



Job Description

Job Title:	Harm Reduction AOD Practitioner
Reports to:	Manager Health and Connection
Division:	Health Services – Ratonga Hauora
Department:	Health and Connection – Health Services
Direct Reports:	Nil
Location:	HomeGround – 140 Hobson Street, Auckland (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 Harm Reduction AOD Practitioner is responsible for providing specialist, harm reduction-focused alcohol and other drug (AOD) support as part of the Health and Connection team, with a focus on reducing substance-related harm and improving safety, wellbeing and stability.

The role contributes to reducing health and social inequities by supporting equitable access to services, advocating for whānau experiencing barriers to care, and ensuring engagement is culturally safe, whānau-centred, and responsive to the needs and aspirations of Māori.

The role provides direct support to clients alongside structured secondary consultation, targeted workforce development and specialist harm reduction advice. The Harm Reduction AOD Practitioner contributes specialist expertise to harm reduction practice, resources and service improvement initiatives and works collaboratively with Health and Connection colleagues, other Mission services and external providers.

The role operates within a defined scope of practice and prioritised workplan agreed with the Manager Health and Connection. Requests for support are managed and prioritised to ensure workload remains sustainable and aligned with Health and Connection service priorities.

Ngā Kawenga Matua - Key Responsibilities	
Clinical Practice and Client Support	
• Provide safe, responsive, and culturally appropriate harm reduction-focused AOD support to clients within agreed service areas, prioritised in consultation with the Manager Health and Connection. • Deliver practical, client-centred interventions that reduce substance-related harm and support safer use, stability and wellbeing. • Build trusting, culturally safe relationships with clients, recognising the impacts of trauma, homelessness, mental health needs and systemic inequities. • Work within defined referral pathways to ensure appropriate prioritisation of client work. • Maintain clear professional boundaries and work within the defined scope of the role. • Maintain accurate, timely and appropriate client documentation. • Identify and respond appropriately to risk, escalating concerns through relevant clinical and organisational pathways. • Develop strengths-based care plans and meaningful goals in partnership with clients and whānau, supporting informed decision-making through discussion of treatment options, harm reduction strategies, available supports and pathways to wellbeing while respecting individual preferences, aspirations, and self-determination.	
Secondary Consultation and Workforce Support	
• Provide scheduled secondary consultation and harm reduction advice to staff supporting clients with substance-related needs. • Support staff capability through case discussion, reflective practice and harm reduction guidance within scope. • Contribute to building organisational confidence and capability in overdose prevention and response, including Naloxone training. • Ensure secondary consultation is delivered within an agreed allocation of time and prioritised alongside direct client work. • Provide specialist harm reduction advice while recognising and maintaining appropriate boundaries between consultation and responsibility for direct client care.	

Training and Capability Building
• Deliver agreed harm reduction training sessions, including overdose response and Naloxone training, as part of a planned training schedule. • Support the development of staff knowledge and confidence in harm reduction principles and practice. • Contribute specialist AOD and harm reduction knowledge to relevant workforce development activities. • Support the development and use of practical harm reduction resources across relevant Mission services.
Harm Reduction Practice Development
• Contribute specialist input into harm reduction policies, procedures and resources in collaboration with relevant leaders. • Participate in evaluation and quality improvement activities relating to harm reduction initiatives. • Maintain awareness of current AOD trends, legislation and evidence-informed harm reduction practice. • Share relevant developments, emerging risks and harm reduction information through agreed organisational forums. • Contribute specialist knowledge to service development and improvement initiatives within the agreed scope and priorities of the role.
Service Integration and Collaboration
• Work collaboratively with Health and Connection colleagues and other Mission services to support consistent harm reduction messaging and practice. • Develop effective relationships with internal teams and service leaders to support coordinated responses to client needs. • Liaise with external AOD, health, social and community providers as required to support continuity of care and sector connection. • Facilitate appropriate referrals and connections to health, AOD and other community services.
Programme Contribution

• Provide agreed and scheduled input and support to SMART Recovery coordination in collaboration with the programme lead. • Contribute to the development and facilitation of the Harm Reduction Community of Practice within a structured schedule. • Ensure programme contributions are managed within the agreed workplan and balanced with direct client work, secondary consultation and other service priorities. • Contribute whānau feedback, lived experience insights and observations of inequitable service access or outcomes to service improvement activities. • Participate in regular supervision, reflective practice and ongoing professional development.
Professional Practice and Team Contribution
• Demonstrate professionalism, Manaakitanga, sensitivity, respect, ethical practice, and confidentiality, and contribute to culturally safe experiences for whānau, colleagues and partner agencies. • Maintain professional registration and practise within Addiction Practitioners Association New Zealand (DAPAA NZ) requirements, current professional standards, the relevant scope of practice and Mission policies and procedures. • Work within the scope of the role and recognise when clinical, social work or other specialist assessment and intervention is required. • Maintain appropriate professional boundaries and handle sensitive information with integrity and confidentiality. • Maintain current knowledge of evidence-informed AOD practice, professional standards and development and developments relevant to the role. • Work collaboratively within the multidisciplinary Health and Connection team and across the wider Mission. • Communicate clearly and effectively with whānau, colleagues and external providers. • Manage competing demands and priorities effectively, with a focus on follow-through and agreed outcomes. • Participate in supervision, professional development, training, and performance review processes as required.
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.

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

Ngā Pūkenga Nui - Essential	Tūranga Motuhake - Role-specific
• Current DAPAANZ professional registration, or a relevant Level 7 qualification in health, psychology or social services. • Full New Zealand driver's licence. • Experience working in health, social services or community settings. • Strong interpersonal and communication skills, with the ability to engage respectfully with diverse people. • Ability to maintain professional boundaries and handle sensitive information with integrity and confidentiality. • Sound problem-solving skills and the ability to work effectively in dynamic environments. • Ability to remain calm, empathetic and responsive in complex or high-pressure situations. • Commitment to ongoing learning, reflection and professional development. • Commitment to upholding the articles of Te Tiriti o Waitangi in organisational practice. • Values aligned with the mission and purpose of Auckland City Mission – Te Tāpui Atawhai.	• Experience working with people affected by substance use, including co-existing mental health needs, trauma and homelessness. • Demonstrated knowledge and application of harm reduction principles in practice. • Experience providing secondary consultation, advice or support to staff or peers. • Ability to build trusting, culturally safe relationships that recognise systemic inequities and support equitable outcomes. • Experience facilitating or coordinating group-based interventions, including SMART Recovery or similar programmes. • Confidence in delivering training and upskilling others in areas such as overdose response and harm reduction approaches. • Strong written communication skills, including accurate and timely documentation. • Ability to contribute to service development, quality improvement or programme implementation. • Understanding of the impacts of homelessness and inequities for Māori, and confidence engaging with diverse communities. • Ability to work collaboratively across disciplines, services and external organisations while maintaining the specialist scope of the role.

	• Lived experience of recovery, homelessness or other relevant life experience is valued and welcomed.
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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.