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# Position Description

# Role: Team leader, Haeata

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| **Service:** | Haeata |
| **Reports to:** | **Manager/ Kaiwhakahaere HUB & Haeata** |
| **Location:** | **HomeGround** |
| **Direct reports:** | Haeata team |
| **Key Relationships** | Internal: Manutea / GM Māori, Street to Home, Calder Health, all HomeGround Mission staff and residential services staff.    External: Service users, partners, and whānau. |

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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.  
  
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.

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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 Makarau 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.

The Team Leader Haeata will ensure the service is focused on being a Te Ao Māori based service, ensuring te ao Māori principles are applied to all staff interactions with whānau, by making them feel welcomed, comfortable and appropriately supported when accessing Mission Services.

You will work with many different team members of the Mission and wider community, to ensure whānau, visitors, clients, donors, volunteers, community members have a positive experience whilst visiting Mission HomeGround.

# KEY RESPONSIBILITIES

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| **Key Result Area** | **Key Accountabilities** |
| HomeGround Haeata meets operational standards | * Lead and develop Haeata services. * Knowledge of nutrition, meal planning, ordering in line with budget capacity. * Focus on providing Kaupapa Māori based services, applying a te ao Māori lens to all services and service interactions and applying a restorative justice approach to conflict resolution. * Employ and train all staff, with specific emphasis on ‘Trauma Informed Care’ and Health and Safety protocols and te ao Māori concepts of practice. * Maintain rostering ensuring all shifts are covered. * The Haeata Team Leader is responsible for supporting kaimahi and providing kai to ensure the smooth and effective operation of the Street Guardians programme. * Responsible for ensuring the overall successful delivery of the Street Guardian programme in meeting contractual obligations including reporting requirements. This is a partnership project between MSD and Heart of the City. * Document team processes and systems. * Auditing platforms such as record base, ensuring staff capabilities match requirements of the mahi. * Individual one to one performance and development plans for each team member are created quarterly, and regular one-to-one meetings occur. |
| Be part of the Mission team | Comply with all legislative and regulatory requirements and report any breaches as soon as they become known.    Adhere to all Mission operating procedures, policies, guidelines and standards of integrity and conduct. |

**QUALIFICATIONS & EXPERIENCE**

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|  |  | **Essential** |  | **Desirable** |
| **Qualifications** | •  • | Tertiary qualification in hospitality, social services or a related field.  Minimum ten 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. |  | |