



Support Service Coordinator

Service: Transitional Housing – 3 Union Street	Date Prepared: 7/11/2024
Reports to: Manager – Transitional Housing	Direct Reports: Nil

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	
Date	

Background

Auckland City Mission – Te Tāpui Atawhai supports Aucklanders in greatest needs. Our Services have evolved as the city's social needs have done and we respond to these needs with care and compassion while advocating for a reality where there are: enough suitable homes, enough money for nutritious food and easily accessible health care for all.

Since our doors opened more than 100 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 many services, for others that’s a complex journey with our full support.

Service

Transitional Housing offers safe and secure short-term accommodation to people who are rough sleeping and/or homeless. Transitional Housing services establish relationships and pathways that make housing a real option for individuals who are homeless in Auckland. 3 Union Street is one of Auckland City Mission’s three transitional housing sites and consists of 16 self-contained apartments.

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.

Position Summary

The purpose of the Support Service Coordinator is responsible for overseeing the efficient management of 3 Union Street apartments, ensuring compliance with resident charter rules, and maintaining high occupancy levels.

This role involves conducting inspections, handling sign-ups, managing vacancies within prescribed timeframes, and completing the end of accommodation process, including rent arrears and relevant documentation.

The coordinator also addresses anti-social behaviour, ensures the safety and well-being of residents, and works to foster an environment that is trauma-informed, culturally appropriate and inclusive.

Key Responsibility Areas

Provide Resident Management

- Carry out inspections
- Conduct sign ups
- Hold residents accountable to the resident charter rules
- High Occupancy

- Complete all required documentation for end of accommodation
- Manage Incidents

Documentation and Administration

- Process core resident documentation and upload to Recordbase.
- Ensure documentation is accurate, timely and of a high calibre.
- Reporting Maintenance to relevant teams and recording
- Uploading documentation to MSD via BOS
- Reporting all apartment inspections on Recordbase.
- Weekly check - rent arrears
- Complete require reporting
- Recording inventory
- Ordering

Professional Practice

- Work professionally maintaining transparency and accountability in all actions and decisions.
- Adhere to own registration boards codes of conduct, ethics and competencies.
- Maintain appropriate professional boundaries.
- Undertake reflective practice and attend professional supervision.
- Understand primary and secondary trauma in the workplace and take proactive steps to avoid transference.

Community and Liaison

- 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 residents.

Teamwork

- Demonstrate the ability to work as part of a team by coordinating, discussing, consulting and negotiating where needed.
- Demonstrate a high level of collaboration with practitioners from other Mission Services or external agencies to support better outcomes for residents.

Health, Safety and Security

- Work within existing procedures designed to ensure the health, safety and security of self and people connected with the service, including identifying hazards and risks, and ensuring that relevant controls are properly implemented.
- Maintain a safe and healthy work environment by role modelling the Health & Safety Plan and complying with all Mission safety procedures and legal regulations.
- Report and record any incidents as per the Incident Management Procedure.
- Actively participate in relevant internal and external training to ensure safe practice.
- Confidence to manage fire evacuations as appropriate with calm but assertive direction for residents.

- Understand and adhere to safety procedures including the use of Solo Protect personal safety devices and appropriate use of security cameras and footage.

Organisational 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 organisational 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.

Key Relationships	<p>Internal Services</p> <ul style="list-style-type: none"> • Te Whare Hīnātore and James Liston Hostel • Mission Staff and Senior Leadership • Calder Health • Street to Home • Front of House, Hub and Haeata • Supportive Housing <p>External</p> <ul style="list-style-type: none"> • Local Residents/Neighbours • Government agencies, particularly MSD and MHUD • Mental Health and Addiction Services • Iwi and Pasifika Stakeholders • Family/ Whānau • Emergency Services • Healthcare providers • Kainga Ora and other Community Housing Providers
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Qualifications, Experience, Knowledge and Skill Requirements	
Essential	Desirable
<p>A relevant tertiary qualification and/or equivalent experience.</p> <p>Commitment to embodying the principles of the Te Tiriti o Waitangi in organisational practice.</p> <p>An understanding of and ability to build rapport with residents who have complex needs including trauma, mental health, addiction, poverty and homelessness.</p>	<p>Previous experience working with residents who have complex needs including trauma, mental health, addiction, poverty and homelessness.</p> <p>Understanding of complex cultural, social and economic factors that contribute to homelessness.</p> <p>Community development and engagement experience.</p>

<p>Ability to engage successfully with a range of residents.</p> <p>Excellent administrative and organisational skills.</p> <p>Excellent written communication skills.</p> <p>Able to demonstrate capability to work cross functionally in a multi-cultural environment.</p> <p>Aptitude for getting things done through formal and informal channels.</p> <p>IT skills, including database.</p>	<p>Strong ability to build rapport and maintain relationships.</p>
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