



Job Description

Job Title - Ingoa Tūranga Mahi:	Kaimanaaki, Street Guardians
Reports to - Rīpoata ki	Pou Whirinaki
Service - Ratonga:	Street Guardians
Department:	Māori Operations
Direct Reports - Rīpoata Tika	Nil
Location - Wāhi:	140 Hobson Street, Auckland CBD - HomeGround

Te Tāpui Atawhai – Auckland City Mission

Background - Ko wai mātou

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.

Street Guardians

Street Guardians was piloted in 2018 as a positive approach to address begging in the Auckland City centre. Street Guardians is a programme that partners with local organisations which provide work experience activities, community engagement, and potential employment pathway opportunities.

Programme participants are provided with breakfast, lunch, transport and supported with individual goal plans, resume writing, job application, and are also referred to health, accommodation, and employment services.

Position Purpose - Te Kaupapa o Te Tūranga
The Kaimanaaki works alongside the Street Guardians Programme Coordinator to support the day-to-day operations of the Street Guardians programme. Responsibilities include driving, vehicle upkeep, looking after PPE, and helping to ensure work projects are completed to a high standard and meet the needs of external programme providers.
Key Responsibilities – Ngā Kawenga Matua
Service Delivery • Work alongside the Programme Coordinator and Haeata kaimahi to support daily operations and safe delivery of the Street Guardians programme. • Transport kaimahi and Street Guardian participants safely and timely as required. • Ensure transport vehicle is up kept and maintained. • Monitor, maintain, and ensure adherence to each project sites health and safety regulations. Including ensuring the distribution of PPE to support safe and effective work practices. • Assist with coordinating tools, equipment, and resources needed for work projects. • Support Street Guardians participants in completing work tasks to a high standard. • Ensure the needs and expectations of external programme providers are met. • Demonstrates the ability to manage complex behaviours with compassion and grace. • Supports the co-ordination and ongoing service and delivery improvement of Street Guardians. • Document and report health and safety concerns and incidents as they arise in a timely manner and via the incident management protocols. • Participate in training where required. Culture and relationships • Demonstrate through actions commitment to Te Tiriti o Waitangi and the Mission’s values of Manaakitanga, Atawhai, Rangapū and Manatika/Mana Orite. • Build and maintain positive and professional relationships with internal and external stakeholders, e.g.: external site providers for Street Guardians. Be part of the Mission Team • Practice a culture of positive health and safety practice and meet requirements of health and safety policies. • Ensure understanding of performance expectations/goals with your direct line Manager and engage in annual performance reviews. • Demonstrate empathy and understanding of issues of 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.

Quality and Compliance

- Adhere to professional boundaries outlined in the Mission Code of Ethics and Code of Conduct in all dealings with co-workers, clients, and external agency stakeholders. Comply with Te Tāpui Atawhai Auckland City Mission policies and procedures, with particular attention to safeguarding, health and safety, and equality and diversity.
- Lead a culture of positive 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 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.

Other

- Any other reasonable request from your manager or team leader.

Qualifications, Experience, Knowledge and Skill Requirements Ngā Whēako – Ngā Tohu Mātauranga

The skills, experience and knowledge outlined below may be obtained from a number of different experiences. For example, from paid work, voluntary work, work undertaken within your Church, Marae, 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.

Essential - Ngā Pūkenga Nui	Role-specific - Tūranga Motuhake
• Ability to build rapport with whanau who have complex needs including trauma, mental health, addiction, poverty and homelessness. • Ability to collaborate and work as part of a team. • Commitment to actively uphold Te Tāpui Atawhai – Auckland City Mission Te Tiriti o Waitangi policy and strategy. • Empathy and understanding of issues of trauma, mental health, addiction, poverty and homelessness. • Has a reputation as a people influencer and leader, who has a reputation as someone who is trusted and leads in a tika, pono and aroha way. • Values aligned to the Te Tāpui Atawhai - Auckland City Mission brand and culture. • Ability to work successfully within an NGO environment.	• Full driver's license • Understanding of complex cultural, social and economic factors that contribute to homelessness • Strong ability to build rapport, and maintain relationships.

Why join us? – Haere mai

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.

OUR MISSION- Tō Mātou Kaupapa.

We provide immediate relief and pathways to long-term wellbeing for people in greatest need, through connection and access to kai, kāinga and hauora.

OUR VISION- Tō Mātou Kitea

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 them and their whānau needs.
- Health care is accessible for all, including people living with the effects of trauma, mental unwellness and substance abuse.