



JOB DESCRIPTION

Job Title	Mau Tūtei
Service	Auckland City Mission Housing Limited / Tenancy
Location	HomeGround Apartments, 140 Hobson Street, Auckland CBD and Te Ao Mārama, 2 Day Street
Reports to	Kaihautū Matua Mau Tūtei
Date Prepared / updated	October 2024
Key Relationships	Tenancy Management, Supportive Housing Services, Support Service Coordinators, Maintenance, Māori Development Services

About the Organisation

‘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.

Purpose of Job

The Mau Tūtei play a vital role across all ‘Auckland City Mission - Te Tāpui Atawhai’ Housing sites.

The Mission provides housing for people who have recently been sleeping rough, experienced homelessness and those in greatest need. As Mau Tūtei you will respond to incidents providing support to staff and where necessary lead the management of the incident.

In this role you will meet whānau who have experienced trauma, addiction, and mental health complexities. This work can at times be high risk. As Mau Tūtei you will be well supported and trained by the Mission in the nuances and complexities of your role.

Key Responsibilities

Behaviour Support:

- Effectively manage challenging behaviours when they arise within the housing community using a trauma-informed approach and de-escalation techniques.
- Practise whanaungatanga to foster positive relationships with tenants and their visitors, utilizing active listening, empathy, and culturally sensitive communication skills.

Access Management:

- Implement access control measures aligned with a trauma-informed model to ensure the security and integrity of the housing sites.
- Manage access for tenants and their visitors.
- Enforce the no-touch policy while respecting cultural customs and protocols.

**Cultural Sensitivity and Māori Principles:**

- Incorporate Māori principles, values, and customs into daily practices, demonstrating cultural competence.
- Apply an understanding of historical trauma and its impact on Māori communities when interacting with tenants and visitors.
- Foster cultural safety and create an inclusive environment that respects and celebrates Māori culture.
- Effectively use whakawhānaungatanga when engaging with tenants and their visitors, alongside tika, pono, and aroha

Collaboration and Communication:

- Work alongside Auckland City Mission teams to ensure that safety and security of tenants and their visitors, namely Tenancy Management, Front of House and Supportive Housing and Emergency Services i.e., Police, Fire and Ambulance to coordinate support as needed.
- Collaborate with the wider Mau Tūtei team to promote a supportive and culturally sensitive approach to maintain the safety and security of Auckland City Mission Housing sites and their tenants/visitors.

Skills and Experience

- A deep understanding and respect for Māori culture, principles, and values.
- Experience working within a trauma-informed framework and applying de-escalation techniques.
- Excellent communication skills, both verbal and written, capable of engaging with individuals from diverse backgrounds.
- Strong interpersonal skills, including active listening, empathy, and conflict resolution.
- Prior experience in security, housing support, or a related field is desirable.
- Cultural competence training or relevant qualifications are an asset.
- Experience in access and using Microsoft Outlook, Microsoft Teams, visitor and building access management systems.
- The Mau Tūtei play a crucial role in upholding and supporting the safety, well-being, and cultural sensitivity of 'Auckland City Mission - Te Tāpui Atawhai' Housing sites. By integrating trauma-informed practices and Māori principles, the Mau Tūtei contributes to creating an environment where tenants and visitors feel respected, supported, and secure.