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# Position Description

# Role: Kaiwhakahaere/Manager FOH/Haeata

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| **Service:**  | Front of house/Haeata |
| **Reports to:**  | **Operations Manager Māori** |
| **Location:**  | **HomeGround**  |
| **Direct reports:**  | Team Leader HaeataTeam Leader FOHKitchen Manager |
| **Key Relationships** | **Internal**: Street to Home, Calder Health, all HomeGround Mission staff and residential services staff, Senior Leadership Team, Manurau, Corporate Services, Fundraising and Communications, People, Kaumatua, Pou Whirinaki. **External**: Service users, partners, and whānau. Community Housing Providers, Community Mental Health Services, Assertive Community Outreach Service (ACOS), Housing First Collective Agencies, Ngāti Whātua, Emerge Aotearoa, Kainga Ora, CADS and other Addiction Services, Healthcare Agencies, ADHB, Police, Probation, Courts, whānau, other community support providers and NGO’s, Māori and Pasifika Health and Social Services, Ministry of Housing and Urban Development, Ministry of Social Development, Auckland Council, Local Business Associations. |

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| **Our Mission – O Tātou Kaupapa** |

We provide immediate relief and pathways to long-term wellbeing for people in greatest need, through connection and access to kai, kāinga and hauora.

**VISION:**

A Tāmaki Makaurau where everyone can thrive.

**IMPACT STATEMENTS:**

Homelessness is brief, rare and non-recurring with affordable and healthy homes a reality for all.

Everyone has access to enough good kai to sustain them and their whānau needs.

Health care is accessible for all, including those suffering the effects of trauma, mental illness and addiction.

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| **Our Values – O Tātou Mātāpono** |

**Manaakitanga** - We recognise and value the mana of every person as equal or greater than our own through hospitality, generosity, aroha and respect.

**Atawhai** - Compassion, care and grace guides our every interaction.

**Rangapū** - We seek and engage in authentic partnerships characterised by mutual trust, integrity, respect, transparency, commitment and collaboration. We demonstrate our commitment to Te Tiriti o Waitangi through our actions.

**Manatika** **/ Mana Ōrite** - Committed to equity and seeking dignity for all, we will fearlessly advocate with and for people experiencing greatest need.

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| **Background – Ko wai mātou** |

The Auckland City Mission was founded by the Anglican Church in Tāmaki Makaurau just over 100 years ago. Since its inception it has sought change and transformation among, and on behalf of, those in desperate need. Through integrated service delivery and effective advocacy, the Mission has adapted to changing needs within the Auckland community, whilst consistently maintaining and building a strong reputation as a reliable and non-partisan voice on behalf those in most need.

Over 10 years ago the Mission began a journey of transformation of both its services and its building, culminating in the creation of HomeGround which opened in February of 2022.

The transformation of the Mission has not only been located to its building and services but critically, and much more broadly, in its understanding and application of Te Tiriti of Waitangi, across all aspects and functions of the Mission.

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|  **POSITION PURPOSE - Te Kaupapa o Te Tūranga**  |

**Haeata:** sits as the heart of HomeGround and provides daily nutritious meals in a safe and welcoming environment. Haeata is a space for whānau to re-build and maintain networks and access support to sustain wellbeing. During mealtimes, dedicated, trained staff are engaging with every individual and providing practical pathways out of homelessness and assistance with everyday problems.

Haeata is also a gateway to community-based work opportunities through Street Guardians which provides a twice-weekly opportunity for the street community to spend a day participating in activities with community organisations.

**Front of House services**: as the waharoa to HomeGround this service is the first point of connection for all visitors, whānau members and community members, and ensures the spirit of manaakitanga permeates all actions and interactions at the Mission. Whānau, are supported by the team in assessing their needs and supporting them to navigate to appropriate support services or destination through a warm handover process.

The Kaiwhakahaere FOH/Haeata will ensure services are focused on operating as a Te Ao Māori based service, ensuring te ao Māori principles are applied to all staff interactions with whānau.

The Kaiwhakahaere FOH/Haeata will contribute to the overall vision of ending homelessness and provide management, coordination, and oversight of the services. They will demonstrate a high level of collaboration with both Mission services and external agencies with the aim of connecting people with the right service at the right time. They will work closely with other Mission Services and partner agencies to co-create processes and pathways that support the whānau journey and contribute to effective outcomes.

While the Kaiwhakahaere FOH/Haeata is primarily responsible for the efficient and effective day to day management of their teams, they also play an important role in contributing knowledge and experience to the overall functioning and development of Street to Home. In addition, Managers are expected to work as part of the wider senior leader group including providing management assistance to other services as required.

# KEY RESPONSIBILITIES

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| **Key Result Area**  | **Key Accountabilities**  |
| FOH/Haeata meets operational standards  | * Knowledge of nutrition, meal planning, ordering in line with budget capacity.
* Focus on ensuring a te ao Māori lens is applied to both services, service interactions and a restorative justice approach to conflict resolution.
* Development of a team training programme ensuring internal Mission staff experience and understand the principles of running te ao Māori services.
* Oversee the development of culturally appropriate assessments.
* Development of a team training programme ensuring internal Mission staff experience and understand the principles of running a Kaupapa Māori services.
* Ensure staff are working to an agreed set of practice standards and principles in a consistent and coherent way.
* Work with Street to Home, Pou Whirinaki. and other Team Leaders and Managers to create integration between services.
* Implement, monitor and work to continuously and consistently improve the continuum of care offered to whānau.
* Ensure processes are developed, implemented and continuously improved through a te ao Māori lens.
* Ensure effective information flow and management reporting and look for opportunities to enhance processes and safety systems.
* Seek informal and formal feedback from whānau engaging in the services and ensure this is taken into consideration with all service development.
* Employ and train all staff, with specific emphasis on ‘Kaupapa Māori Trauma Informed Care’, Health and Safety protocols and te ao Māori service principles.
* Auditing platforms such as record base, ensuring staff capabilities match requirements.
* Individual one to one performance and development plans for each team member are created quarterly, and regular one-to-one meetings occur.
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| Be part of the Mission team  | * Comply with all legislative and regulatory requirements and report any breaches as soon as they become known.
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* Adhere to all Mission operating procedures, policies, guidelines and standards of integrity and conduct.
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**QUALIFICATIONS & EXPERIENCE**

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|   |  | **Essential**  |  | **Desirable**  |
|  **Qualifications**  | • •  | Tertiary qualification in hospitality, social services or a related field. Minimum 5 years’ experience in leading and/or working in a client facing service. In-depth and demonstrated understanding of Te Tiriti o Waitangi | • •   | A broad understanding of the homeless sector in Auckland. An understanding of the complex issues that lead people into homelessness.  |
| **Skills,** **Knowledge &** **Experience**  | •  | An understanding of how to work with vulnerable people and the systems they have to engage with.  |  |
|  | •  | Excellent inter-personal and communication (written and oral) skills.  |  |
|  | •  | Able to work independently and as part of a team.  |  |
|  | •  | Excellent team building, collaboration and partnering skills, with aptitude for getting things done through both formal and informal channels.  |  |
|  | •  | Strong time management and organisational skills.  |  |
|  | •  | Reputation for personal integrity and reliability.  |  |
|  | •  | Commitment to Te Tāpui Atawhai/Auckland City Mission values and organisational culture.  |  |
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