



Position Description

Role: Cultural Practitioner – Te Whare Hīnātore

Reports to	Team Lead – Te Whare Hīnātore Residential Service	
Purpose of the role	Cultural Practitioner - Te Whare Hīnātore is responsible for implementing the daily programme, ensuring service delivery aligns with the direction, goals, and objectives of Te Whare Hīnātore, with a specific focus on the implementation and integration of te ao Māori within all elements of the service. This includes the weekly Wāhine dinner as an important extension of Te Whare Hīnātore.	
Location	2 Franklin Road & 3 Arthur Street	
Direct reports:	Nil	
Key Relationships – Hononga Matua	<ul style="list-style-type: none">• Kaiwhakahaere/Manager Te Whare Hīnātore• Team Lead• Cultural Practitioners and Kaiāwhina• Specialist staff – Te Whare Hīnātore• and other Te Tāpui Atawhai staff through to senior leadership	

Background – Ko wai mātou

The Auckland City Mission was founded by the Anglican Church in Tāmaki Makarau just over 100 years ago. Since its inception it has sought change and transformation 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.

At the core of the present-day Auckland City Mission are three areas of work. Our response to homelessness through our outreach, case management, community development, transitional and permanent accommodation services, our response to food insecurity through the provision of food and support services and our health programme - the social detoxification unit and the primary health care centre known as the Calder Centre. We seek to respond to the immediate need and advocate for systemic change. All services across the Mission are supported by the Corporate Services Division which includes the

Finance, Asset and ICT Team as well as the Distribution and Retail Team. Additionally, the Mission also has Fundraising and People and Capability Teams.

Over 10 years ago the Mission began a journey of transformation of both its services and its building, culminating in the creation of a kaupapa Māori trauma informed transitional service, named Te Whare Hīnātore (2019) and HomeGround opened in February of 2022.

The transformation of the Mission has not only been located to its building and services but critically, and much more broadly, in its understanding and application of Te Tiriti of Waitangi, across all aspects and functions of the Mission.

Te Whare Hīnātore is a kaupapa Māori, trauma informed residential service for wāhine who are experiencing homelessness or rough sleeping. Currently this service is made up of two key components – residential and clinical.

The role of **Cultural Practitioner** is to implement the daily programme. This includes facilitating whanaungatanga or skills groups, providing 1:1 sessions to support wāhine to work towards their individual goals, and helping with the daily running of the whare.

Wāhine Dinner: Each Tuesday evening, HomeGround opens its doors for a service run by wāhine, for wāhine, welcoming vulnerably housed women and/or wāhine living on the street, for kai and whanaungatanga. Other services of this dinner are in the process of being developed.

Key Accountabilities

Service Delivery	<ul style="list-style-type: none">▪ Implementation of Te Whare Hīnātore daily programme▪ Conducts groups and 1:1 sessions in a safe and professional manner▪ Gathers relevant information and prioritises the needs of the wāhine▪ Supports and/or conducts comprehensive assessments▪ Contributes to the development of treatment plans and care/safety plans▪ Conducts and/or supports admission/discharge▪ Maintains positive and functional networks with other community agencies▪ Completes other tasks as directed by the Team Lead and Kaiwhakahaere/Manager▪ Contributes to the practice of the organisation including role modelling a culture that embeds the Mission's values of Manaakitanga, Atawhai, Rangapū and Manatika/Mana Orite
Transformation	<ul style="list-style-type: none">▪ Develop and implement initiatives and plans to grow and

	<p>embed Te Ao Māori within Te Whare Hīnātore and build understanding and practice in line with Te Tiriti o Waitangi</p> <ul style="list-style-type: none"> ▪ Implement frameworks and tools to review and improve services, extend Māori capabilities and privilege Māori development ▪ Challenge all staff, all internal processes and practices to grow the Te Whare Hīnātore cultural safety and capability ▪ Honour the Te Tiriti partnership and work with the Team Lead, Manager, kaimahi and wāhine dinner to implement change effectively ▪ Advocate for the Mission and the people it serves, promoting its beliefs and raising social issues from a Māori perspective learned through working with people in desperate need
Relationships	<ul style="list-style-type: none"> ▪ Commit to developing relationships that support the Mission and its work ▪ Key stakeholder relationships are cultivated and maintained positively
Operational Effectiveness	<ul style="list-style-type: none"> ▪ Deliver and continuously improve the provision of quality kaupapa Māori services at Te Whare Hīnātore and the Wāhine Dinner ▪ Align practice and representation with current HR policies, NZ law and best employment practice ▪ Ensure understanding of performance expectations/goals with your direct line Manager and engage in annual performance reviews ▪ All incremental service design changes are responsive to cultural and ethnic diversity and offer pathways aligned to individual cultural and ethnic need
Clinical Assurance	<ul style="list-style-type: none"> ▪ Ensure that all clients receive a high standard of care, consistent with accepted best practice and the agreed model of care ▪ Provides a range of appropriate interventions (minimal/brief to comprehensive) that are aligned to mātauranga Māori and/or with the guidance of the clinical team ▪ Actively encourages and (where appropriate) involves whānau or other support people in treatment provision ▪ Active participation across Te Whare Hīnātore programme, including development, support, and/or facilitation of groups, networking, and day-to-day running of the service ▪ Supports/advocates for wāhine engaging with external services and providers, including referrals, attending assessments/ meetings and liaising with allocated key workers ▪ Collaborative discharge planning with wāhine, kaimahi, and (where appropriate) relevant whānau/support people ▪ Providing a cultural perspective to clinical discussions,

	<p>assessments, evaluations, and documentation of care</p> <ul style="list-style-type: none"> ▪ Ensure relevant registrations and practicing certificates are current ▪ Engage in regular supervision in line with registration requirements and under the guidance of your direct line Manager
Compliance	<ul style="list-style-type: none"> ▪ Practice a culture of positive health and safety practice and meet requirements of health and safety policies ▪ Adhere to outlined budgets and delegated authorities, achieving best value for money ▪ 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