



## Position Description

### Role: Kaimanaaki Matua – FOH

<b>Reports to</b>	Team Leader Front of House
<b>Location</b>	HomeGround – Hobson Street
<b>Key Relationships</b>	<ul style="list-style-type: none"><li>• Manager Front of House</li><li>• Hub and Haeata staff</li><li>• Street to Home Keyworkers</li><li>• Te Tāpui Atawhai staff through to senior leadership</li></ul>

#### Our Mission – O Tātou Kaupapa

Together we stand with those in desperate need. We provide immediate relief and pathways to enable long term wellbeing.

#### Our Values – O Tātou Mātāpono

- **Manaakitanga**  
We recognise and value the mana of every person as equal or greater than our own through hospitality, generosity, aroha, and respect.
- **Manatika**  
Committed to equity, and seeking dignity for all, we will fearlessly advocate with and for people experiencing greatest need. **Atawhai**
- **Atawhai**  
Compassion, care, and grace guide our every interaction.
- **Rangapū**

The Auckland City Mission recognises the principle of partnership within Te Tiriti O Waitangi.

We seek to 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.

## **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.

## **POSITION PURPOSE - Te Kaupapa o Te Tūranga**

Kaimanaaki Matua role is to support the leadership of FOH. This role will also take Team Leader responsibilities when Team Leader is not available or on leave.

Front of House, as the waharoa to HomeGround is the first point of connection for all visitors, whānau member and community member, the role of Kaimanaaki is to ensure that wairua Māori and mana akiaki permeates all actions and interactions.

The service will warmly welcome all visitors, clients, community members; assess their needs and help them navigate to an appropriate support service or destination through a warm handover process.

The team works in partnership with the Mission's other client facing services of Apartments Concierge, Calder Centre, Street to Home, withdrawal services, Haeata.

## Key Accountabilities

<p><b>Service development and implementation</b></p>	<ul style="list-style-type: none"> <li>▪ Greet visitors and clients of the Auckland City Mission and ensure they are treated with respect and care, and warmly welcomed</li> <li>▪ Demonstrate the Mission’s spirit of Mana akiaki which is lead and instilled from first point of connection, our front of house</li> <li>▪ As no two days are the same – an ability to think on your feet, and engage with anyone</li> <li>▪ Ability to deal with complex behaviours whilst demonstrating compassion and grace</li> <li>▪ Capacity to adopt a trauma informed approach – or to be trained to do so</li> <li>▪ Understand clients’ needs and navigate them to the appropriate health and social services and provide a warm handover. This role will be key to ensuring a smooth client experience</li> <li>▪ De-escalate situations with clients as required to ensure clients are calm when handed over to their service provider</li> <li>▪ Collaboration and communication with the Calder reception team to ensure visitor needs are being met in a timely manner</li> <li>▪ Supporting the co-ordination and ongoing improvement of the Front of House functions</li> <li>▪ Work alongside various departments to offer our clients and safe place to access services</li> <li>▪ Document health and safety concerns and incidents as they arise</li> <li>▪ Contribution to the ongoing operation and improvement of the Front of House model to ensure the objectives of the service are met and enhanced</li> <li>▪ Participate in training where required</li> <li>▪ Any other duties as required by the Team Leader, including perhaps covering this role when the Team Leader is absent</li> <li>▪ Supports to develop staff understanding and integration of te ao Māori practice</li> <li>▪ Contributes to the development and implementation of a Te Ara Māori pathway</li> <li>▪ 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</li> </ul>
<p><b>Build cultural capability/safety</b></p>	<ul style="list-style-type: none"> <li>▪ Develop and implement initiatives and plans to embed Te Ao Māori in alignment with Te Tiriti o Waitangi</li> <li>▪ Implement frameworks and tools to review and improve services, extend Māori capabilities and privilege Māori</li> </ul>

	<p>development while challenging existing behaviour, practices and processes.</p> <ul style="list-style-type: none"> <li>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</li> </ul>
<b>Relationship Management</b>	<ul style="list-style-type: none"> <li>Commit to developing relationships that support the Mission and its work</li> <li>Build and maintain positive and professional relationships with internal and external stakeholders ensuring both written and verbal communication is professional</li> </ul>
<b>Develop a high performing team</b>	<ul style="list-style-type: none"> <li>Deliver and continuously improve the provision of quality kaupapa Māori services within FOH</li> <li>Ensure that all clients receive a high standard of care, consistent with accepted best practice and the agreed model of care</li> <li>Provides a range of appropriate interventions (minimal/brief to comprehensive) that are aligned to mātauranga Māori</li> <li>Take the lead in own training and development needs and communicate these effectively to your Team Leader</li> <li>Engage in regular supervision in line with registration requirements and under the guidance of your direct line Manager</li> <li>Work collaboratively to ensure best outcomes</li> </ul>
<b>Be part of the Mission Team</b>	<ul style="list-style-type: none"> <li>Practice a culture of positive health and safety practice and meet requirements of health and safety policies</li> <li>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</li> <li>Align practice and representation with current HR policies, NZ law and best employment practice</li> <li>Ensure understanding of performance expectations/goals with your direct line Manager and engage in annual performance reviews</li> </ul>

<p><b>Qualifications</b></p> <p><b>Skills, knowledge and experience</b></p>	<ul style="list-style-type: none"> <li>Knowledge of Kaupapa Māori principles e.g. understanding culture, power and how it relates to the Treaty.</li> <li>In-depth knowledge and understanding of implementing te reo me ōna tikanga Māori into organisational practice.</li> <li>Working knowledge of Te Tiriti o Waitangi</li> </ul>	<p>Previous experience working with those experiencing homelessness, food insecurity, alcohol or other drug addictions, physical/mental illness.</p> <ul style="list-style-type: none"> <li>Strong links to key stakeholder groups and Māori networks.</li> <li>An understanding of the</li> </ul>
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	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Ability to handle sensitive information in a confidential manner</li> <li>• Empathy and understanding of issues of trauma, mental health, addiction, poverty and homelessness.</li> </ul>	<p>difference between cultural capability/competence and cultural safety</p>
<p><b>Personal Attributes</b></p>	<ul style="list-style-type: none"> <li>• Knowledgeable, passionate and demonstrates patience and aroha in teaching others.</li> <li>• Resilient, adaptable and a flexible attitude.</li> <li>• Strong leadership skills that can empower and motivate others to effectively deliver results.</li> <li>• Ability to operate effectively with a high level of diplomacy.</li> <li>• Strong sense of self and culture</li> </ul>	