



Position Title:	Key Worker
Reports to:	Manager JLH
Location:	James Liston Hostel
Date Prepared:	1.9.22

Our Mission:

Together we stand with those in desperate need.

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

Our Values are:

- **Manaakitanga**

Manaakitanga is behaviour 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, been enabling positive change among, and on behalf of, those in desperate need. Through integrated service delivery and effective advocacy, the Mission has adapted to changing needs within the Auckland community, whilst consistently maintaining and building a strong reputation as a reliable and non-partisan voice on behalf those in most need.

At the core of the present-day Auckland City Mission are five social services teams being: Street to Home (including Outreach, Housing First, Navigation and Sustaining tenancies), Social and Medical Detoxification, Residential Services Including James Liston Hostel, Day Street and Union Street) Supportive Housing at Mission Home Ground Apartments, Te Whare Hinātore (therapeutic women's healing service) and the Calder Centre (primary health care). The Service Managers of each service report to the GM Health and Social Services.

Approved by CEO/GM:	
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Date:	
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POSITION PURPOSE:

The purpose of this role is to provide support and case management to clients referred to the James Liston Community in a safe, respectful, empathetic, and client-led manner. The Key Worker is a role that carries out case management and case work activities. Key Workers are responsible for ensuring that everyone on their caseload has a plan for their journey out of service and into permanent accommodation, that is underpinned by the principles of Tāiki (Manaakitanga, rangatiratanga, whakawhanaungatanga)

KEY ACCOUNTABILITIES

Key Result Area	Key Accountabilities
Shift Operation	<p>Follow the specified plan of operational activities on allocated shift to ensure productivity, completion of job responsibilities, and delivery of service and care as per hostel operating guidelines, and in accordance with Mission policies and procedures; this includes supporting with the meal time services, completing and participating in planned activities, supporting with daily living skills etc</p> <p>Ensure all client incidents are managed professionally with staff and client safety being paramount. Ensure all standard operating procedures are followed and incidents are reported, recorded and followed up as per Mission Incident Management protocols.</p> <p>Manage referral and in-take processes as per hostel standard operating procedures, ensuring that the principles of Tāiki are evident in the process</p> <p>Supervise access to the building as per hostel standard operating procedures.</p> <p>Represent the JL Team Leads when they are unavailable ensuring strong communication is maintained as required.</p>



	<p>Take role and responsibility of Shift Lead as delegated</p> <p>Prepare written handover notes and verbally communicate these highlighting incidents, risks, patterns, and concerns.</p> <p>Manage client requests as per standard operating procedures.</p>
<p>Case Management</p>	<p>Responsible for holding the relationship and planning the individualised support plans for a designated Caseload of 10-12 named clients</p> <p>Responsible for the provision of quality client-led, case management services to clients on a 12 + 12 model of emergency/social housing.</p> <p>Deliver quality:</p> <ul style="list-style-type: none"> • assessment in line with assessment procedures, informed by Te Whare Tapa whā and underpinned by Tāiki principles. • Collaborative support planning which is done with the client and recorded in Record base, • implement support plans, reviewing and evaluating outcomes, • Work in relationship with the client to continually update according to need <p>Identify with client potential risks to self/others/property and from others and draw up plans to support the mitigation of risk to be shared with the client and the team as relevant</p> <p>Ensure all case management policies, processes and systems are adhered to including regular Case Review requirements and MDT meetings where appropriate</p> <p>Ensure Residents are familiar with and have signed up to the Residents Charter and remind of obligations where these are breached</p> <p>Walk alongside clients throughout this stage of their life-journey, to build life skills and develop problem solving for independent living.</p> <p>Provide coaching and mentoring in areas of: personal hygiene; nutrition; literacy; education; financial management; employment; leisure activities; computer skills; and cultural or spiritual engagement and engaging with family/whanau etc, as required/requested</p>



	<p>Hold an awareness of, and ability to, discuss the impact of trauma, AOD, limiting conditions such as brain injury or learning disability, physical health factors, chronic diseases etc</p> <p>Provide holistic, individualised support that considers all factors that may have influence on the life of the people we serve and their ability to move on from their current situation – and build relationships of trust and respect to facilitate goal setting and achieving</p> <p>KWs should ensure that when appropriate they are accompanying whānau off site to appointments, and modelling appropriate behaviours, quelling anxieties and generally physically walking alongside</p> <p>Individual plans (of support and risk management) should be developed with KW and whānau together using the te whare tapa wha framework as a guide, and under pinned by Tāiki as an approach</p> <p>Support planning to include ‘inspections’ of rooms as a precursor to ‘tenancy sustainment’ Agree on dates/times (advised in writing) of ‘inspections’ as part of progressing to independence and support residents to ensure they have the skills, knowledge, and tools to be able to pass to a required standard</p> <p>KW’s will advocate on behalf of clients at external agency meetings to ensure financial, social, psychological and health care needs are being met.</p> <p>Ensure professional case notes are maintained in the relevant sections on Recordbase and all plans recorded and regularly reviewed, risks updated, and incidents logged</p> <p>Confidentiality must be always maintained and with all information in line with the ACM confidentiality and privacy policy.</p> <p>KWs should ensure that they are working with people where they are at, that they prioritise the whānau voice, wants and aspirations, and ensure that whānau are linked with all available services within the mission on offer to them, which includes full health supports from the Calder centre and Outreach Nurses</p>
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<p>Tenancy Planning and Sustainment</p>	<p>In conjunction with allocated clients, develop ‘moving on’ plans and provide case management support to facilitate the client’s successful transition into the community and/or social housing including:</p> <p>Liaison with providers to assist the client to access accommodation of their choice.</p> <ul style="list-style-type: none"> • Supporting whānau to attend viewings, and coaching around how to engage successfully with potential landlords • Support to maximise points on the Social Housing Register • Practical help with obtaining furniture and whiteware, connecting utilities, attendance at appointments and liaison with landlords. • Develop and maintain client-led support through regular contact including visits to their homes and appropriate community visits. – this is to be outlined in a 12+ plan (signed off with tenant and uploaded to RB) • Identify where people may require more than the initial 12-week 12+ support and where this is the case identify and facilitate appropriate referrals • Provide support to help clients manage their own lives and their home to their full potential including benefits, budgeting, and neighbour relations. • With client agreement, liaise with other agencies to facilitate access to criminal justice, health, and social services as well as employment and training support. • Regularly review client-led support plan to record, monitor and report on client progress.
<p>Professional Practice</p>	<p>Ensure competent management of own emotion regulation when dealing with client incidents using methods of de-escalation and role modelling pro-social behaviours.</p> <p>Ensure a comprehensive understanding of trauma informed care and approaches, and that this understanding informs responses to residents</p> <p>Adhere to professional boundaries as outlined in the Mission Code of Ethics and Code of Conduct in all dealings with both co-workers and clients and external agency stakeholders.</p> <p>Attend mandatory and non-mandatory trainings as provided by the organisations for professional development</p> <p>Actively participate in the Performance Management Process</p>



	<p>Manage own selfcare, including asking for additional supports when required and recognising own signs of burnout, and work to prevent this.</p> <p>Access EAP as required</p> <p>Manage own leave entitlements in such a way as to ensure rest is achieved by taking regular planned breaks throughout the year – and avoiding as far as possible unplanned leave which impacts on service delivery and colleagues’ wellbeing</p> <p>Proactively participate in external supervision monthly. Ensure that agreed actions are completed and that any concerns and issues are raised and dealt with in a professional manner.</p> <p>Ensure all whānau support is coming from a strength and not deficit based approach and is underpinned by Tāiki principles – and that this is evidenced through information recorded in Recordbase.</p> <p>Acknowledge successful outcomes, and whānau achievements</p>
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<p>Health and Safety</p>	<p>Maintain a safe and healthy work environment by understanding, complying with and role modelling safe behaviours outlined in the James Liston Hostel Health & Safety Plan.</p> <p>Understand and comply with all Mission safety procedures and legal regulations.</p> <p>Familiarise self with site risk assessments and whānau individual risk assessments to ensure that staff take no actions which inadvertently cause harm or trigger whānau reactions</p> <p>Accurately report, record and follow up on all incidents in a timely manner and in alignment with Mission Incident Management Policy and procedures.</p> <p>Actively participate as part of the JLH team to ensure that plans are implemented to mitigate risks.</p> <p>Be responsible for ensuring that self and colleagues are using radios and Solo Protect personal safety devices and security cameras in an appropriate manner, adhering to safety procedures on your shift, and following strict protocols around the viewing of and access to CCTV footage</p>
<p>Being part of the JLH/Mission team</p>	<p>Constructively participate as part of the JL team, committed to achieving the care plans for residents and to maintaining a positive work environment with co-workers.</p>



	<p>Act in a professional manner always when engaging with co-workers, clients and external stakeholders adhering to the Mission Code of Conduct and Ethics.</p> <p>Ensure that all relevant information is communicated to co-workers, TL's and Residential Services Manager in a timely and professional manner.</p> <p>Attend and proactively participate in all meetings, training and team activities.</p> <p>From time to time, you may be required to perform other reasonable duties as requested by your manager.</p> <p>Comply with all legislative and regulatory requirements and report any breaches as soon as they become known.</p> <p>Adhere to all James Liston and Auckland City Mission procedures, policies, and guidelines.</p> <p>Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work.</p>
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KEY RELATIONSHIPS

Internal	<p>Team Lead, Key Workers, Night Shift Workers, Kitchen Co-ordinators, Cleaning staff Residential Services manager, Mission staff and senior leaders</p>
External	<p>Multiple Government Agencies Specialist services/Social Workers/Key Workers Mental Health and Alcohol and Addiction Service providers Iwi and Pacifica stakeholders Sector organisations such as Lifewise, Tree House Neighbours, Body Corporate, Community businesses and Schools Families/Whanau of clients Educational organisations</p>

QUALIFICATIONS & EXPERIENCE



<p>Qualifications</p>	<p>Bachelor's Degree in social work or related social or community fields, or equivalent work/life/lived experience.</p> <p>Minimum requirement of:</p> <p>National Certificate in Mental Health & Addiction Support Level 4 - NS 1678 or equivalent relevant qualification</p> <p>Or</p> <p>Equivalent experience of key work in a residential care/mental health/Addiction facility.</p> <p>A clean drivers licence</p>
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<p>Skills, Knowledge & Experience</p>	<p>Understanding of the Tāiki framework both in principle and practice</p> <p>Strong ability to build rapport, build and maintain relationships and interpersonal skills.</p> <ul style="list-style-type: none"> • Understanding and experience of working with people with multiple complex needs, • Experience of needs assessment and whānau led support planning. • Empathy and understanding of issues of mental health, addiction, poverty, and homelessness. • Understanding of trauma informed and culturally responsive practice – and ability to demonstrate • Understanding of the impact of colonisation, intergenerational trauma, and the relationship to homelessness • Strong understanding of and adherence to professional boundaries as outlined in the Mission Code of Ethics and Code of Conduct. • Ability to handle sensitive information in a confidential manner. • Ability to solve problems and be resourceful. • Planning and organising skills • Experience in a 24/7 residential care environment. • Demonstrated ability to work as part of a team. • Ability to promote a pro-social environment • Ability to always demonstrate a high degree of integrity, consistency in behaviour and act as a clear role model to co-workers and clients.
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