



Job Description

Job Title	Storeperson / Driver
Reports to	Team Leader Logistics and Volunteers
Service	Food Security
Direct Reports	Volunteers
Location	69 Boston Road, Grafton Auckland
Date prepared	April 2024

Background

Auckland City Mission - Te Tāpui Atawhai supports Aucklanders in greatest need. Our services have evolved as the city's social needs have done and we respond to these needs with care and compassion while advocating for a reality where there are: enough suitable homes, enough money for nutritious food and easily accessible health care for all.

Since our doors opened more than 100 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.

Position Summary

This role is integral to the day-to-day running of the food security warehouse. It involves the collection and handling of goods as a driver and contributing to the operation of a safe and efficient warehouse, including the induction and supervision of volunteers.

Key Responsibility Areas

Service Delivery

- Work from a relationship perspective, where partnership and team work is characterised by mutual trust, integrity, respect, transparency and commitment
- Behave in a mana-enhancing way towards all donors, clients, whānau, and partner organisations through the expression of aroha, hospitality, generosity and mutual respect

- Collect and deliver goods in a responsible and timely manner, as per the agreed schedule
- Process donations as per the Mission policies and procedures. This includes declining inappropriate donations with grace
- Ensure volunteers are productive, kept safe and enjoy their Mission volunteering experience
- Operate vehicles and warehouse machinery safely and within the law
- Ensure maintenance of company vehicles, including up to date WOF and registrations
- Assist with stock management and warehouse upkeep
- Maintain accurate records, including tracking food distribution
- Follow food safety guidelines and role model best practise to others
- Train, supervise and support Mission volunteers, ensuring a safe and enjoyable experience
- Any other general tasks as agreed with the line manager

Cultural and Social Awareness

- Commitment to professional development and knowledge sharing of te ao Māori, tikanga and te reo Māori, including karakia, waiata and pepeha
- Familiarity with the organisational Te Tiriti o Waitangi Policy and Cultural Appropriateness Policy

Health and Safety

- Maintain a safe and healthy work environment by role modelling the Health and Safety Plan and complying with all Mission safety and legal regulations
- Communicate any identified risks and safety issues appropriately and quickly with relevant team members. Act to mitigate risks when appropriate
- Report and record any incidents as per the Incident Management Procedure. Incidents are to be reported immediately to line management and relevant incident reporting documents are completed by the close of business
- Mandatory training is completed and kept up to date Professional Development
- Take an active role in own professional development
- Attend professional development courses and seek professional advice outside own scope
- Participate in external and internal training and workshops as required

Being part of Auckland City Mission

- Adhere to all Auckland City Mission organisational policies, procedures and guidelines standards of integrity and conduct
- Always uphold and promote Auckland City Mission values
- Demonstrate a commitment to and respect for Te Tiriti o Waitangi and incorporate these into the work

- Participate in other duties, activities, or events across the organisation as required or able
- Regularly participate in team, service, and wider organisational meetings

Qualifications, Experience, Knowledge and Skill Requirements	
Essential	Role-specific
• Physically fit and able to do heavy lifting • Dependable with good time management and organisational skills • Commitment to embodying the principles of the Te Tiriti o Waitangi in organisational practice • Strong ability to build rapport, build, and maintain relationships • Ability to handle sensitive information in a confidential manner • Ability to solve problems and be resourceful • Evidence of good interpersonal and communication (written and oral) skills in a multi-cultural environment • Competent in the use of Microsoft Office (Word, Excel, Teams) • Effective collaboration and partnering skills, with an aptitude for getting things done through both formal and informal channels • Reputation for personal integrity and reliability • Commitment to the Auckland City Mission brand and culture • Empathy and understanding of issues of trauma, mental health, addiction, poverty, and homelessness • An appreciation of the multi-cultural nature of both New Zealand and staff, volunteers, and clients of the Auckland City Mission.	• Class 1 Driver's Licence • F-endorsement Forklift Licence • First Aid Certificate

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| <ul style="list-style-type: none"> • Willingness to advocate for improved social conditions and a fair sharing of the community's resources (social justice) | |
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About the Food Security Service

Our commitment to those in greatest need has meant that the Auckland City Mission has provided support with food through our Food Bank Services since the mid-1980s, one of the first of its kind in the country. Over the years, the demand for this service has steadily increased, and in the last number of years, it has grown exponentially.

This service seeks to lead the Mission's vision of an Aotearoa where everyone can thrive, including having enough good kai to sustain them and their whānau needs. We understand that food insecurity is driven primarily by inadequate income and, therefore, requires us to challenge and disrupt the current economic and food systems. This is done in relationship with our national and regional partners, most notably Kore Hiakai, Auckland Council, government partners (including health) and varied food growers, producers, distributors, and food bodies.

We are conscious that whilst food is not what will change the reality of food insecurity, people who are food insecure do need food until the reality of a food-secure nation can be realised. As such, we seek to distribute food in mana-enhancing ways, whether through our own food bank or in partnership with others, most particularly Manukau Urban Māori Authority and Papakura Marae.

We seek to ensure that dignity is upheld and shame minimised. We value the distribution of nutritious food, where people have choice and further appropriate support is offered if needed. We realise that unless we advocate strongly for change, we are entrenching within the food system societal dependence (and most notably governmental dependence) on the provision of services like ours to supplement inadequate incomes.

We privilege a response for and by Māori, for and by Pasifika peoples, and finally, we acknowledge that it is overwhelmingly women who are carrying this burden. As such we will privilege responses that meet the needs of women and particularly women parenting alone. The team provides emergency food and goods to clients in their time of greatest need, whether a one-off visit or whānau facing long-term difficulties. By providing assessments, identifying when additional support would be helpful and referring to other services, this service effectively advocates for individuals in greatest need. The service also generates important data and information for the Mission to use for wider advocacy work