



Job Description

Job Title - Ingoa Tūranga Mahi:	Service Development Manager
Reports to - Rīpoata ki	General Manager Housing Support
Service - Ratonga:	Housing Support
Direct Reports - Rīpoata Tika	Nil
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.

Housing Support - Ratonga

Housing Support consists of three distinct and connected services – Street to Home, Supportive Housing and Transitional Housing (James Liston Hostel and 3 Union Street). These teams work with whānau to support them from the street, into temporary and long-term housing. They also provide support to people at risk of becoming homeless through a sustaining tenancies program.

Position Purpose - Te Kaupapa o Te Tūranga

Lead the development and implementation of new initiatives to improve Housing Support Services at Te Tāpui Atawhai. This includes identifying initiatives to improve the quality and integration of Outreach, Street to Home, Transitional Housing and Supportive Housing Services.

This role relies on developing strong relationships both internally and with partner organisations, to ensure all whānau receive a high standard of care, that is consistent with accepted best practice, the agreed model of care and aligned to mātauranga Māori. This role will contribute to the coordination and integration of housing services at Te Tāpui Atawhai working closely with the Operations Manager Māori. Participation in the on-call roster will be required as part of this position.

Key Responsibilities – Ngā Kawenga Matua

Service Leadership

- 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.
- Lead the development and implementation of improvements housing support services for the Mission's whānau.
- Contribute to developing effective processes and practices to support the delivery of services to people with complex health and social needs.
- Collaborate with the Operations Manager Māori, Front of House Team Leader, Kaiwhakahaere Hub & Haeata, Pou Whirinaki and other Team Leaders and Managers to create integration between services.
- Ensure that any racism, inequities and culturally inappropriate behaviour at the Mission are addressed.
- Grow and embed Te Ao Māori, extend Māori capabilities and privilege Māori ways of working.
- Contribute to building a strong collaborative leadership team that ensures decision making is timely and rigorous, and the organisation is well led.
- Communicate the Mission's strategy so that everyone understands their role in achieving its goals and objectives.

Transformation

- Implement and embed changes in service provision to meet the responsibilities of Te Tāpui Atawhai to Te Tiriti o Waitangi.
- Advocate for Te Tāpui Atawhai and the people it serves, promoting its beliefs and raising social issues.
- Develop and lead service design and innovation in housing and social services in line with the Te Tāpui Atawhai's vision and strategy.
- Manage the implementation of new and innovative approaches, including reporting and maintaining relationships with funding agencies and service users.

- Contribute to the identification and commissioning of evidence- based research into the housing issues and experiences of the Mission’s whānau as a way of advancing understanding, justice, and a more equitable society.

Relationships

- Develop and maintain key relationships to broaden Te Tāpui Atawhai’s connections by proactively engaging and fostering trusted partnerships with iwi, government and non-government organisations, interests and community groups
- Represent the Mission to promote Te Tāpui Atawhai’s work and speak to multiple social issues effecting the people we serve.
- Coach and encourage staff to develop relationships that support Te Tāpui Atawhai and its work.
- Promote and role model the values of Te Tāpui Atawhai including good employer principles and practices and expected high standards of responsiveness and behaviour.

Operational Effectiveness

- Deliver and continuously improve the provision of quality housing and support services.
- Ensure that all whānau receive a high standard of care, consistent with accepted best practice and the agreed model of care.
- Implement frameworks and tools to review and improve services, extend Māori capabilities and privilege Māori development.

Compliance

- Lead a culture of positive health and safety practice and meet requirements of health and safety policies.
- Manage housing services and people within budget 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.

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"> • Previous experience working with those experiencing homelessness, food insecurity, alcohol or other drug addictions, physical/mental illness. • Knowledge of Kaupapa Māori principles e.g., understanding culture, power and how it relates to the Te Tiriti. • Extensive experience developing departmental frameworks, models of practice, process. • Highly developed inter- personal and communication (written and oral) skills. Has a reputation as a people influencer and leader, who is trusted. • Ability to successfully manage competing demands and priorities and remain outcomes focused. • Strong leadership skills that can empower and motivate others to effectively deliver results. • Strong sense of self and culture. 	<ul style="list-style-type: none"> • Bachelor Degree in relevant field OR Demonstrated experience in social or health services, not for profit sectors. • Strong links to key stakeholder groups and Māori networks. • Understanding of the systemic factors that contribute to homelessness, including the impacts of colonization.

Why join us? – Haere mai
<p>Cultural Respect: Be part of an organisation that values and integrates te ao Māori into its core values and operations.</p> <p>Career Growth: Access to professional development and internal career progression opportunities.</p> <p>Supportive Environment: Engage with a diverse network of colleagues and participate in culturally enriching events and activities.</p> <p>OUR MISSION - Tō Mātou Kaupapa.</p> <p>We provide immediate relief and pathways to long-term wellbeing for people in greatest need, through connection and access to kai, kāinga and hauora.</p> <p>OUR VISION - Tō Mātou Kitea</p> <p>Tāmaki Makaurau where everyone can thrive.</p> <p>OUR IMPACT STATEMENTS</p> <ul style="list-style-type: none"> • 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.