



Job Description

Job Title:	Placement Specialist
Reports to:	Manager Transitional Housing
Service:	Transitional Housing - James Liston Hostel
Department:	Housing Support
Direct Reports:	Nil
Location:	James Liston Hostel – 135 Howe Street, Auckland 1011

Te Tāpui Atawhai - Auckland City Mission

Ko wai mātou Who we are

Te Tāpui Atawhai Auckland City Mission supports Aucklanders in greatest need and is committed to upholding Te Tiriti o Waitangi as a core principle in achieving our organisational mission and vision.

Known as Te Tāpui Atawhai since July 2021, our Māori name symbolises our commitment to Tangata Whenua. We acknowledge that existing economic, health and social inequities for Māori are caused by breaches of Te Tiriti and the negative impacts of colonisation which are ongoing.

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 people and their families. 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 it's a complex journey with our full support.

Te Tāpui Atawhai Auckland City Mission is committed to fostering a diverse and inclusive workplace where staff feel valued and respected. This is foundational to our mission, vision and values as a Tangata Tiriti organisation.

Transitional Housing - James Liston Hostel

James Liston Hostel is one of Auckland City Mission's three transitional housing sites and consists of 41 bedrooms. Transitional Housing offers safe and secure short-term accommodation to people who are rough sleeping and/or homeless. 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.

Te Kaupapa o Te Tūranga – Position Purpose

The purpose of this vital role is to support whaiora (people seeking wellbeing, health, or a better life) through both intake processes and housing placement. It bridges the transition from temporary accommodation to permanent housing and ensures whaiora are supported from initial intake through to long-term housing solutions.

Ngā Kawenga Matua - Key Responsibilities

Service Delivery

- Receive, assess, and process new whaiora referrals, ensuring eligibility criteria are met.
- Manage the end-to-end intake and referral process and connect whaiora with accommodation providers, permanent housing providers, and external agencies to secure sustainable housing.
- Conduct follow-ups on referrals to maintain timely communication with whaiora.
- Determine acceptance or decline of referrals, providing clear reasons when declined.
- Arrange suitable accommodation placements and coordinate permanent housing viewings.
- Schedule keyworkers to support whaiora during intake, pre-housing conversations (PHC), and house viewings.
- Ensure whaiora complete required community program documentation (e.g., 12+ week program).
- Continuously liaise with external agencies to access property availability and housing opportunities.

Professional Standards and Documentation

- Maintain and regularly update accommodation lists and referral databases.
- Process and upload core whaiora documentation into internal systems and pathways.
- Ensure all records are accurate, timely, and compliant with service standards.
- Complete and submit referrals promptly, updating progress in systems.
- Allocate primary keyworkers and record referral details consistently.
- Review systems and processes regularly to identify improvements.

Collaboration and Community Engagement

- 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 whaiora and whānau.
- Collaborate with practitioners across Mission Services and external agencies to support better outcomes.

Tikanga - Culture and relationships

- Demonstrate through actions commitment to Te Tiriti o Waitangi and the Mission's values of Manaakitanga, Atawhai, Rangapū and Mana Tika, Mana Ōrite.
- Demonstrate Cultural Safety principles when engaging with Māori: (Reflective Practice; Minimise Power Imbalance; Awareness of Colonisation; Appropriate Communication).
- Demonstrate cultural awareness when engaging with all people.
- Demonstrate empathy and understanding of issues including colonisation in NZ, 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.

Health and Safety, Quality and Compliance, Ethics

- Act within the professional boundaries outlined in the Mission Code of Ethics and Code of Conduct in all dealings with co-workers, clients and external agency stakeholders. Fulfil Te Tāpui Atawhai Auckland City Mission policies and procedures with particular attention to safeguarding, health and safety, equality, equity and diversity.
- Lead a culture of positive and engaged 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 or omissions 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.

Other

- Comply with any other reasonable request from your manager or team leader.

Ngā Whēako – Ngā Tohu Mātauranga Qualifications, Experience, Knowledge and Skill Requirements

The skills, experience and knowledge outlined below may be obtained from many different experiences. For example, from paid work, voluntary work, work undertaken within your Marae, Church, 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.

Ngā Pūkenga Nui - Essential	Tūranga Motuhake - Role-specific
• A relevant tertiary qualification and/or equivalent experience., Social Work, Community Services, Housing Support, or a related discipline. • Current Full New Zealand license. • Experience in social or health services, nonprofit sectors, or working with individuals experiencing homelessness is desirable. • Ability to build rapport with whānau who have complex needs including from colonisation impacts, trauma, mental health, addiction, poverty and homelessness. • 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. • Empathy and understanding of issues including impacts of colonisation on Māori, trauma, mental health, addiction, poverty food insecurity and homelessness. • Values aligned to the Te Tāpui Atawhai Auckland City Mission brand and culture.	• Strong understanding of and adherence to professional boundaries as outlined in the Mission Code of Ethics and Code of Conduct. • Homelessness including the impacts of colonisation on Māori. • Community development and engagement experience, particularly with Māori.

Haere Mai - Why join us?

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.

Tō Mātou Kaupapa Our Mission: We provide immediate relief and pathways to long-term wellbeing for people in greatest need, through connection and access to kai, kāinga and hauora.

Tō Mātou Kitea Our Vision: A 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 themselves and their whānau needs.
- Health care is accessible for all, including people living with the effects of colonisation in Aotearoa, trauma, mental unwellness and substance abuse.

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