural and Social Awareness

- Resident assessment and plans demonstrate understanding of the four cornerstones of wellbeing in line with Te Whare Tapa Wha, Mason Durie's Wellbeing Model
- Work respectfully and inclusively with diversity
- Ensure resident goal plans meet cultural needs
- Understand and champion Housing First and Taiki principles as work based principles
- Consciously incorporate the core principles of trauma informed theory in your engagement and delivery of duties

Health and Safety

- Maintain a safe and healthy work environment by role modelling the Health and Safety Plan and complying with all HGA safety and legal regulations
- Report and record any incidents as per the Incident Management Procedure. Incidents are to be reported immediately to line management and relevant incident reporting documents are completed by the close of business
- Mandatory training is completed and kept up to date.

Stakeholder Engagement

- Build and maintain positive and professional relationships with internal and external stakeholders ensuring both written and verbal communication is professional
- Work collaboratively to ensure best outcomes

Regulatory and Compliance

- Quality of notes are appropriate, concise and easily understood and recorded in a timely manner and in accordance with auditing, legal and legislative requirements
- The Privacy Act 1993, the Official Information Act 1982, The Human rights Act 1993, and the Health and Disability Act 1996 are adhered to

Professional Development

- Take an active role in own professional development, aiding professional growth and improvement of resident outcomes
- Attend professional development courses and seek professional advice outside your own scope
- Participate in external and internal training and workshops as required

Being part of Auckland City Mission

- Adhere to all Auckland City Mission organisational policies, procedures and guidelines standards of integrity and conduct
- Uphold and promote Auckland City Mission values at all times
- Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work.
- Participate in other duties, activities or events across the organisation as required or able to do so
- Regularly attend team, service and wider organisational meetings

Essential Skills

- Commitment to embodying the principles of the Treaty of Waitangi in organisational practice.
- Strong ability to build rapport, build and maintain relationships
- Ability to handle sensitive information in a confidential manner
- Ability to solve problems and be resourceful
- Evidence of inter-personal and communication (written and oral) skills in a multi-cultural environment
- Excellent collaboration and partnering skills, with aptitude for getting things done through both formal and informal channels.
- Reputation for personal integrity and reliability.
- Commitment to the Auckland City Mission brand and culture.
- Empathy and understanding of issues of trauma, mental health, addiction, poverty and homelessness.
- An appreciation of the multi-cultural nature of both New Zealand and staff, volunteers and clients of the Auckland City Mission.

- A passion for customer service
- Willingness to advocate for (social Justice), improved social conditions and a fair sharing of the community's resources.
- Full clean driver's licence
- It is an advantage to have significant, proven experience working in the sector with a focus on intensive client engagement and case management for homelessness, mental health and addiction care.

Qualifications
<ul style="list-style-type: none">• A qualification in social work or closely related area will be an advantage for carrying out this role.

Approved by:
Name
Position
Signature
Date: