



Job Description

Job Title:	AOD Peer Support Worker – Kaimahi ā-Hoa Tiaki Tangata
Reports to:	Manager Health and Connection
Division:	Health Services – Ratonga Hauora
Department:	Health and Connection – Health Services
Direct Reports:	Nil
Location:	HomeGround – 140 Hobson Street, Auckland (1010); mobile across Mission sites and community settings

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. We offer support for however long and in whatever way needed – for some people that is simply accessing one of our many services, for others it is a complex journey with our full support.

Te Tāpui Atawhai Auckland City Mission is committed to fostering a diverse and inclusive environment where whānau, kaimahi and partners feel valued, respected and empowered to advocate for themselves, our whānau Māori and the communities we serve. This is foundational to our mission, vision, and values as a Tangata Tiriti organisation.

Our Values

- **Manaakitanga** – We recognise and value the mana of every person as equal or greater than our own through hospitality, generosity, aroha, and respect.
- **Mana tika/Mana Ōrite** – Committed to equity and seeking dignity for all, we will fearlessly advocate with and for those experiencing greatest need.

- **Rangapū** – We seek and engage in authentic partnerships characterized by mutual trust, integrity, respect, transparency, commitment, and collaboration. We demonstrate our commitment to Te Tiriti o Waitangi through our actions.
- **Atawhai** – Compassion, care, and grace guide our every interaction.

Health and Connection

Health and Connection supports the Mission by providing accessible, responsive, mobile, and relationship-based health and social support to people experiencing significant barriers to accessing health care and other services.

Acknowledging the ongoing impacts of colonisation, systemic inequities and breaches of Te Tiriti o Waitangi, Health and Connection is committed to improving equitable access, experience and outcomes for Māori and other populations experiencing disadvantage, using data, whānau voice and continuous improvement processes to identify and address inequities.

Working across community and outreach settings, the multidisciplinary team builds trusted relationships with tāngata whaiora and whānau, meeting people where they are and supporting connection to health care, alcohol and other drug services, harm reduction, mental health support, housing, social services and other resources that contribute to improved health and wellbeing.

Health and Connection brings together professional and lived-experience expertise to provide coordinated, person-centred, and culturally safe support. Working across Te Tāpui Atawhai and community services, the team reduces barriers to care and improves health and wellbeing outcomes for people experiencing homelessness, poverty, trauma, substance use, mental distress, and other complex needs.

Te Kaupapa o Te Tūranga - Position Purpose

The AOD Peer Support Worker – Kaimahi ā-Hoa Tiaki Tangata is responsible for providing peer-based alcohol and other drug support to clients and whānau experiencing complex health, disability, and social needs as part of the multidisciplinary Health and Connection team.

Drawing intentionally and appropriately on personal lived experience of recovery alongside peer-support knowledge and training, the role builds connection, hope and trust with people who may experience barriers to engaging with health, AOD and social services.

The role contributes to reducing health and social inequities by supporting equitable access to services, advocating for whānau experiencing barriers to care, and ensuring engagement is culturally safe, whānau-centred, and responsive to the needs and aspirations of Māori.

Working from harm reduction, recovery-oriented, culturally safe and trauma-informed approaches, the AOD Peer Support Worker supports people to identify their own goals,

strengthen motivation and self-determination, reduce substance-related harm and connect with services, communities and supports that are meaningful to them.

The role works alongside AOD practitioners and other Health and Connection disciplines, bringing the distinctive perspective and value of lived experience to multidisciplinary practice while maintaining the boundaries and principles of peer support.

Ngā Kawenga Matua - Key Responsibilities

Peer Support and Engagement

- Use lived experience intentionally, safely and appropriately to build connection, trust, hope and mutual understanding with people experiencing substance-related harm.
- Develop authentic, respectful and culturally safe peer relationships while maintaining clear peer-support boundaries.
- Engage people who may be ambivalent about change or have experienced difficulty engaging with mainstream health and social services.
- Support people to identify their own strengths, aspirations and goals and make informed choices about their health, substance use and wellbeing.
- Promote hope, self-determination and belief in the possibility of positive change without imposing a particular definition or pathway of recovery.
- Use appropriate self-disclosure purposefully and in ways that benefit the person receiving peer support.
- Provide practical peer support within the scope of the role.
- Support people to recognise and build on their own strengths, resources and existing support networks.
- Maintain respect for individual choice, autonomy and different experiences of recovery.

Harm Reduction and Recovery Support

- Provide peer-based support grounded in harm reduction and recovery principles.
- Share appropriate information, strategies and resources that can support people to reduce alcohol and other drug-related harm.
- Support people to explore their own motivations, goals and readiness for change.
- Encourage connection with AOD treatment, harm reduction, recovery and community resources according to individual goals and preferences.
- Establish and maintain knowledge of local peer, recovery, harm reduction and community supports.
- Support people to access groups, programmes and community resources that strengthen connection and wellbeing.
- Promote choice and recognise that recovery and wellbeing pathways are individual and may change over time.
- Work in ways that recognise the impacts of trauma, colonisation, poverty, homelessness, mental health needs and systemic barriers.

Mobile Outreach and Practical Support

- Work flexibly across community and outreach settings as part of the Health and Connection team.
- Support engagement with people in locations and environments appropriate to the purpose of the service and agreed team priorities.
- Accompany and support clients to relevant appointments, services, groups or community resources where this contributes to agreed goals.
- Provide practical support that enables engagement with health, AOD and social services while remaining within peer-support scope.
- Assist people to navigate services and understand available options, working alongside relevant Health and Connection practitioners.
- Support continuity of engagement when people move between services or experience difficulty remaining connected with care.
- Identify barriers to engagement and work collaboratively with the person and multidisciplinary team to develop practical responses.
- Maintain personal and client safety during outreach work in accordance with organisational policies and agreed team processes.

Multidisciplinary Team Contribution

- Work collaboratively with AOD practitioners, nurses, social workers, occupational therapists, coordinators and other members of Health and Connection.
- Bring the peer and lived-experience perspective to multidisciplinary discussion, planning and service development.
- Contribute relevant client perspectives to care planning while maintaining peer-support values and boundaries.
- Participate in MDT hui, case discussions and team meetings as appropriate.
- Support colleagues to understand the value and principles of peer support and lived-experience practice.
- Recognise the distinction between peer support and clinical assessment, treatment or case management and refer matters requiring professional assessment to the appropriate practitioner.
- Escalate concerns about immediate safety or wellbeing through agreed team pathways while maintaining transparency with the person wherever possible.
- Work collaboratively with internal Mission services and external providers to support coordinated and person-centred care.

Group and Community Connection

- Facilitate or co-facilitate peer-support, recovery or wellbeing groups where appropriate and agreed within the team workplan.
- Create opportunities for people to learn from shared experience and build connection with others.
- Support connection with local recovery, peer, cultural and community groups and resources.
- Develop and maintain relationships with relevant peer-support and recovery communities.
- Encourage participation in community activities and supports that align with individual goals, identity and interests.
- Contribute to community engagement activities relevant to AOD peer support and Health and Connection.

Documentation, Professional Practice and Development

- Demonstrate professionalism, Manaakitanga, sensitivity, respect, ethical practice, and confidentiality, and contribute to culturally safe experiences for whānau, colleagues and partner agencies.
- Maintain accurate, timely and confidential records of peer-support activity on appropriate organisational systems.
- Provide relevant updates and handovers to team members while respecting privacy, consent and peer-support principles.
- Maintain clear and appropriate boundaries in peer relationships.
- Participate in regular peer or professional supervision and reflective practice.
- Maintain and develop knowledge of peer-support practice, harm reduction, AOD issues and relevant community resources.
- Participate in relevant training, professional development and organisational activities.
- Reflect on the use of lived experience and self-disclosure and seek support where required to maintain safe and effective peer practice.
- Manage workload and competing priorities effectively and communicate emerging issues to the Manager Health and Connection.

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.
- Ensure risks associated with mobile and outreach work are identified, assessed, and appropriately managed.
- Ensure staff understand and follow processes relating to lone working, personal safety, information security, incident reporting, and escalation.
- Ensure service delivery complies with relevant legislative, regulatory, contractual, and professional requirements.
- Ensure privacy, confidentiality, informed consent, and appropriate information-sharing requirements are understood and consistently applied.

Tikanga – Culture and Relationships

- Demonstrate and promote commitment to Te Tiriti o Waitangi by embedding its principles of leadership, decision-making, service delivery, and continuous improvement through the mission's values of Manaakitanga, Atawhai, Rangapū and Mana Tika, Mana Ōrite.
- Demonstrates a deep understanding of cultural safety principles ¹ and applies them to mitigate power imbalances in workplace and service delivery environments.
- Demonstrate cultural awareness when engaging with all people.
- Demonstrate understanding of the impacts of colonisation and systemic inequities on Māori Health and wellbeing, including trauma, mental health, addiction, poverty, and homelessness; and actively support initiatives that promote equity and tino rangatiratanga.
- 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

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
• Peer Support Level 4, Level 4 qualification in Addictions/Mental Health, relevant tertiary qualification, or equivalent lived experience relevant to AOD peer support. • Personal lived experience of AOD recovery and the ability to use that experience intentionally, safely and appropriately within a peer-support role. • A minimum of two years drug- and alcohol-free, with a demonstrated	• Strong understanding of peer-support principles and the purposeful use of lived experience. • Demonstrated understanding of harm reduction and recovery-oriented approaches. • Ability to use self-disclosure thoughtfully and appropriately to support connection, hope and client-defined goals.

¹ Ramsden, I. M. (2002). *Cultural safety and nursing education in Aotearoa and Te Waipounamu* (Doctoral dissertation, Victoria University of Wellington). Research Archive @ Victoria

commitment to personal recovery and wellness. • Current full New Zealand driver's licence. • Experience working in peer support, health, social services, community-based organisations or a related setting. • Demonstrated ability to build trust and establish strong relationships with people experiencing complex challenges. • Understanding of the impacts of colonisation, trauma, mental health needs, addiction, poverty and homelessness. • Strong interpersonal and communication skills. • Ability to maintain clear professional and peer-support boundaries. • Ability to work safely and effectively in mobile, outreach and community environments. • Ability to manage competing priorities while remaining focused on agreed outcomes. • Commitment to ongoing supervision, reflection, learning and personal wellbeing. • Commitment to upholding the articles of Te Tiriti o Waitangi in organisational practice. • Values aligned with the mission and purpose of Auckland City Mission – Te Tāpui Atawhai.	• Ability to maintain the distinctive peer relationship while working effectively within a multidisciplinary team. • Experience engaging people affected by substance use, trauma, homelessness, mental health needs and systemic barriers. • Strong ability to build rapport and maintain meaningful relationships with people from diverse backgrounds. • Understanding of the impacts of colonisation, poverty and systemic barriers, particularly for Māori, and commitment to culturally safe practice. • Experience in community engagement, particularly with Māori communities, is desirable. • Ability to support people to connect with AOD, peer, recovery, health and community resources. • Experience facilitating or co-facilitating groups is desirable. • Ability to recognise issues requiring clinical or specialist input and seek support appropriately. • Knowledgeable, patient and able to support others with empathy and aroha. • Collaborative team member with the ability to work effectively with colleagues and external partners. • Good written communication and record-keeping skills. • Organised, reliable and confident using basic digital tools and client information systems.
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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.