



## Job Description

Job Title:	<b>Housing Team Leader – Kaiārahi Ohu ā-Whare</b>
Reports to:	Street to Home Manager – Kaihautū Matua Ohu Ara ki te Kāinga
Division:	Housing - Kaupapa ā-whare
Department:	Street to Home
Direct Reports:	Nil
Location:	HomeGround – 140 Hobson Street, Auckland (1010); and Te Ao Mārama – 2 Day Street, Auckland (1010)

### 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.

### **Te Kaupapa o Te Tūranga - Position Purpose**

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 specialized 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.

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.

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.

### **Ngā Kawenga Matua - Key Responsibilities**

#### **Oversee safe and effective case-management and ensure continuum of care for Street to Home service users**

- Oversee the development of culturally appropriate case management and whānau centered 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.
- 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.

**Foster service competency and carry out effective reporting, monitoring and administration**

- 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.
- 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.

**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 behavior 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.

**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 program and the Mission
- In conjunction with Senior Management, influence, negotiate and work to overcome barriers to ensure organizational and client goals are met. 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 behavior 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.

### **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.
- Participate in training, professional development, and supervision, including sessions that may be scheduled outside of regular work hours.
- Comply with any other reasonable request from your manager or team leader.

<b>Ngā Whēako – Ngā Tohu Mātauranga</b> <b>Qualifications, Experience, Knowledge and Skill Requirements</b>	
<p>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.</p> <p>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.</p>	
<b>Ngā Pūkenga Nui - Essential</b>	<b>Tūranga Motuhake - Role-specific</b>
<ul style="list-style-type: none"> <li>• Full New Zealand Driver Licence.</li> <li>• Ability to build respectful and trusting relationships with people who have experienced homelessness, trauma, addiction, or mental health challenges.</li> <li>• Experience working in outreach, housing, health, community, or social services.</li> <li>• Able to work independently in different and sometimes unpredictable environments (e.g., on the street or in temporary accommodation).</li> <li>• Strong communication and interpersonal skills, and able to keep clear professional boundaries.</li> <li>• Understanding of issues related to trauma, mental health, addiction, poverty, and homelessness.</li> <li>• Knowledge of trauma-informed care, harm reduction, and culturally safe practice — or willingness to learn.</li> <li>• Commitment to upholding Te Tiriti o Waitangi and supporting inclusive, mana-enhancing practice.</li> <li>• Clear written and digital communication skills, including accurate case notes and reporting.</li> <li>• Strong organisation and time-management skills.</li> <li>• Able to work well with others as part of a team.</li> <li>• Willingness to advocate for fair access to community support and resources.</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant qualification in social services, health, housing, or community development (or working toward one), or lived experience with willingness to upskill.</li> <li>• Understanding of tenancy sustainment and housing support, including helping clients meet housing obligations and navigate barriers.</li> <li>• Ability to assess needs, manage risk, and respond appropriately in real time.</li> <li>• Comfortable supporting people from first engagement through to housing placement and ongoing sustainment.</li> <li>• Familiarity with housing, mental health, addiction, and social service systems in Tāmaki Makaurau.</li> <li>• Experience building trust with people who are disconnected from services.</li> <li>• Ability to work independently in the community while staying connected to a multidisciplinary team.</li> <li>• Understanding of the cultural, social, and economic factors that contribute to homelessness.</li> </ul>

## 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.