



Position Description
Role: Operations Manager Māori

Service:	Māori Development Service
Reports to:	Manutea / GM Māori
Location:	HomeGround
Direct reports:	Kaiwhakahaere Haeata & HUB Kaiwhakahaere FOH & Activities Kaiwhatu/co-lead Hīnātore Kaiatarau/co-lead Hīnātore Rongoā Māori Practitioner
Indirect reports:	<26
Key Relationships	<p>Internal: Street to Home, Calder Health, all HomeGround Mission staff and residential services staff, Senior Leadership Team, Manurau, Corporate Services, Fundraising and Communications, People and Capability, Kaumatua, Pou Whirinaki, FOH Manager.</p> <p>External: Service users, partners, and whānau. Community Housing Providers, Community Mental Health Services, Assertive Community Outreach Service (ACOS), Housing First Collective Agencies, Ngāti Whātua, Emerge Aotearoa, Kainga Ora, CADS and other Addiction Services, Healthcare Agencies, ADHB, Police, Probation, Courts, whānau, other community support providers and NGO's, Māori and Pasifika Health and Social Services, Ministry of Housing and Urban Development, Ministry of Social Development, Auckland Council, Local Business Associations.</p>

Our Mission – O Tātou 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.

VISION:

A Tāmaki Makaurau where everyone can thrive.

IMPACT STATEMENTS:

Homelessness is brief, rare and non-recurring with affordable and healthy homes a reality for all.

Everyone has access to enough good kai to sustain them and their whānau needs.

Health care is accessible for all, including those suffering the effects of trauma, mental illness and addiction.

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.

Atawhai - Compassion, care and grace guides our every interaction.

Rangapū - We seek and engage in authentic partnerships characterised by mutual trust, integrity, respect, transparency, commitment and collaboration. We demonstrate our commitment to Te Tiriti o Waitangi through our actions.

Manatika / Mana Ōrite - Committed to equity and seeking dignity for all, we will fearlessly advocate with and for people experiencing greatest need.

Background – Ko wai mātou

The Auckland City Mission was founded by the Anglican Church in Tāmaki Makaurau 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.

Over 10 years ago the Mission began a journey of transformation of both its services and its building, culminating in the creation of HomeGround which 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

The Operations Manager Māori will lead the relevant Team Leaders/Managers in the development, service delivery and clinical practice of the vision, goals, and objectives of Front of House, Te Whare Hīnātore and Haeta & HUB with a specific focus on the implementation and integration of te ao Māori within all elements of these services. The weekly Wāhine dinner is an important extension of Te Whare Hīnātore and is supported to continue to be a strong connected and supportive service for all wāhine.

Front of House services: as the waharoa to HomeGround this service is the first point of connection for all visitors, whānau members and community members, and ensures the spirit of manaakitanga permeates all actions and interactions at the Mission. Whānau, are supported by the team in assessing their needs and supporting them to navigate to appropriate support services or destination through a warm handover process.

Te Whare Hīnātore: A kaupapa Māori, trauma informed service for women who have experienced homelessness. Currently this service is made up of two key components, a residential service and therapeutic arm.

Additionally, this role will be instrumental in developing appropriate frameworks, processes, procedures and identifying funding opportunities (including ACC) for the creation of a te ara Māori pathways for whānau that access services at Te Tāpui Atawhai.

Haeata: sits as the heart of HomeGround and provides daily nutritious meals in a safe and welcoming environment. Haeata is a space for whānau to re-build and maintain networks and access support to sustain wellbeing. During mealtimes, dedicated, trained staff are engaging with every individual and providing practical pathways out of homelessness and assistance with everyday problems.

Haeata is also a gateway to community-based work opportunities through Street Guardians which provides a twice-weekly opportunity for the street community to spend a day participating in activities with community organisations.

The Hub: is the first point of contact on-site at Auckland City Mission for people who are homeless or at risk of becoming homeless. The Hub is responsible to ensure the safe and effective delivery of triage, assessment, and navigation services for whānau who present with a housing need.

The Operations Manager Māori will contribute to the overall vision of ending homelessness and provide management, coordination and oversight of all services. They will demonstrate a high level of collaboration with both Mission services and external agencies with the aim of connecting people with the right service at the right time.

In addition, the Operations Manager Māori are expected to work as part of the wider leadership group including providing management assistance to other services as required.

KEY RESPONSIBILITIES

Key Result Area	Key Accountabilities
<p>Manage and develop services</p>	<ul style="list-style-type: none"> • Support the recruitment, retention and development of Māori staff • Auditing platforms such as record base, ensuring staff capabilities match requirements of the mahi. • Ensure staff are working to an agreed set of practice standards and principles in a consistent and coherent way. • Work with the Street to Home Manager, FOH, HUB & Haeata, Pou Whirinaki. and other Team Leaders and Managers to create integration between services • Implement, monitor and work to continuously and consistently improve the continuum of care offered to whānau. • Ensure processes are developed, implemented and continuously improved through a te ao Māori lens.

	<ul style="list-style-type: none"> • Ensure effective information flow and management reporting and look for opportunities to enhance processes and safety systems. • Seek informal and formal feedback from whānau engaging in the services and ensure this is taken into consideration with all service development. • Employ and train all staff, with specific emphasis on 'Kaupapa Māori Trauma Informed Care', Health and Safety protocols and te ao Māori service principles. • Individual one to one performance and development plans for each team member are created quarterly, and regular one-to-one meetings occur.
Develop high performing teams	<ul style="list-style-type: none"> • Coach and encourage all staff to develop relationships that support the Mission and its work. • Guide and support services to be culturally appropriate • 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, and the organisation is well lead • Provide a cultural perspective to clinical discussions, assessments, evaluations, and documentation of care.
Build Cultural Safety/Capability	<ul style="list-style-type: none"> • Ensure that all whānau 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. • Implement frameworks and tools to review and improve services, extend Māori capabilities and privilege Māori development
Be part of the Mission team	<ul style="list-style-type: none"> • Comply with all legislative and regulatory requirements and report any breaches as soon as they become known. • Adhere to all Mission operating procedures, policies, guidelines and standards of integrity and conduct.

Qualifications and experience – Ngā Whēako – Ngā Tohu Mātauranga

	Essential	Desirable
Qualifications	Tertiary level qualification (or equivalent experience) in a relevant field such as social services or health leadership, management or business administration.	Post -graduate qualification Demonstrated experience in social or health services, not for profit sectors.
Skills, Knowledge and Experience		Previous experience working with those experiencing homelessness, food insecurity, alcohol or other drug addictions, physical/mental illness.

	<p>Knowledge of Kaupapa Māori principles e.g., understanding culture, power and how it relates to the Te Tiriti.</p> <p>In-depth knowledge and understanding of implementing te reo me ōna tikanga Māori into organisational practice.</p> <p>Extensive experience developing departmental frameworks, models of practice, process.</p> <p>Highly developed inter-personal and communication (written and oral) skills.</p> <p>Has a reputation as a people influencer and leader, who is trusted and leads in a tika, pono and aroha way.</p> <p>Ability to successfully manage competing demands and priorities and remain outcomes focussed. Strong leadership skills that can empower and motivate others to effectively deliver results.</p> <p>Strong sense of self and culture.</p>	<p>Strong links to key stakeholder groups and Māori networks.</p> <p>An understanding of the difference between cultural capability/competence and cultural safety</p>
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