



JOB DESCRIPTION

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| Job Title | Peer Support Worker – Shift Lead |
| Service | Māori Development Services – Haeata |
| Location | HomeGround, 140 Hobson Street, Auckland CBD |
| Reports to | Haeata Team Leader |
| Direct reports | NIL |
| Date Prepared / updated | July 2024 |
| Key Relationships | Peer Support Workers, Front of House, Hub, Haeata teams, volunteers, and whānau clients |

About the Organisation

Auckland City Mission - Te Tāpui Atawhai supports Aucklanders in greatest need. Our services have evolved as the city's social needs have done and we respond to these needs with care and compassion while advocating for a reality where there are: enough suitable homes, enough money for nutritious food and easily accessible health care for all. Since our doors opened more than 100 years ago, this has been our 'why'. We offer support for however long and in whatever way needed – for some people that's simply accessing one of our many services, for others that's a complex journey with our full support.

Purpose of Job

The Peer Support Worker – Shift Lead engages and establishes meaningful connections with whānau to provide whanaungatanga (positive connections and genuine relationships) and support. This role is to provide essential support across Haeata operations (kitchen, dining hall, back of house, laneway, and delivery areas) where required. Additionally, the Shift Lead responsibilities of this role carried out on weekends/public holidays will see you lead and oversee the operational functioning of Haeata. This is achieved through lived experience and valuable insights to enhance peer networks amongst the community we serve.

Key Roles and Responsibilities

Supporting Operations

- In partnership with Front of House, and Hub, engage with whānau clients when they present.
- Talk with the whānau clients about their situations to understand their needs and ensure this information is recorded in Recordbase.
- Encourage and have hope for whānau clients with empathy and kindness.
- Engage and establish connection and relationships with whānau clients.
- Prepare and ready service in kitchen, dining hall, back of house, laneway, and delivery areas.
- Assist with kitchen preparation of food as directed by the Kitchen Manager, and or Ringawera (Chef/Cook)
- Work and complete tasks in Haeata operations (kitchen, dining hall, back of house, laneway, and delivery areas) as directed by the Haeata Team Lead



- Liaise and work collaboratively with volunteers.
- Coordinate support to appropriate services internally and externally

Shift Lead Operations

- Lead and oversee the Haeata service from shift preparation through to the end of service day.
- Lead check in and check out with staff and coordination of staff on the floor.
- Manage any incidents and monitoring of the Haeata service.
- Comply with all legislative and regulatory requirements and report any breaches as soon as they become known.
- Ensure that all relevant information is communicated to line manager, and other co-workers in a timely and professional manner. Including necessary handover notes.

Security and Safety

- Report all incidents via the appropriate procedures.
- Participate in staff Health & Safety (H&S) meetings.
- Is aware of and follows all company policies and standard operating procedures.

Culture and Commitment

- Constructively participate as part of the Māori Development Services, committed to maintaining a positive work environment with co-workers
- Act in a professional manner always when engaging with co-workers, whānau clients, peers and external stakeholders adhering to company Code of Conduct
- Attend and proactively participate in all meetings, training, and team activities.
- Proactively look for ways to improve the service experience for whānau clients.
- From time to time, you may be required to perform other reasonable duties as requested by your line manager.
- Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate this into your work.

Skills and Experience

- Peer Support qualification or equivalent lived experience with homelessness, hardship, and or/ drug and alcohol addiction
- Current Full NZ Driver Licence
- Ability to engage effectively with whānau clients, peers, staff, and external stakeholders.
- Ability to work collaboratively as a team member to achieve service outcomes.
- Ability to work independently to demonstrate competency and confidence in the role.
- Must uphold personal integrity and reliability.
- Commitment to the Auckland City Mission (Te Tāpui Atawhai) brand and culture.
- Commitment to embodying the principles of the Treaty of Waitangi in organisational practice.
- Willingness to advocate for indigenous equity, and social equality.