



Job Description

Job Title – Kaihautū Matua Ratonga Aukati Warawara	Social Withdrawal Manager
Reports to - Rīpoata ki	General Manager Health Services
Service - Ratonga:	Social Withdrawal Service (Social Detox)
Direct Reports - Rīpoata Tika	Team Leader, Support Workers Team Leader, Practitioners
Location - Wāhi:	140 Hobson Street, HomeGround

Te Tāpui Atawhai – Auckland City Mission

Background - Ko wai mātou

Te Tāpui Atawhai – Auckland City Mission supports Aucklanders in greatest need. 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.

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 that’s a complex journey with our full support.

The Mission, known as Te Tāpui Atawhai since July 2021, sees its Māori name as symbolising a commitment to understanding and addressing the impact of colonisation and contributing to the nation's healing process and acknowledging that existing economic, health, and social inequities for Māori are caused by breaches of Te Tiriti which are on-going.

Te Tāpui Atawhai is committed to upholding Te Tiriti o Waitangi, doing so is core to achieving our organisational mission and vision. Underpinning our work and foundational to our mission, vision and values as a Tangata Tiriti organisation. This commitment is demonstrated in everything we do as an organisation, and we are committed to fostering a diverse and inclusive workplace where staff feel valued and respected.

Social Withdrawal Service - Ratonga

Socially Managed Withdrawal Services supports people to cease using substances problematically by offering a safe and supportive environment for withdrawal.

The 15-bed residential unit is staffed 24-7 and has a multidisciplinary team consisting of Registered Practitioners (DAPAANZ), Support Workers and Peer Support. To provide all necessary care and planning, work is divided into two teams/focus areas: community and residential.

A range of supports and engagement activities are undertaken including groups, which follow a weekly cycle (due to rolling admissions) and primarily focus on psychoeducation, support groups and peer-led experiences. Daily tasks prioritise safety, routine, and structure to facilitate connections. Support Workers assist whaiora with domestic duties to foster a sense of community and attachment. Tāngata whaiora receive support to address social, medical, or interpersonal challenges they may be facing during their detox process.

The service is an essential part of the Alcohol and Other Drug (AOD) sector and works closely with other providers including Medical Withdrawal Services (run by Te Whatu Ora, one floor below) and residential drug treatment providers.

Position Purpose - Te Kaupapa o Te Tūranga

The Service Manager is responsible for the operational delivery of the service on a daily basis, ensuring that both kaimahi and tāngata whaiora have all necessary support and guidance for the safe and effective delivery of withdrawal services. The role provides leadership and expertise to the team, including guiding AOD harm reduction and risk management.

Mission managers also play an important role in contributing knowledge and experience to the overall functioning and development of the wider Mission, as well as working directly with tāngata whaiora, and building and maintaining relationships with a wide range of external parties.

Key Responsibilities – Ngā Kawenga Matua

Service Leadership

- Lead the development and delivery of Social Withdrawal Service for the Mission's whanau.
- Contribute to the leadership of the organisation including role modelling a culture that embeds the Mission's values of Manaakitanga, Atawhai, Rangapū and Manatika/Mana Orite and demonstrates through actions commitment to Te Tiriti o Waitangi.
- Ensure that effective clinical and cultural processes and practices are followed to support the delivery of services to people with complex needs. Ensure processes are documented, understood, adapted as necessary, and practiced by all team members.
- Be a strong champion of Te Tiriti o Waitangi and actively seek to embed Te Tiriti approaches in service delivery and leadership
- Ensure that any racism, inequities and culturally inappropriate behaviour at the Mission are addressed.
- Contribute to building a strong collaborative leadership team that ensures decision making is timely and rigorous, performance is well managed
- Provide people leadership to the team through a range of activities including team meetings, coaching and mentoring, providing regular feedback on performance, role modelling desired behaviours and ensuring the team achieve outcomes and demonstrate the Mission's values.

Transformation

- Advocate for the Mission and the people it serves, promoting its beliefs and raising social issues learned through working with people in desperate need.
- Develop and lead service design and innovation in withdrawal services in line with the Mission's vision and strategy.
- Manage implementation of new and innovative approaches, including reporting and maintaining relationships with funding agencies and service users.

Relationships

- Develop key relationships to broaden the Mission's connections by proactively engaging and fostering trusted partnerships with iwi, government and non-government organisations, interests and community groups. With a particular focus on AOD sector stakeholders and partners.
- Coach and encourage staff to develop relationships that support the Mission and its work. This includes guiding staff to form the relationships and networks they need, both internally within the Mission, and externally outside of the Mission, to ensure Mission tāngata whaiora have access to a holistic range of support.

Operational Effectiveness

- Ensure services are delivered to a high standard and in line with the agreed model of care.
- Deliver and continuously improve the provision of quality the Social Withdrawal Service, ensuring best value for the people the Mission serves.
- Ensure staff are managed well in line with HR policies, NZ law, health and safety guidelines, and best employment practice.
- Ensure performance expectations/goals are established with all staff and annual performance reviews completed to ensure people are provided with timely feedback, effective training, development and support.
- Identify training needs and requirements and ensure appropriate training is in place, including mandatory requirements. Includes taking an active role in personal training requirements and professional development.
- Provide timely and insightful reporting on operational delivery and service efficacy.

Clinical Assurance

- Ensure all tāngata whaiora receive a high standard of care, consistent with best practice and the agreed model of care.
- Ensure all staff are well trained and aware of service delivery models and its operationalisation into day-to-day service delivery.

Compliance

- Lead a culture of positive health and safety practice and meet requirements of health and safety policies.
- Ensure the service delivery and staff conduct adheres to Mission policies and procedures.
- Ensure the Mission complies with all legal and regulatory requirements and governance protocols (e.g. NZ Employment Law) and report any breaches as soon as they become known.

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
<ul style="list-style-type: none"> • Full Clean Driver Licence • Evidence of inter-personal and communication skills (written and oral). • Reputation for dependability and drive for achieving goals successfully. • Excellent team building, collaboration and partnering skills, with aptitude for getting things done through both formal and informal channels. • Reputation for personal integrity and reliability. • Commitment to the Auckland City Mission brand and culture. • Commitment to embodying the principles of the Te Tiriti o Waitangi in organisational practice. • An appreciation of the multi-cultural nature of both New Zealand and the Mission’s staff, volunteers and tāngata whaiora. • Willingness to advocate for improved social conditions and a fair sharing of the community’s resources (social justice). 	<ul style="list-style-type: none"> • DAPAANZ professional registration OR equivalent registration (HPCA, Social Work etc) AND strong experience and knowledge of drug treatment services • Significant, proven people management experience, leading a team of specialists and/or subject matter experts • Understanding of complex cultural, social and economic factors that contribute to substance use and mental health issues • Experience working with people experiencing coexisting issues including trauma. • Experience of implementing operational processes and continuous process improvement • Experience of managing health and safety risks in complex environments

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

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