



## Job Description

<b>Job Title</b>	Community Connector
<b>Reports to</b>	Team Leader Food Security
<b>Service</b>	Food Security
<b>Direct Reports</b>	
<b>Location</b>	69 Boston Road, Grafton Auckland
<b>Date prepared</b>	April 2024

### Background

Auckland City Mission - Te Tāpui Atawhai supports Aucklanders in greatest need. 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 our many services, for others that's a complex journey with our full support.

### Position Summary

This position initially manages enquiries from people requesting access to emergency food support. On engagement, the Community Connector assists and assesses clients' needs, connecting them to emergency food support and, as appropriate, advocating for and referring to internal and external support agencies and health and social services. The Community Connector identifies and acts on opportunities to remove barriers to food security both individually with whānau and by connecting with other stakeholders to create opportunities for transformational change.

## Key Responsibility Areas

### Working with whānau

- Engage clients effectively at initial contact and subsequently
- Follow Mission assessment processes for each client
- Use a theoretical model to guide the assessment process
- Work with the client to reach an agreement on how to move forward
- Advocate on clients' behalf where the client is unable to do so effectively
- Identify opportunities to support clients to move beyond food insecurity
- Record all interventions, and produce statistical reports as required.

### Team Membership

- Attend and participate constructively in team meetings and activities
- Work as part of the team in providing services to an appropriate standard
- Understand and consistently use organisational policies and procedures
- From time to time, perform other reasonable duties as requested by the Team Leader. This may be in the wider Mission work environment.

### Organisational Requirements

- Understand and articulate the organisational mission, vision, values, and impact we seek.
- Develop and maintain knowledge and understanding of other services, including referral processes.
- Comply with all legislative and regulatory requirements and report any breaches as soon as they become known.
- Adhere to all Mission operating procedures, policies, guidelines and standards of integrity and conduct.
- Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into the work.
- Take an active role in own professional development

### Build and Maintain External Relationships

- Develop and maintain knowledge and understanding of external community issues and how they relate to Mission services.
- Follow protocol for external relationships consistently.

- Work with other organisations to deliver client care.

### Qualifications, Experience, Knowledge and Skill Requirements

Essential	Role-specific
<ul style="list-style-type: none"> <li>• Tertiary qualification in a relevant field. <i>OR</i> extensive experience in a related and transferable setting.</li> <li>• Clean full driver's licence</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in a related field.</li> <li>• Experience working in a multicultural environment.</li> <li>• Excellent communication skills.</li> <li>• Administration and computer skills.</li> <li>• Interpersonal skills.</li> <li>• Customer service skills.</li> <li>• Ability to relate to people from all walks of life.</li> <li>• Understanding of Social Services and their process.</li> <li>• Understand to work with vulnerable people and the systems they engage with.</li> <li>• Non-judgemental attitude.</li> <li>• Resilience.</li> </ul>

### About the Food Security Service

Our commitment to those in greatest need has meant that the Auckland City Mission has provided support with food through our Food Bank Services since the mid-1980s, one of the first of its kind in the country. Over the years, the demand for this service has steadily increased, and in the last number of years, it has grown exponentially.

This service seeks to lead the Mission's vision of an Aotearoa where everyone can thrive, including having enough good kai to sustain them and their whānau needs. We understand that food insecurity is driven primarily by inadequate income and, therefore, requires us to challenge and disrupt the current economic and food systems. This is done in relationship with our national and regional partners, most notably Kore Hiakai, Auckland Council, government partners (including health) and varied food growers, producers, distributors, and food bodies.

We are conscious that whilst food is not what will change the reality of food insecurity, people who are food insecure do need food until the reality of a food-secure nation can be realised. As such, we seek

to distribute food in mana-enhancing ways, whether through our own food bank or in partnership with others, most particularly Manukau Urban Māori Authority and Papakura Marae.

We seek to ensure that dignity is upheld and shame minimised. We value the distribution of nutritious food, where people have choice and further appropriate support is offered if needed. We realise that unless we advocate strongly for change, we are entrenching within the food system societal dependence (and most notably governmental dependence) on the provision of services like ours to supplement inadequate incomes.

We privilege a response for and by Māori, for and by Pasifika peoples, and finally, we acknowledge that it is overwhelmingly women who are carrying this burden. As such we will privilege responses that meet the needs of women and particularly women parenting alone. The team provides emergency food and goods to clients in their time of greatest need, whether a one-off visit or whānau facing long-term difficulties. By providing assessments, identifying when additional support would be helpful and referring to other services, this service effectively advocates for individuals in greatest need. The service also generates important data and information for the Mission to use for wider advocacy work