



Street to Home – Hub and Housing Keyworker

Service: Street to Home	Date Prepared: 22/02/2021
Reports to: Hub and Housing Team Leader	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	 Ilana James
Date	01 March 2021

## Background

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, hunger and health.

## Service

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.

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'.

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.

## Position Summary

In the role of Hub and Housing Keyworker, you will provide choices of support for people at different stages of the street to home journey. You will understand and demonstrate the Housing First and Tāiki principles in your work and utilise these to guide your practice.

Keyworkers work within a multidisciplinary team to engage with people proactively and/or through agency and community referrals. Using your professional experience, you will build trust and rapport, and identify and respond to people's immediate and long-term needs using a trauma-informed and strengths-based approach.

Hub and Housing Keyworkers provide services to individuals and families in a variety of settings, the majority of which will be in either emergency housing placements and/or permanent housing settings. You will support clients by assisting them to access and retain housing, sustain their tenancies, address barriers that impact on tenancy sustainment, engage in healthcare and build relationships and support networks. You will also be responsible for supporting clients to build on natural support systems and community connection that will remain in place once they graduate from Street to Home. You will work with a client centred and holistic approach to connect people with services that address their mental, physical, family and spiritual wellbeing.

## Key Responsibility Areas

### Client Engagement

- Ensure clients are well-informed about the Street to Home service intention and purpose.
- Communicate with clients using a clear, transparent, and culturally sensitive approach while building relationships.
- Maintain consistent engagement have with clients in a planned and coordinated way.
- Initiate contact with clients that been referred and accepted into Street to Home as directed by the Leadership Team.
- Respond to new referrals within designated timeframe.
- Support clients understanding of relationship with Mission Services and mutual expectations of service engagement.

### Client Assessment

- Use Street to Home assessment framework to understand client needs.
- Be adaptable and utilise a variety of assessment techniques to respond to variant cultural and social needs.
- Provide clients with information and education about housing and support services as appropriate.
- Use assessment information to develop initial plans with clients.
- Consult with practice leads and team leads as required to assess and mitigate any risks associated with client's wellbeing.

### Case Management

- Be competent and confident in the delivery of outreach and case-management services to people experiencing homelessness and/or housing instability.
- Support the integration of clinical and community practice, ensuring balance to best meet the needs of Street to Home clients.
- Understand and demonstrate the Housing First and Tāiki principles in all client work and utilise these to guide practice.
- Design collaborative, goal orientated, time referenced action plans that encourage confidence, accountability, and independence.
- Ensure all case-management plans are whānau-led.
- Identify and address underlying issues that have acted as barriers to accessing and sustaining housing.
- Support the warm handover, transition and/or engagement of clients to other Mission or community services.
- Provide high-quality service to 10-15 clients at any given time.

### 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.

#### **Documentation and Administration**

- Process core client documentation as required on Recordbase.
- Ensure documentation is accurate, timely and of a high calibre.
- Maintain up-to-date client notes and documentation in Recordbase.

#### **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 clients.

#### **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 Street to Home clients.

#### **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.
- Guide as required junior members of the team in their understanding of Health & Safety.
- Report and record any incidents as per the Incident Management Procedure.
- Actively participate in relevant internal and external training to ensure safe practice.

#### **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.

<b>Qualifications, Experience, Knowledge and Skill Requirements</b>	
<b>Essential</b>	<b>Desirable</b>
<p>A relevant tertiary qualification and/or equivalent experience.</p> <p>An understanding of and ability to build rapport with clients who have complex needs including trauma, mental health, addiction, poverty and homelessness.</p> <p>Ability to engage successfully with a range of clients, to assist with completing assessments.</p> <p>Willingness to advocate for improved social conditions and a fair sharing of community resources.</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>Commitment to embodying the principles of the Treaty of Waitangi in organisational practice.</p>	<p>Previous experience working with clients 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>IT skills, including database</p> <p>Strong ability to build rapport, and maintain relationships.</p>