

Food Security | Auckland City Mission – Te Tāpui Atawhai

Background

Auckland City Mission – Te Tāpui Atawhai supports Aucklanders in greatest need. Our services have evolved as the city's social needs have changed, and we respond with care, compassion, and advocacy. We work towards a reality where everyone has enough suitable housing, enough money for nutritious food, and access to healthcare when needed. Since opening our doors more than 100 years ago, this has been our purpose. We provide support for however long and in whatever way is needed, whether through a single service or alongside whānau on a longer journey.

Position Summary

The Emergency Food Responder is often the first point of contact for whānau accessing Auckland City Mission's Food Security service. This role provides frontline support through Front of House engagement, phone-based coordination, administration, and emergency food service delivery.

The Emergency Food Responder creates a welcoming, mana-enhancing experience for whānau while ensuring access to emergency food support is efficient, respectful, and grounded in dignity and choice. The role supports whānau to navigate available services and contributes to the smooth day-to-day operation of the Food Security team.

Key Responsibility Areas

Working with Whānau

- Welcome and engage whānau in a warm, respectful and non-judgemental manner.
- Support intake conversations to understand immediate food support needs.
- Provide information on available food support services and processes.
- Ensure all interactions uphold mana, dignity and choice.
- Identify when additional support may be required and connect whānau to appropriate services.
- Maintain accurate records of interactions and service delivery.
- Support whānau from diverse cultural backgrounds, including Māori, Pasifika, migrant and refugee communities.
- Contribute to the collection of service data and reporting requirements.

Front of House Support

- Provide professional and welcoming Front of House service.

- Support daily whānau flow within the Food Security service.
- Maintain a calm, organised and safe environment.
- Manage bookings, check-ins, and enquiries as required.
- Assist with food parcel collection processes.
- Support positive experiences for all visitors to the service.

Telephone and Client Support

- Respond to incoming phone calls in a timely and respectful manner.
- Provide accurate information regarding food support and related services.
- Assist with bookings, service navigation and follow-up activities.
- Escalate complex situations or concerns to appropriate team members.
- Maintain confidentiality and professionalism when handling sensitive information.

Administration and Service Coordination

- Complete accurate data entry and record keeping.
- Maintain client records in accordance with organisational requirements.
- Support daily administration associated with emergency food operations.
- Assist with reporting, documentation and service statistics.
- Follow organisational systems, procedures and operational processes.

Team Membership

- Attend and actively participate in team meetings and service activities.
- Work collaboratively with colleagues across Food Security and wider Mission services.
- Assist with service delivery during periods of increased demand, including Christmas operations.
- Contribute positively to team culture and continuous improvement.
- Undertake other reasonable duties as requested by the Team Leader.

Organisational Requirements

- Understand, support and articulate Auckland City Mission's purpose, values and strategic direction.

- Demonstrate commitment to Te Tiriti o Waitangi and culturally responsive practice.
- Adhere to Mission policies, procedures, standards of conduct and confidentiality requirements.
- Comply with all legislative and regulatory obligations relevant to the role.
- Maintain professional boundaries and ethical practice.
- Participate in ongoing professional development and learning opportunities.
- Contribute to a safe and healthy working environment for staff, volunteers and whānau.

Qualifications, Experience, Knowledge and Skills

Essential

- Experience in customer service, community services, administration, hospitality, reception or a related frontline environment.
- Strong communication and interpersonal skills.
- Demonstrated ability to work effectively with people from diverse backgrounds.
- Competent computer, administration and data entry skills.
- Ability to work in a fast-paced environment while maintaining attention to detail.
- Reliable, organised and able to work both independently and as part of a team.

Desirable

- Experience working with vulnerable communities.
- Understanding of food security, community services, or social service systems.
- Knowledge of available support pathways and referral services.
- Full New Zealand Driver Licence.

Key Competencies

Manaakitanga

Demonstrates care, hospitality and respect in every interaction, ensuring whānau feel welcomed and valued.

Whanaungatanga

Builds positive relationships based on trust, connection and mutual respect.

Communication

Communicates clearly, respectfully and effectively both in person and over the phone.

Cultural Capability

Works effectively with diverse communities and demonstrates responsiveness to Māori, Pasifika and other cultural groups.

Organisation and Reliability

Maintains accuracy, manages competing priorities and contributes to smooth service delivery.

Physical Requirements

- Comfortable standing for periods while supporting Front of House operations.
- Able to move throughout the workplace regularly during service delivery.
- Able to undertake light lifting and movement of food parcels when required.
- Comfortable working in a busy and fast-paced environment.
- Able to support increased operational demands during peak periods, including Christmas services.

About the Food Security Service

The Food Security Service exists to support Aucklanders experiencing food insecurity while advocating for long-term solutions that enable all people to thrive. We recognise that food insecurity is driven by wider social and economic factors and that access to nutritious food is a fundamental requirement for wellbeing.

We are committed to providing food support in mana-enhancing ways that uphold dignity, minimise shame and maximise choice. Through direct service delivery, partnerships and advocacy, we work alongside whānau, communities and organisations to create pathways toward greater food security and wellbeing.