



Job Description

Job Title – Ingoa Tūranga Mahi	AOD Practitioner - Ringa Riwha
Reports to – Rīpoata Ki	Kaihautū Matua Whare Tauwhiro – Manager Transitional Housing
Service - Ratonga	James Liston Hostel
Direct Reports – Rīpoata Tika	Nil
Location – Wāhi	135 Howe Street, Freemans Bay

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.

Ratonga – James Liston Hostel

Transitional Housing offers safe and secure short-term accommodation to people who are rough sleeping and/or homeless. Transitional Housing services establish relationships and pathways that make housing a real option for individuals who are homeless in Auckland.

James Liston Hostel is one of Auckland City Mission's three transitional housing sites and consists of 40 bedrooms.

Our teams provide intensive, coordinated, and flexible support to address the full range of a person's health and social needs on their journey from homelessness to transitional housing to "home". Our staff provide advocacy, case management, housing, and tenancy support. The team follows a strength-based approach to working alongside people with a focus on recovery and wellbeing. Individuals are welcome to stay in transitional housing for an average of 12 weeks, staying more or less as required; they are offered a further 12 weeks of support once a more

permanent place to live has been secured.

Te Kaupapa o Te Tūranga - Position Purpose

The AOD Practitioner – Ringa Riwha plays a pivotal role in the James Liston Hostel team, supporting whānau who use alcohol and other Drug (AOD) in a Transitional housing setting. This role combines clinical expertise with service development to ensure the delivery of responsive, evidence-based, and culturally grounded care.

The Practitioner will champion healing, transformation, trauma-informed care, and service integration, contributing to a model that is fit for purpose and aligned with The Missions Values and upholds Te Tiriti o Waitangi.

The AOD Practitioner will report directly to their manager and actively participate, as required, in internal and external supervision, case reviews, and team-based activities, including team meetings and incident management discussions.

In addition, the AOD Practitioner will engage more broadly in Mission training initiatives and organisational events, including cultural activities, to support professional development and contribute to the overall goals and values of the organisation.

Ngā Kawenga Matua - Key Responsibilities

Service Delivery

Client Support and Clinical Practice

- Provide a safe, supportive environment for clients who actively use alcohol and drugs, including those with co-existing mental health issues.
- Apply harm reduction interventions with a focus on whānau centered care.
- Deliver comprehensive AOD Services including active and withdrawal assessments, care planning, mental health and risk assessments, and psychosocial goal setting.
- Conduct individual and group sessions, offering therapeutic interventions tailored to client strengths and needs.
- Monitor and manage clients during their stay at James Liston Hostel, addressing risk such as aggression, depression, psychosis, and suicidal ideation with sensitivity and professionalism.
- Maintain accurate clinical documentation (case notes and reports) and ensure information is communicated appropriately across shifts.
- Engage in confidential conversations around physical and psychological needs with client consent.

Collaboration and Whānau engagement

- Collaborate with whānau and multidisciplinary teams to create culturally responsive, whānau-centred plans.
- Liaise with community AOD services, specialist nurses, rehabilitation services, and external agencies to support continuity care.
- Advocate for whānau by supporting access to services such as court, Work and Income, and permanent housing.

Professional Development and Team Contribution

- Work closely with Managers and Team Leaders to build capability within the team.
- Stay up to date with current AOD best practice and share knowledge collegially.

- Contribute to service reviews and support the implementation of changes to the model of care.
- Participate actively in team meetings and quality improvement initiatives.

Reporting and Administration

- Provide accurate updates and reports as required by Management.
- Follow organisational policies and administrative procedures
- Support budgeting and cost management within the service.

Stakeholder Relationships

- Build and maintain positive, professionalism and respect.
- Share relevant information that may support service development, funding, or stakeholder engagement.

Teamwork

- Demonstrate the ability to work as part of a team by coordinating, discussing, consulting and negotiating where needed.
- Demonstrate a high level of collaboration with practitioners from other Mission Services or external agencies to support better outcomes for whānau.

Health, Safety and Security

- Work within existing procedures designed to ensure the health, safety and security of self and people connected with the service, including identifying hazards and risks, and ensuring that relevant controls are properly implemented.
- Maintain a safe and healthy work environment by role modelling the Health & Safety Plan and complying with all Mission safety procedures and legal regulations.
- Report and record any incidents as per the Incident Management Procedure.
- Actively participate in relevant internal and external training to ensure safe practice.
- Confidence to manage fire evacuations as appropriate with calm but assertive direction for whānau.
- Understand and adhere to safety procedures including the use of Solo Protect personal safety devices, RT's and/or Panic Alarm and appropriate, approved use of security cameras and footage.

Organisational Contribution

- Maintain a safe and healthy work environment by role modeling the Health & Safety Plan and complying with all Mission safety procedures and legal regulations.
- Adhere to all Auckland City Mission organisational policies and procedures.
- Uphold and promote Auckland City Mission values in our work.
- Adhere to all Mission operating procedures, policies, guidelines, and standards of integrity and conduct.
- Participate in other duties, activities, or events across the organisation as needed.

Ngā Whēako – Ngā Tohu Mātauranga Qualifications, Experience, Knowledge and Skill Requirements	
The skills, experience and knowledge outlined below may be obtained from a number of different experiences. For example, from paid work, voluntary work, work undertaken within your Church, Marae, 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
• Postgraduate qualifications and/or experience in Management or Team Leadership, with DAAPANZ registration as a Practitioner. • A minimum of 2 years drug- and alcohol-free, with a demonstrated commitment to personal recovery and wellness. • A current Full New Zealand Driver's Licence. • Experience working in health, social services, or community-based organisations, ideally within the not-for-profit sector. • Experience working with clients facing complex challenges, including the impacts of colonisation in Aotearoa, trauma, mental health, addiction, poverty, food insecurity, and homelessness. • Demonstrated ability to build trust and establish strong connections with whānau facing complex challenges, including the impacts of colonisation, trauma, addiction, poverty, mental health issues, and homelessness. • Committed to following the Te Tiriti o Waitangi policy and strategy of Te Tāpui Atawhai - Auckland City Mission. • Experienced in applying Te Tiriti o Waitangi principles in practice. • Empathetic understanding of the impacts of colonisation, trauma, mental health, addiction, poverty, food insecurity, and homelessness. Values aligned with the mission and culture of Te Tāpui Atawhai - Auckland City Mission.	• Proven ability to manage competing demands and priorities while staying focused on achieving outcomes. • Strong interpersonal skills, with a demonstrated ability to build rapport and maintain meaningful relationships. • Knowledgeable, passionate, and patient, with the ability to teach and support others with empathy and aroha. • Understanding of the impact of colonisation, poverty, and systemic barriers—particularly for Māori—and a commitment to culturally safe practice. • Experience in community development and engagement, particularly with Māori communities. • Strong administrative and organisational skills, with proficiency in IT and digital tools. • Exceptional written communication skills, ensuring clarity, accuracy, and professionalism in all documentation. • Collaborative team player, with a proven ability to work effectively with colleagues and external partners.

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.