



### Street to Home – Housing Team Leader

Service: Street to Home	Date Prepared: 12 November 2025
Reports to:  Street to Home Manager	Direct Reports:  Housing Keyworkers  Peer Support Workers

**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 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.*

Manager Approval		Ilana James
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Date	01 March 2021
<b>Background</b>	
<p>Auckland City Mission has, for almost 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. Auckland City Mission's present day work is broadly centred on homelessness and housing, hunger and health.</p>	
<b>Service</b>	
<p>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.</p> <p>The concept of Street to Home was pioneered in New York in 2004 and we use an adapted version of this, underpinned by the principles of Housing First and Tāiki. Our multidisciplinary team provides intensive, highly coordinated, and flexible support to address the full range of a person's health and social needs on their journey from homelessness to sustainable housing and 'home'.</p> <p>Street to Home is funded by Auckland Council, The Ministry of Social Development, The Ministry of Housing and Urban Development, and Auckland City Mission grants and donations.</p>	
<b>Position Summary</b>	
<p>The Housing Team Leader will contribute to the overall vision of ending homelessness and provide management support to the Hub and Housing Keyworkers. They will be responsible for the safe and effective delivery of specialised case management services for people who are homeless or at risk of homelessness, and demonstrate a high level of collaboration with other team leaders and external services.</p> <p>The Housing Team Leader will oversee the continuum of care for clients in temporary and permanent housing settings across multiple sites. They will ensure service delivery aligns with Mission and Street to Home values and uphold the principles Housing First and Tāiki. They will work with the leadership team and participate in the development and co-creation of processes that support the integration of Street to Home with other Auckland City Mission Services. The Housing Team Leader will also be responsible for the facilitation of reflective practice and case review processes with a focus on workforce development and learning.</p> <p>While the Housing Team Leader is primarily responsible for the efficient and effective day to day management of their team, they also play an important role in contributing knowledge and experience to the overall functioning and development of Street to Home. In addition, Team Leaders are expected to work as part of the wider Team Leader group including providing management assistance to other services as required.</p>	

## Key Responsibility Areas

### Oversee safe and effective case-management

- Oversee the development of culturally appropriate case management and whānau centred plans for Street to Home at Te Ao Mārama and Home Ground
- Based on the Street to Home Practice Framework, ensure staff are working to an agreed set of practice standards and principles in a consistent way.

### Foster service competency & cultural understanding

- Use cultural principles to understand the contributing factors to homelessness and develop this understanding within the Street to Home service.
- Understand and champion Housing First principles as work-based principles.
- Consciously incorporate the core principles of trauma informed theory in engagement and delivery of services.

### Build and maintain positive and professional relationships with internal and external stakeholders

- Understand stakeholder's motives and agendas to ensure best outcomes are achieved for the programme and the Mission.
- In conjunction with Senior Management, influence, negotiate and work to overcome barriers to ensure organizational and client goals are met.

### Develop and oversee the continuum of care for Street to Home clients

- Work with the Street to Home Manager, the Quality Lead, and other Team Leaders and Managers to develop the continuum of care for Street to Home participants.
- Implement, monitor and work to continuously and consistently improve the continuum of care offered to Street to Home clients.
- Develop and co-create effective operations processes (Including with external parties)
- Work with the Street to Home Manager, the Quality Lead, and other Team Leaders and Managers to develop and improve operations processes
- Ensure processes are developed, implemented and continuously improved.

### Support team and individual learning and growth

- Provide mentoring and coaching to staff in all Street to Home Practice and support the development of a highly skilled workforce.
- Engage in selection and recruitment processes for new staff.
- Manage staff performance to meet their key accountabilities, including addressing any employee performance and behaviour issues in a timely way.
- Assess the development and training needs of staff and implement individual development plans. Monitor progress of individuals against plans.
- Plan, assign and direct work ensuring that complexity meets competence level and provide coaching to support for staff to meet their responsibilities.

### **Carry out effective reporting, monitoring and administration**

- Ensure effective information flow and management reporting and look for opportunities to enhance processes and safety systems.
- Provide accurate and relevant information regarding the status of the service and its clients.
- Seek feedback from people using the service and ensure this is taken into consideration with all service development work.
- Monitor and report on service performance, including finances and performance against contract.
- Work within delegated authority and ensure petty cash systems are kept up-to-date and correct process has been followed.

### **Organizational contribution**

- Maintain a safe and healthy work environment by role modelling the Health & Safety Plan and complying with all Mission safety procedures and legal regulations.
- Adhere to all Auckland City Mission organizational policies and procedures.
- Uphold and promote Auckland City Mission values in our work.
- Adhere to all Mission operating procedures, policies, guidelines and standards of integrity and conduct.
- Occasionally participate in other duties, activities or events across the organisation.

<b>Qualifications, Experience, Knowledge and Skill Requirements</b>	
Essential	Desirable
<p>Bachelor Degree in relevant field <b>OR</b> Significant, proven experience working in the sector with a focus on intensive client engagement and case management for homelessness, mental health and addiction and residential care.</p> <p>Full Clean Driver Licence</p> <p>Evidence of inter-personal and communication (written and oral) skills.</p> <p>Reputation for driving for results and for dependability to achieve goals successfully.</p> <p>Excellent team building, collaboration and partnering skills, with aptitude for getting</p>	<p>Understanding of complex cultural, social and economic factors that contribute to homelessness.</p> <p>Experience working with or implementing housing first and trauma informed principles.</p> <p>Experience working with people experiencing coexisting issues.</p>

<p>things done through both formal and informal channels.</p> <p>Reputation for personal integrity and reliability.</p> <p>Commitment to the Auckland City Mission brand and culture.</p> <p>Commitment to embodying the principles of the Treaty of Waitangi in organisational practice.</p> <p>An appreciation of the multi-cultural nature of both New Zealand and the Mission's staff, volunteers and clients.</p> <p>Willingness to advocate for (social Justice), improved social conditions and a fair sharing of the community's resources.</p>	
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Key Relationships	
Internal Relationships	<p>Auckland City Mission Services and Teams – Calder Medical Centre, Detoxification Services, Residential Services, Food Security, Haeata. Street to Home Leadership Team. Senior Leadership Team. Corporate Services. Fundraising and Communications People and Capability. Mission HomeGround Project Team Kaumatua Cultural Lead</p>
External relationships	<p>Community Housing Providers, Community Mental Health Services, Assertive Community Outreach Service (ACOS), Housing First Collective Agencies, Ngati Whatua, Emerge Aotearoa, Kainga Ora, CADS and other Addiction Services, Healthcare Agencies, ADHB, Police, Probation, Courts, whānau, other community support providers and NGO's, Maori and Pasifika Health and Social Services, Ministry of Housing and Urban Development, Ministry of Social Development, Auckland Council, Local Business Associations.</p>