

**Job Description**

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| Job Title:  | **Team Lead AOD Support Worker - Kaihautū Tiaki Mate Warawara** |
| Reports to:  | Manager Social Withdrawal - Kaihautū Matua Ratonga Aukati Warawara |
| Department: | Managed Withdrawal Services - Ratonga Aukati Warawara |
| Division: | Health Services - Ratonga Hauora |
| Direct Reports: | AOD Support Workers - Kaimahi Tautoko and AOD Peer Support Workers - Kaimahi ā-Hoa Tiaki Tangata |
| Location: | HomeGround – 140 Hobson Street, Auckland |

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| **Te Tāpui Atawhai - Auckland City Mission** **Ko wai mātou Who we are** |
| Te Tāpui Atawhai Auckland City Mission supports Aucklanders in greatest need and is committed to upholding Te Tiriti o Waitangi as a core principle in achieving our organisational mission and vision.Known as Te Tāpui Atawhai since July 2021, our Māori name symbolises our commitment to Tangata Whenua. We acknowledge that existing economic, health and social inequities for Māori are caused by breaches of Te Tiriti and the negative impacts of colonisation which are ongoing.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 people and their families. 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 it’s a complex journey with our full support. Te Tāpui Atawhai Auckland City Mission is committed to fostering a diverse and inclusive workplace where staff feel valued and respected. This is foundational to our mission, vision and values as a Tangata Tiriti organisation. |

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| **Managed Withdrawal Services - Ratonga Aukati Warawara** |
| Managed Withdrawal provides community and residential services to individuals experiencing addiction. Established in the mid-1980s, the organisation is located at HomeGround, 140 Hobson Rd, Auckland. Currently, Managed Withdrawal has a capacity of 15 beds and is staffed by a diverse team of Alcohol and Other Drug (AOD) Practitioners, AOD Support Workers, and Volunteers.Managed Withdrawal works closely with Medical Withdrawal services. Managed Withdrawal is part of a recovery continuum that signifies a shift in how mental health and addiction services are delivered. A recovery-oriented mental health and addiction service aims to incorporate recovery principles throughout its offerings. These principles are characterised by the following values:1. **Person Orientation**: It is crucial to understand the strengths and aspirations of each individual consumer.
2. **Person Involvement**: Outcomes improve for individuals who have meaningful opportunities to be involved in planning and delivering their services.
3. **Self-Determination and Choice**: Recovery-focused mental health and addiction services embody the values of choice and partnership. Coercion weakens rather than strengthens individual consumers.
4. **Growth Potential**: Hope for the future is an essential aspect of all recovery-oriented services. This includes assessing progress toward growth, adjusting services to acknowledge achievements, and modifying services to enhance progress.
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| **Te Kaupapa o Te Tūranga - Position Purpose**  |
| The **Team Leader AOD Support Worker – Kaiārahi Tautoko** provides leadership within the He Ara Whakamana Tangata team, supporting residents who are experiencing, or at risk of, mental health challenges and harmful alcohol and other drug (AOD) use in a permanent residential setting. This role blends harm reduction, cultural responsiveness, and professional guidance to support a safe, therapeutic environment.Working alongside AOD practitioners, clients, and their whānau, the Team Leader encourages engagement, supports wellbeing, and leads by example across daily operations — including program facilitation, meal preparation, and administrative tasks.As a service leader, they oversee Support Workers and are responsible for the smooth, effective running of the service. Their leadership ensures consistent care and supports efforts to reduce harm related to AOD use. |

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| **Ngā Kawenga Matua - Key Responsibilities**  |
| **Leadership and Team Development**  |
| * Lead the day-to-day operations of the residential service, ensuring safe, effective, and consistent delivery in collaboration with service leaders.
* Oversee rosters and staffing to ensure safe and effective coverage at all times.
* Role model Auckland City Mission’s values (Manaakitanga, Atawhai, Rangapū, Mana Tika, Mana Ōrite) in all leadership decisions and actions.
* Foster a positive, collaborative team culture that upholds cultural safety and service excellence.
* Provide direct supervision, 1:1s, team meetings, performance reviews, and mentoring to build a culturally responsive, high-performing team.
* Support recruitment, onboarding, and coordinate ongoing professional development and training opportunities.
* Monitor team performance and service quality and identify what’s working well and where improvements are needed.
* Ensure the service adheres to all Mission policies, procedures, and legal requirements.
* Participate in the first-on-call roster and provide support for urgent or after-hours issues.
* Build positive, professional relationships with both internal and external stakeholders.
* Represent the service at meetings, events, and other Mission activities.
* Speak up for social justice and fair access to resources for the people we support.
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| **Client Support and Engagement** |
| * Support the development of trusting, therapeutic relationships between staff and residents to promote engagement and positive outcomes.
* Show empathy and understanding when supporting clients dealing with trauma, addiction, colonisation, poverty, or homelessness.
* Promote safe boundaries and role model behaviours consistent with the service kaupapa.
* Help clients with daily tasks like cooking, cleaning, and other routines.
* Supervise and support clients during activities, outings, and group sessions.
* Collaborate on and provide guidance for client recovery planning, assessment, and interventions.
* Contribute to smooth client transitions, including intake, discharge, and ongoing planning.
* Provide transport to appointments and activities when needed.
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| **Service Operations and Administration** |
| * Manage daily tasks in the residential setting to keep services running smoothly.
* Maintain clear, accurate, and timely documentation, including client notes, reports, and staff handovers, ensuring compliance with required standards.
* Make sure all paperwork and processes, like intake and discharge forms, meet required standards.
* Support safe medication administration following Mission guidelines.
* Support the implementation, review, and continuous improvement of systems and procedures to promote service quality, consistency, and accountability.
* Monitor and manage facility needs and resources to ensure smooth and effective service delivery.
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| **Tikanga - Culture and relationships** |
| * Demonstrate through actions commitment to Te Tiriti o Waitangi and the Mission’s values of Manaakitanga, Atawhai, Rangapū and Mana Tika, Mana Ōrite.
* Demonstrate Cultural Safety principles when engaging with Māori: (Reflective Practice; Minimise Power Imbalance; Awareness of Colonisation; Appropriate Communication).
* Demonstrate cultural awareness when engaging with all people.
* Demonstrate empathy and understanding of issues including colonisation in NZ, trauma, mental health, addiction, poverty and homelessness.
* Ability to communicate clearly and effectively with people from all walks of life and at various organisational levels.
* Advocate for social justice, improved social conditions and a fair sharing of the community’s resources.
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| **Health and Safety, Quality and Compliance, Ethics** |
| * Act within the professional boundaries outlined in the Mission Code of Ethics and Code of Conduct in all dealings with co-workers, clients and external agency stakeholders. Fulfil Te Tāpui Atawhai Auckland City Mission policies and procedures with particular attention to safeguarding, health and safety, equality, equity and diversity.
* Lead a culture of positive and engaged health and safety practice. Meet requirements of health and safety policy and the Health and Safety at Work Act NZ. Take responsibility to work safely by taking reasonable care of your own health and safety and ensuring your actions or omissions do not pose harm to yourself or others. Additionally, it is essential to comply with any reasonable instructions, policies or procedures provided to ensure a safe and healthy work environment for all.
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| **Professionalism and Development** |
| * Show commitment to personal growth and learning from experience.
* Commit to ongoing learning and professional development.
* Uphold ethical standards, integrity, and professional conduct.
* Keep up to date with knowledge and best practices in AOD support and residential care.
* Communicate respectfully and clearly with people at all levels and from different backgrounds.
* Ask for help, supervision, or advice when dealing with difficult situations or things outside your role.
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| **Ngā Whēako – Ngā Tohu Mātauranga** **Qualifications, Experience, Knowledge and Skill Requirements**  |
| The skills, experience and knowledge outlined below may be obtained from many different experiences. For example, from paid work, voluntary work, work undertaken within your Marae, Church, 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. |
| **Ngā Pūkenga Nui - Essential** | **Tūranga Motuhake - Role-specific**  |
| * Level 4 Mental Health and Wellbeing qualification and/or experience leading a team or coordinating a service.
* Current full New Zealand driver’s licence.
* Experience working in health, social services, or community groups, ideally in the not-for-profit sector.
* Proven ability to build trust and strong connections with clients facing challenges like trauma, addiction, homelessness, and poverty.
* Commitment to the principles of Te Tiriti o Waitangi and the values of Te Tāpui Atawhai – Auckland City Mission.
* Ability to put the principles of Te Tiriti o Waitangi into everyday practice.
* Strong commitment to the mission, values, and goals of Te Tāpui Atawhai – Auckland City Mission.
* Good communication and people skills, able to connect clearly and respectfully with people from all backgrounds and at different levels in the organisation.
 | * Demonstrated experience supporting individuals and whānau facing addiction, trauma, homelessness, and mental health challenges with compassion and respect.
* Strong leadership and teamwork skills, fostering inclusive and supportive relationships across diverse teams and communities.
* Ability to build trusting, respectful relationships with people from diverse backgrounds, applying culturally safe practices that acknowledge systemic barriers and promote equity.
* Confident and compassionate mentor who stays calm and solution-focused in complex or high-pressure situations.
* Experience engaging effectively with diverse communities to support collective wellbeing and cultural responsiveness.
* Clear and respectful written communication skills, including timely and accurate case notes that protect privacy and dignity.
* Comfortable using digital tools and systems to enhance service delivery and communication efficiency.
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| **Haere Mai - Why join us?**  |
| **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.**Tō Mātou Kaupapa Our Mission:** We provide immediate relief and pathways to long-term wellbeing for people in greatest need, through connection and access to kai, kāinga and hauora.**Tō Mātou Kitea Our Vision:** 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 themselves and their whānau needs.
* Health care is accessible for all, including people living with the effects of colonisation in Aotearoa, trauma, mental unwellness and substance abuse.
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| **Document Control** |
| **Document ID** |  |
| **Effective Date** |  |
| **Last Revision Date** |  |
| **Document Owner** | People and Capability Team |
| **Document Approver Signature:****(Recruitment Manager)** |  |