



Job Description

Job Title:	Manager Health and Connection
Reports to:	Operations Manager – Health Services
Division:	Health Services – Ratonga Hauora
Department:	Health and Connection – Health Services
Direct Reports:	AOD Practitioners, AOD Peer Supports, Occupational Therapist, Health & Social Services Coordinator, Outreach Nurse, Mental Health Nurse, Social Worker.
Location:	HomeGround – 140 Hobson Street, Auckland CBD; (1010); mobile across Mission sites and community settings

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. We offer support for however long and in whatever way needed – for some people that is simply accessing one of our many services, for others it is a complex journey with our full support.

Te Tāpui Atawhai Auckland City Mission is committed to fostering a diverse and inclusive environment where whānau, kaimahi and partners feel valued, respected and empowered to advocate for themselves, our whānau Māori and the communities we serve. This is foundational to our mission, vision, and values as a Tangata Tiriti organisation.

Our Values

- **Manaakitanga** – We recognise and value the mana of every person as equal or greater than our own through hospitality, generosity, aroha, and respect.
- **Mana tika/Mana Ōrite** – Committed to equity and seeking dignity for all, we will fearlessly advocate with and for those experiencing greatest need.

- **Rangapū** – We seek and engage in authentic partnerships characterized by mutual trust, integrity, respect, transparency, commitment, and collaboration. We demonstrate our commitment to Te Tiriti o Waitangi through our actions.
- **Atawhai** – Compassion, care, and grace guide our every interaction.

Health and Connection

Health and Connection supports the Mission by providing accessible, responsive, mobile, and relationship-based health and social support to people experiencing significant barriers to accessing health care and other services.

Acknowledging the ongoing impacts of colonisation, systemic inequities and breaches of Te Tiriti o Waitangi, Health and Connection is committed to improving equitable access, experience and outcomes for Māori and other populations experiencing disadvantage, using data, whānau voice and continuous improvement processes to identify and address inequities.

Working across community and outreach settings, the multidisciplinary team builds trusted relationships with tāngata whaiora and whānau, meeting people where they are and supporting connection to health care, alcohol and other drug services, harm reduction, mental health support, housing, social services and other resources that contribute to improved health and wellbeing.

Health and Connection brings together professional and lived-experience expertise to provide coordinated, person-centred, and culturally safe support. Working across Te Tāpui Atawhai and community services, the team reduces barriers to care and improves health and wellbeing outcomes for people experiencing homelessness, poverty, trauma, substance use, mental distress, and other complex needs.

Te Kaupapa o Te Tūranga - Position Purpose

The **Manager Health and Connection** is responsible for the leadership, operational management, development, and effective delivery of the Health & Connection service, ensuring the service contributes to reducing health and social inequity, particularly those experienced by Māori.

The role provides leadership to a multidisciplinary workforce and ensures the team works collaboratively to provide accessible, coordinated, culturally safe and high-quality services to tāngata whaiora experiencing complex health and social needs.

The Manager is responsible for translating the Health and Connection service model and contractual requirements into effective day-to-day operations and will ensure appropriate systems are in place to deliver equitable, culturally safe practice across referral management, multidisciplinary working, outreach delivery, workforce support, risk management, quality improvement, data collection and reporting.

The Manager works closely with professional and clinical leaders to ensure appropriate clinical governance and professional oversight are maintained for regulated health practitioners, recognising the professional scopes and accountabilities of the different disciplines within the team.

As a Mission manager, the role also contributes knowledge, leadership and experience to the wider organisation and develops strong relationships with internal services, funders, iwi, Māori health providers, primary and secondary health services, AOD services, mental health services, housing and homelessness providers, social services and other relevant community organisations.

Ngā Kawenga Matua - Key Responsibilities

Service Leadership and Development

- Lead the implementation, development, and ongoing delivery of Health & Connection in accordance with the agreed service model, contractual requirements, and Mission strategy.
- Provide visible, accessible, and values-based leadership to the Health & Connection team.
- Develop a strong multidisciplinary team culture in which different professional disciplines, lived experience and areas of expertise are respected and effectively integrated.
- Translate strategic and contractual expectations into clear operational priorities, processes, and expectations for the team.
- Ensure ongoing service development is informed by kaupapa Māori perspectives, tāngata whaiora voice and whānau experience, workforce experience, and service data.
- Monitor and promote equitable access, engagement, experience, and outcomes across priority populations, ensuring improvement actions are implemented where inequities are identified.
- Contribute to the wider leadership and development of Mission health and social services.
- Role model the Mission's values of Manaakitanga, Atawhai, Rangapū and Mana Tika, Mana Ōrite.

People and Team Leadership

- Provide effective people leadership, direction, day-to-day coordination, practice support and leadership to frontline team members and the wider Health & Connection team.
- Establish clear expectations, responsibilities, and accountabilities across the multidisciplinary workforce.
- Ensure regular supervision, performance conversations, professional development, and annual performance reviews occur in accordance with Mission requirements.
- Identify workforce development needs and ensure staff have access to appropriate training, induction, professional development, and mandatory learning.

- Promote reflective practice, professional curiosity, collaboration, and continuous learning.
- Build a psychologically safe team culture in which staff can raise concerns, discuss risk, learn from practice, and contribute ideas for service improvement.
- Address performance, conduct and workforce issues promptly and appropriately in partnership with relevant Mission functions.
- Support staff wellbeing while maintaining clear professional expectations and accountability.
- Ensure appropriate professional supervision and clinical oversight arrangements are in place for regulated practitioners and other specialist roles.

Operational Management and Service Delivery

- Ensure Health & Connection operates effectively and consistently in accordance with its model of care, service specification, contractual requirements, and organisational policies.
- Establish and maintain effective operational systems for referrals, triage, allocation, engagement, caseload oversight, multidisciplinary review, transitions, and service exit.
- Monitor service demand, capacity, workflow, and resource allocation and respond to emerging operational pressures.
- Ensure outreach activity is planned and delivered safely, efficiently, and responsively.
- Maintain oversight of complex situations and support appropriate escalation and coordinated responses where required.
- Ensure systems support timely information sharing, documentation, and continuity of care across the multidisciplinary team.
- Promote effective integration between Health & Connection and other Mission services.
- Ensure service delivery remains responsive to the needs of people who may experience difficulty engaging with conventional appointment-based or clinic-based services.
- Ensure operational systems and service pathways actively address barriers to access, engagement, and support equitable service delivery and outcomes, particularly for Māori and people experiencing homelessness, exclusion, and disadvantage.
- Ensure resources are deployed effectively and within agreed budgets and operational parameters.

Multidisciplinary Practice and Clinical Governance

- Foster effective multidisciplinary working and shared responsibility for coordinated care.
- Ensure regular multidisciplinary meetings and other mechanisms are in place to support collaborative assessment, planning, review, and problem-solving.
- Ensure the respective scopes, professional responsibilities and expertise of team members are understood and respected.

• Work collaboratively with designated clinical and professional leaders to ensure appropriate clinical governance, professional standards and escalation pathways are maintained. • Ensure clinical decisions requiring discipline-specific expertise remain with appropriately qualified and authorised practitioners. • Support the development of clear pathways for consultation, escalation, and specialist advice. • Promote trauma-informed, harm-reduction, person-centred and culturally safe approaches across service delivery. • Promote reflective practice that strengthens understanding of colonisation, systemic inequities, and cultural safety, and supports staff to respond effectively to the needs and aspirations of Māori and other priority populations. • Ensure practice supports tāngata whaiora autonomy, informed decision-making, and meaningful participation in their care.
Partnerships and Stakeholder Relationships
• Develop and maintain effective relationships with iwi and community health providers, primary and secondary health services, AOD services, mental health services, housing and homelessness providers, social services, and other relevant community organisations. • Partner with iwi, Māori providers, and community organisations to strengthen culturally responsive pathways and improve access and outcomes for Māori. • Build collaborative relationships that improve pathways into and between services for tāngata whaiora. • Represent Health & Connection and Te Tāpui Atawhai in relevant sector forums, networks, and stakeholder meetings. • Maintain constructive relationships with funding and commissioning agencies as required. • Identify, document, and escalate systemic barriers affecting tāngata whaiora, particularly barriers that contribute to inequitable outcomes for Māori, and work collaboratively with partners to develop practical responses. • Support team members to establish and maintain the external relationships necessary for effective service delivery. • Advocate for improved access, equity and cultural responsiveness within health and social services systems and contribute to sector-wide efforts to address systemic disadvantage and barriers to care.
Contract Management, Data and Reporting
• Maintain oversight of service deliverables and ensure contractual requirements are understood and implemented within operational practice. • Ensure accurate, timely and meaningful service data is collected and recorded.

• Monitor activity, outputs, outcomes, equity indicators, and emerging trends to understand service performance, identify disparities, and inform continuous improvement. • Provide timely and insightful reporting on service delivery, performance, risks, outcomes, and development. • Work collaboratively with relevant Mission teams to meet funder reporting, financial and organisational reporting requirements. • Identify emerging risks to contractual delivery and escalate these appropriately. • Ensure service data is analysed by relevant equity measures, including ethnicity where appropriate, to monitor access, engagement, experience, and outcomes. • Establish mechanisms to collect, analyse, and respond to tāngata whaiora and whānau feedback, ensuring lived experience informs service improvement and decision-making. • Report on equity outcomes and improvement actions and ensure areas of inequity are actively addressed through service planning and quality improvement processes. Ensure service documentation and operational processes provide appropriate evidence of delivery and outcomes.
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Quality, Risk and Continuous Improvement
• Establish and maintain systems that support safe, consistent, and high-quality practice across Health & Connection.

- Maintain oversight of operational and service risks and ensure appropriate mitigation and escalation.
- Lead review and learning following incidents, complaints, near misses and other significant events as appropriate.
- Promote an open learning culture that focuses on improvement and accountability.
- Ensure relevant policies, procedures and practice guidance are understood and embedded within the service.
- Identify gaps, barriers and opportunities for improvement and lead implementation of agreed changes.
- Support audit, evaluation, accreditation, and other quality activities relevant to the service.
- Use qualitative and quantitative evidence, including Māori and whānau experience, to identify inequities and drive improvements in access, experience, and outcomes.

Financial and Resource Management

- Manage service resources responsibly and within delegated financial authority.
- Contribute to budget development, forecasting and monitoring as required.
- Monitor expenditure and ensure resources are aligned with service priorities and contractual commitments.
- Identify workforce and resource requirements and provide evidence-based recommendations to senior leadership.
- Ensure appropriate equipment, systems and resources are available to support safe mobile and outreach practice.

Health and Safety, Quality and Compliance, Ethics

- Act within the professional boundaries outlined in the Mission Code of Ethics and Code of Conduct in all dealings with co-workers, clients, and external agency stakeholders. Fulfil Te Tāpui Atawhai Auckland City Mission policies and procedures with particular attention to safeguarding, health and safety, equality, equity, and diversity.
- Lead a culture of positive and engaged health and safety practice. Meet requirements of health and safety policy and the Health and Safety at Work Act NZ. Take responsibility to work safely by taking reasonable care of your own health and safety and ensuring your actions or omissions do not pose harm to yourself or others. Additionally, it is essential to comply with any reasonable instructions, policies or procedures provided to ensure a safe and healthy work environment for all.
- Ensure risks associated with mobile and outreach work are identified, assessed, and appropriately managed.
- Ensure staff understand and follow processes relating to lone working, personal safety, information security, incident reporting, and escalation.

• Ensure service delivery complies with relevant legislative, regulatory, contractual, and professional requirements. • Ensure privacy, confidentiality, informed consent, and appropriate information-sharing requirements are understood and consistently applied.
Tikanga – Culture and Relationships
• Demonstrate and promote commitment to Te Tiriti o Waitangi by embedding its principles of leadership, decision-making, service delivery, and continuous improvement through the mission’s values of Manaakitanga, Atawhai, Rangapū and Mana Tika, Mana Ōrite. • Demonstrates a deep understanding of cultural safety principles ¹ and applies them to mitigate power imbalances in workplace and service delivery environments. • Demonstrate cultural awareness when engaging with all people. • Demonstrate understanding of the impacts of colonisation and systemic inequities on Māori Health and wellbeing, including trauma, mental health, addiction, poverty, and homelessness; and actively support initiatives that promote equity and tino rangatiratanga. • Ability to communicate clearly and effectively with people from all walks of life and at various organisational levels. • Advocate for social justice, improved social conditions and a fair sharing of the community’s resources

Ngā Whēako – Ngā Tohu Mātauranga Qualifications, Experience, Knowledge, and Skill Requirements	
The skills, experience and knowledge outlined below may be obtained from many different experiences. For example, from paid work, voluntary work, work undertaken within your Marae, Church, 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
• Significant proven people leadership and management experience, preferably within health, social services, AOD, mental health,	• Relevant tertiary qualification in health, social work, addiction, mental health, management or a related discipline, or equivalent relevant experience.

¹ Ramsden, I. M. (2002). *Cultural safety and nursing education in Aotearoa and Te Waipounamu* (Doctoral dissertation, Victoria University of Wellington). Research Archive @ Victoria

homelessness, or another complex human service environment. • Demonstrated experience leading multidisciplinary teams, specialist practitioners, and/or subject-matter experts. • Strong operational management skills, including the ability to translate strategy and service specifications into effective day-to-day service delivery. • Experience developing, implementing, and improving operational systems and processes. • Demonstrated ability to lead through change and support the development or implementation of new services. • Strong interpersonal, relationship-building and written and verbal communication skills. • Demonstrated ability to build collaborative relationships across organisational and professional boundaries. • Experience managing complex operational risk and making sound decisions in dynamic environments. • Ability to use data, service information, and qualitative feedback to monitor performance and inform decision-making. • Demonstrated ability to manage competing priorities and maintain oversight of multiple areas of responsibility. • Commitment to upholding the articles of Te Tiriti o Waitangi in organisational practice.	• Professional registration where applicable to the successful candidate's discipline. • Strong understanding of the complex cultural, social, economic, and structural factors contributing to health inequity, homelessness, substance use, mental distress, and barriers to accessing health care. • Lived experience of substance use and recovery is valued. Where a candidate has a personal history of substance use disorder, a minimum of two years drug- and alcohol-free is required, along with a demonstrated commitment to ongoing personal recovery and wellbeing. • Experience working with people experiencing complex and intersecting needs, including trauma, homelessness, mental health challenges, and substance use. • Knowledge of trauma-informed, harm-reduction, recovery-oriented and person-centred approaches. • Understanding of multidisciplinary practice and the governance and professional-accountability requirements associated with regulated health and social service practitioners. • Experience developing and maintaining relationships across health, social services, community, and government sectors. • Experience with contract deliverables, service reporting, quality improvement, and performance monitoring. • Knowledge of risk management relevant to community, mobile or outreach service delivery.
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• Values aligned with the mission and purpose of Auckland City Mission – Te Tāpui Atawhai. • Full clean New Zealand Driver Licence.	• Demonstrated commitment to improving equity of access and outcomes for Māori and other populations experiencing barriers to health care.
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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.