

Position Description

Kaiārahi Māori (Cultural Lead)

Reports to Peer Manager, Odyssey Community Cafe

Supported by Pou Tikanga

Service/Team Odyssey Community Cafe

About Us

Since 1980, we have supported thousands of New Zealanders whose lives are affected by alcohol, drug or other addiction challenges. We provide effective, evidence-based services that support wellbeing. We do this in partnership with tāngata whai ora (people seeking wellness) and their whānau, working together to build the lives they want.

We wholeheartedly believe that everyone living in New Zealand should have the opportunity to live life to the fullest and feel hopeful about their future. Our services encourage stronger connections with friends and whānau and enable meaningful participation in the community.

Our pillars – whakawhirinaki | trust, pono | honesty, haepapa | responsibility, matapōpore | concern, and aroha | love – are the foundation of our work, guiding how we work together and with others.

Tō Tātou Matakitea | Our Vision

Poutia, Heretia

Tuia te muka tangata ki te pou tokomanawa

Ka tū mana motuhake, Ka noho herekore i ngā waranga me ngā wero nui o te ao.

People, whānau and communities are connected and supported to live the lives they want, free from drug, alcohol and other addiction challenges.

Tō Tātou Aronga | Our Purpose

Ka hangaia e mātou he whare haumarū, he whare tūmanako hoki e tīni ai te tangata, he wāhi whakaaroaro, he wāhi ako, he wāhi tūhono anō hoki, me kore e puta tātou ki te wheiao, ki te ao mārama.

We create hopeful and safe spaces for change with opportunities to reflect; learn and connect so that people can move towards a brighter future.

Odyssey Community Café

The Odyssey Community Café is a peer-led community café where people can drop in for coffee, connection, and support in a safe, inclusive space. Trained kaimahi (employees) are available to provide intentional peer support for mental health and addiction-related distress, offering peer-led conversations, safety planning, navigation, and warm handovers to other services when needed.

Grounded in lived experience, Te Ao Māori, and relational practice, the Odyssey Community Café aims to create a calm alternative to clinical environments where people are listened to without judgement and supported to regain stability. By complementing local health and social services through early intervention and strong community relationships, the Community Café aims to provide appropriate support, help reduce stigma, and strengthen wellbeing.

Position Purpose

The Odyssey Community Café Kaiārahi plays a key role in creating a culturally safe, welcoming and inclusive Community Cafe space that supports recovery and wellbeing, drawing upon Te Ao Māori knowledge and experience. This involves:

- Supporting Community Cafe team to embed Te Tiriti o Waitanga and tikanga Māori across service delivery and everyday practice.
- Leading and coordinating cultural activities and Kaupapa that support tāngata whai ora and their whānau, and are responsive to their aspirations, identities and needs.
- Guiding mana-enhancing practice through leadership, role modelling and cultural guidance.
- Providing cultural guidance and support to tāngata whai ora, their whānau and kaimahi, and facilitate culturally grounded approaches that integrate with the Intentional Peer Support model and support tāngata whai ora in the achievement of their goals.
- Establishing and maintaining key relationships with mana whenua, iwi and key stakeholders.

Key Areas of Responsibility

Area of Responsibility	Performance Measures
Cultural Leadership in Service Delivery • Support the creation and maintenance of a culturally safe, welcoming, and mana-enhancing space, using knowledge and experience of Te Ao Māori to establish and maintain connection and trust with tāngata whai ora and their whānau. • Support the embedding of Te Tiriti o Waitangi in service delivery, drawing upon a demonstrated in-depth knowledge and understanding of Te Tiriti and its application in this role. • Promote a strengths-based, relational approach that honours mātauranga Māori and Māori ways of being, supports wellbeing, and strengthens community connections.	• Tāngata whai ora and kaimahi provide feedback that the Community Cafe is a welcoming, culturally safe and inclusive space. • Actions show knowledge and ability to apply the principle of Te Tiriti in the delivery of role. • Line manager and Pou Tikanga express satisfaction that the cultural guidance and Tikanga Māori-based activities are culturally grounded, responsive, and aligned with kaupapa Māori. • Tāngata whai ora and whānau report experiencing cultural support that is mana-enhancing, respectful, and responsive to their needs and aspirations; feedback indicate that cultural activities are supporting connection, participation, wellbeing and identity.

Area of Responsibility	Performance Measures
• Work in partnership with kaimahi, tāngata whai ora, and whānau to bring Māori knowledge and practices into the service in ways that complement the peer-led approach of the peer team and clinical practice of the Mental Health Practitioner. • Facilitate or co-facilitate cultural activities with other kaimahi, fostering learning, collaboration and belonging. • Provide cultural input into planning and support processes alongside kaimahi and other relevant stakeholders, ensuring Māori knowledge is respected and held with integrity. • Write up and enter information on tāngata whai ora cultural interventions and progress made into Odyssey's database (Recordbase). Tāngata Whai Ora and Whānau Support • Provide cultural guidance that support tāngata whai ora and whānau Māori to identify their cultural aspirations and experience meaningful engagement. • Provide or coordinate cultural opportunities for tāngata whai ora and whānau Māori to engage with Te Ao Māori values and practices in ways that uphold their mana and integrity, and strengthen their connection, participation, and wellbeing within the community. • Support tāngata whai ora to work towards their goals, and support whānau to understand and participate in ways that are meaningful and appropriate for them. Cultural Development of Team • Support the Peer Manager and team to embed Tikanga Māori practices into their work and interactions. This includes: ○ Fostering the use of Māori values and practices in everyday work, to build cultural safety, connection, and a strong values-driven community. ○ Providing guidance and resources to support kaimahi in their everyday use of Māori tikanga e.g. karakia, pepeha, Whakawhanaungatanga. ○ Sharing Te Ao Māori perspectives on wellbeing, whakapapa, and traditional practices to strengthen cultural confidence and understanding and application to service delivery.	• Demonstrates understanding of the Intentional Peer Support Approach in cultural activities planned and undertaken. • Line manager and team express satisfaction with the cultural guidance and collaboration provided to help achieve tāngata whai ora engagement, participation, and progress toward goals. • Line manager is satisfied with the timeliness and accuracy of information entered into Recordbase; entries meet case note writing procedural and privacy act/confidentiality requirements. • Tāngata whai ora and kaimahi Māori provide feedback that cultural activities and opportunities offered foster belonging, learning, and collective wellbeing. • Line manager observes that relationships with tāngata whai ora and whānau are trusting, respectful, and grounded in whakawhanaungatanga. • Whānau provide feedback that they feel informed, included, and supported to participate in ways that are meaningful and appropriate for them. • Line manager and team express satisfaction with cultural guidance and support provided. • Kaimahi report confidence in their understanding and application of cultural safety principles and tikanga Māori in their daily practice. • Line manager observes actions and activities that make Māori values and tikanga more visible in everyday mahi, interactions, and team practices. • Actions uphold Māori values, tikanga, and mātauranga in ways that reflect Te Tiriti o Waitangi.

Area of Responsibility	Performance Measures
- Encouraging awareness of Māori diversity, history, and experiences, and how these influence engagement and wellbeing. Community Café - Support the day-to-day operation of the Odyssey Community Café on a rostered basis. This includes: - Preparation, presentation and sale of food to customers in line with relevant policies and food safety standards. - Providing barista services and sale of coffee and other beverages to customers. - Helping to maintain the general tidiness and presentation of the cafe area. Relationship Management - Establish and maintain effective relationships with key internal and external stakeholders, to support the mana and status of the Community Cafe. This including building and maintaining strong relations with Odyssey managers and cultural leads, Odyssey Waikato/Tainui Kaumatua, mana whenua, local hapū/iwi, and Māori community groups. Health and Safety - Identify and act on any potential risks to self or others, including tāngata whai ora, whānau and/or other kaimahi. - Be familiar with and abide by the organisation's health and safety policies and reporting procedures, ensuring others do the same as required. - Follow safe work practices, which includes the effective use of safety equipment, identification of workplace hazards and taking action to reduce or eliminate these. Professional Development - Be proactive in own professional development.	- Café Manager expresses satisfaction with the standard of food preparation and presentation and adherence to relevant standards and policies. - Customers express satisfaction with the café services provided. - Relevant cultural relationships and networks are established, nurtured, and maintained. - Internal and external stakeholders' express confidence and satisfaction with the quality of working relationships and collaboration. - Risks (including Health and Safety, compliance and maintenance) are identified and reported. - Plans are put in place to resolve and/or mitigate potential problems as required; issues are escalated to relevant manager as required. - Demonstrates understanding and compliance with organisational and legislative health and safety requirements and is proactive in ensuring employees are compliant. - Follows correct protocols when using safety equipment. - Workplace hazards are identified and plans are put in place to reduce /eliminate these, or the matter is escalated to the relevant authority. - Has an individual development plan which is implemented.

Area of Responsibility	Performance Measures
- Attend relevant organisational and cultural supervision as required. General - Work cooperatively with colleagues and contribute actively to team meetings. - Carry out any other duties that may be delegated by the line manager, which are in keeping with the scope of the role.	- Attends organisational training and supervision required for role. - Regular attendance at team meetings and makes useful contributions. - Delegated work is undertaken and completed. - Commitment and flexibility are demonstrated.

Key Relationships

Internal	External
- Peer Manager and Community Café team - Operations Manager - Pou Tikanga - Pou Matua - Odyssey Waikato/Tainui Kaumatua - Pou Tokomanawa/Māori Clinical Lead - Pacific Clinical Lead - Consumer Advisor - Other Kaiārahi Māori - Ngā Manu Tāiko (Māori Advisory Group) - Whānau Lead - Other Odyssey kaimahi	- Tāngata whai ora and their whānau - Mental Health and Addiction services - Local iwi, hapū and marae - Māori community groups - Other external stakeholders - Pourewa (māra kai)

Person Specification

Qualifications, Knowledge and Experience

- At least 3 years relevant work experience, including experience in a cultural lead role supporting tāngata whai ora/whānau in wellbeing and recovery Hauora in a community setting (preferably a mental health and/or addictions recovery setting)
- Demonstrated empathy for people with mental health and addiction challenges (lived experience is preferred)
- Demonstrated confidence and strong grounding in tikanga Māori, including experience in mihi, kapa haka, marae kawa and protocols, and related cultural practices
- Experience in facilitating cultural activities or wānanga for individuals, whānau, and/or groups
- Proven knowledge of Te Tiriti o Waitangi and its application in practice
- Experience of supporting others to grow their cultural competence and confidence and understanding of cultural safety
- Active connection with Waikato/Tainui hapū and/or iwi, including involvement in marae or community based Kaupapa
- Experience working with kaumātua and whānau
- Understanding of or willingness to learn about intentional peer and clinical approaches while maintaining the integrity of Māori knowledge
- Knowledge of the customs and culture of Pacific peoples
- Working knowledge and experience of using Microsoft Office suite applications
- Knowledge of or willingness to learn about client databases and organisational digital systems
- Full current NZ drivers license
- A relevant qualification in Te Reo or other cultural, educational or teaching qualification is desirable
- Hospitality experience is preferred

Skills and Abilities

- Strong relational and communication skills
- Ability to use strengths-based approaches that upholds mana, dignity, and wellbeing
- Cultural leadership skills and ability to grow the cultural competency of others
- Ability to lead and embed cultural practices and approaches within a multi-disciplinary team setting for the benefit of tāngata whai ora
- Demonstrated ability to build strong, respectful relationships with others – tāngata whai ora, whānau, kaimahi, kaumātua, iwi, hapū, and community partners
- Confidence in Te Reo
- Fluency in English (written and spoken)
- Strong organisational skills and ability to complete work on time and to a good standard
- Ability to work independently and as part of a diverse team
- Demonstrated awareness of diverse cultures, identities and experiences, including rainbow communities
- Willingness to consider other viewpoints and adjust decisions as appropriate
- Self-motivated and able to take the initiative
- Good self-control and ability to diffuse conflict and adapt to changing situations
- High regard for security and confidentiality, including client information
- IT skills
- Ability to acknowledge own limitations and be proactive with own self-development

Ngā Poupou | Our Pillars

Our Pillars are the foundation of our work, guiding how we work together and with each other.

Whakawhirinaki Trust	Reliable and shows great integrity.
Pono Honesty	Transparency and openness underpin all actions.
Haepapa Responsibility	Achieves and surpasses goals.
Matapōpore Concern	Empathic and interested in the wellbeing of others.
Aroha Love	Genuinely collaborative, supportive and able to work as part of a close-knit team, including with tāngata whai ora and whānau.