

Position Description

Kaiārahi Māori – Tamaki Services

Reports to	Clinical Manager, Te Auripo (Adult Residential) Services
Supported by	Pou Tikanga
Service/Team	Te Auripo Services

About Us

Since 1980, we have supported thousands of New Zealanders whose lives are affected by alcohol, drug or other addiction challenges. We provide effective, evidence-based services that support wellbeing. We do this in partnership with tāngata whai ora (people seeking wellness) and their whānau, working together to build the lives they want.

We wholeheartedly believe that everyone living in New Zealand should have the opportunity to live life to the fullest and feel hopeful about their future. Our services encourage stronger connections with friends and whānau and enable meaningful participation in the community.

Our Residential services are delivered through a Therapeutic Community approach – a way of living and working together that supports healing and learning through shared responsibility, relationships, and daily practice.

Te Whare Ahuru is Odyssey's kaupapa-led model that guides how we work, live, and interact across our services, including within the Therapeutic Community. It provides the values and principles that shape behaviour, relationships, and decision-making, and supports the community to be a place of safety, dignity, belonging, and restoration.

At Odyssey, these kaupapa are known as the Pillars, and act as pou (foundational pillars) that uphold Te Whare Ahuru and guide how we engage with ourselves, others, and the wider community. These pou are Whakawhirinaki (Trust), Pono (Honesty), Haepapa (Responsibility), Matapopore (Concern), and Aroha (Love). Living and actioning these pou strengthens individual recovery journeys and supports the safety, connection, and collective health of the Therapeutic Community.

Tō Tātou Matakiteinga | Our Vision

Poutia, Heretia

Tuia te muka tangata ki te pou tokomanawa

Ka tū mana motuhake, Ka noho herekore i ngā waranga me ngā wero nui o te ao.

People, whānau and communities are connected and supported to live the lives they want, free from drug, alcohol and other addiction challenges.

Tō Tātou Aronga | Our Purpose

Ka hangaia e mātou he whare haumarū, he whare tūmanako hoki e tīni ai te tangata, he wāhi whakaaroaro, he wāhi ako, he wāhi tūhono anō hoki, mei kore e puta tātou ki te wheiao, ki te ao mārama.

We create hopeful and safe spaces for change with opportunities to reflect; learn and connect so that people can move towards a brighter future.

Position Purpose

As a valued member of Odyssey's Te Auripo Service, the Kāiarahi/Cultural Lead plays a key role in strengthening culturally safe, mana-enhancing practice within the Therapeutic Community. The role contributes to recovery and wellbeing by:

- Championing Te Tiriti o Waitangi and tikanga Māori, supporting their meaningful application across service delivery, policy, and everyday practice.
- Leading and coordinating cultural activities and kaupapa that support tāngata whai ora and their whānau, ensuring services are responsive to their aspirations, identities and needs.
- Promoting mana-enhancing practice through leadership, role-modelling and cultural guidance that supports kaimahi to uphold tikanga Māori and Te Tiriti informed practice across the service.
- Creating and facilitating culturally grounded approaches that work alongside clinical care, supporting tāngata whai ora to work towards their goals within the Therapeutic Community.
- Providing cultural guidance and support to tāngata whai ora, whānau, and Odyssey kaimahi, working in partnership with the Te Auripo Clinical Managers and Operations Manager.

Key Areas of Responsibility

Area of Responsibility	Performance Measures
<p>Cultural Service Delivery</p> <ul style="list-style-type: none"> • Lead cultural activities and programmes that complement the Therapeutic Community (TC) model in collaboration with the team at Te Auripo. • Facilitate the therapeutic use of kapa haka groups, deliver tikanga Māori and te reo Māori education. • Coordinate and/or support opportunities to access cultural activities such as raranga, mau, rākau, rongoā and others. • Provide and coordinate opportunities for tāngata whai ora and whānau to engage with Te Ao Māori values and practices in ways that uphold their mana and integrity. • Ensure cultural experiences strengthen connection, participation, and wellbeing within the community. 	<ul style="list-style-type: none"> • Tikanga Māori-based programmes and activities are designed, delivered, and reviewed in ways that are culturally grounded, responsive, and aligned with kaupapa Māori. • Tāngata whai ora, whānau, Odyssey managers and kaimahi express confidence and satisfaction in the relevance, quality, and cultural integrity of the services provided. • Tāngata whai ora and management feedback indicate that cultural activities are supporting connection, participation, wellbeing and identity within the Therapeutic Community.

Area of Responsibility	Performance Measures
<ul style="list-style-type: none"> • Work collaboratively with the Therapeutic Community model and maintain Health Service Standards. • Identify potential risks to tāngata whai ora, whānau, kaimahi, and self, and respond appropriately in a timely manner. • Understand and use Odyssey database systems and processes, including risk management processes, for recording information about cultural support and contact with tangata whai ora. • Write up tāngata whai ora cultural interventions and progress into Odyssey’s database (HCC) <p>Cultural Development of Te Auripo Kaimahi</p> <ul style="list-style-type: none"> • Support Clinical Managers and lead kaimahi to embed tikanga Māori practices into daily mahi. • Support and empower kaimahi to integrate cultural practices, e.g., karakia, pepeha, whakawhanaungatanga, into their work and interactions. • Share Māori perspectives on wellbeing, whakapapa, and traditional practices to strengthen cultural confidence and understanding. • Encourage awareness of Māori diversity, history, and experiences, and how these influence engagement and wellbeing. • Foster the use of Māori values and practices in everyday work to build cultural safety, connection, and a strong values-driven community. <p>Tāngata Whai Ora Support in Te Auripo</p> <ul style="list-style-type: none"> • Work in partnership with tāngata whai ora, whānau, and kaimahi to bring Māori knowledge and practices into the Therapeutic Community, enabling clinical approaches to complement cultural ways of working. • Facilitate or co-facilitate cultural group activities alongside kaimahi, fostering learning, collaboration, and belonging. • Promote a strengths-based, relational approach that honours mātauranga Māori and Māori ways of being, supports wellbeing, and strengthens community connections. 	<ul style="list-style-type: none"> • Demonstrates understanding of the Therapeutic Community model and relevant health standards. • HCC information is accurate, timely and meets all case note writing policy and procedural requirements and privacy act/confidentiality requirements; HCC case reviews are up to date. <ul style="list-style-type: none"> • Kaimahi express satisfaction with cultural support provided. • Kaimahi report increased confidence, understanding, and cultural safety in their practice. • Actions and activities help to make Māori values and tikanga more visible and meaningfully reflected in everyday mahi, interactions, and team practices. • Actions uphold Maori values, tikanga, and mātauranga in ways that reflect Te Tiriti o Waitangi. • Evidence that cultural guidance is sought, received, and applied by kaimahi demonstrate respect for Māori knowledge and diverse lived experiences. <ul style="list-style-type: none"> • Tāngata whai ora and whānau report experiencing cultural support that is mana-enhancing, respectful, and responsive to their needs and aspirations. • Evidence of cultural guidance provided that contributes to engagement, participation, and progress toward goals, with Māori and clinical approaches working alongside one another in complementary ways.

Area of Responsibility	Performance Measures
<p>Engagement with Tāngata Whai Ora and Whānau</p> <ul style="list-style-type: none"> • Work in partnership with tāngata whai ora, and their whānau to bring forward Māori perspectives that support connection, understanding, and wellbeing. • Provide cultural guidance that supports tāngata whai ora and whānau to identify their cultural aspirations and experience meaningful engagement. • Provide cultural input into planning and support processes, alongside kaimahi and relevant stakeholders, ensuring Māori knowledge is respected and held with integrity. • Support tāngata whai ora alongside their whānau to work towards their goals, and support whānau to understand and participate in ways that are meaningful and appropriate for them. <p>Relationship Management</p> <ul style="list-style-type: none"> • Establish and maintain effective relationships with key internal and external stakeholders, including residential Clinical and Operations Managers and their teams, other cultural roles, mana whenua, local hapū/iwi, and Māori community groups, as appropriate. <p>Health and Safety</p> <ul style="list-style-type: none"> • Identify and act on any potential risks to self or others, including tāngata whai ora, whānau and/or other kaimahi. • Be familiar with and abide by the organisation’s health and safety policies and reporting procedures, ensuring others do the same as required. • Follow safe work practices, which includes the effective use of safety equipment, identification of workplace hazards and taking action to reduce or eliminate these. 	<ul style="list-style-type: none"> • Cultural activities foster belonging, learning, and collective wellbeing. • Relationships with tāngata whai ora and whānau are trusting, respectful, and grounded in whakawhanaungatanga. • Whānau feel informed, included, and supported to participate in ways that are meaningful and appropriate for them. • Māori perspectives are consistently brought into engagement and planning processes with care and integrity. <ul style="list-style-type: none"> • Relevant cultural relationships and networks are established, nurtured, and maintained. • Internal and external stakeholders’ express confidence and satisfaction with the quality of working relationships and collaboration. • External cultural services are organised and delivered in collaboration with the Kāiarahi. <ul style="list-style-type: none"> • Risks (including Health and Safety, compliance and maintenance) are identified and reported. • Plans are put in place to resolve and/or mitigate potential problems as required • Issues are escalated to relevant manager as required. • Demonstrates understanding and compliance with organisational and legislative health and safety requirements and is proactive in ensuring employees are compliant. • Follows correct protocols when using safety equipment. • Workplace hazards are identified and plans are put in place to reduce /eliminate these, or the matter is escalated to the relevant authority.

Area of Responsibility	Performance Measures
<p>Te Tiriti o Waitangi</p> <ul style="list-style-type: none"> • Demonstrate in-depth knowledge and understanding of Te Tiriti o Waitangi and its application in this role. <p>Professional Development</p> <ul style="list-style-type: none"> • Be proactive in own professional development. • Attend relevant organisational trainings as required. <p>General</p> <ul style="list-style-type: none"> • Work cooperatively with colleagues and contribute actively to team meetings. • Carry out any other duties that may be delegated by the line manager, which are in keeping with the scope of the role. 	<ul style="list-style-type: none"> • Actions show knowledge and ability to apply the principle of Te Tiriti in the delivery of role. • Has an individual development plan which is implemented. • Attends organisational training required for role. • Regular attendance at team meetings and makes useful contributions. • Work is undertaken and completed. • Commitment and flexibility are demonstrated.

Key Relationships

Internal	External
<ul style="list-style-type: none"> • Te Auripo Clinical Managers/team • Operations Manager • Pou Tikanga • Pou Matua • Pou Tokomanawa/Māori Clinical Lead • Pacific Clinical Lead • Consumer Advisor • Other Kaiārahi Māori • Ngā Manu Tāiko (Māori Advisory Group) • Whānau Lead • Kai Garden Coordinator • Other Odyssey kaimahi 	<ul style="list-style-type: none"> • Tāngata whai ora and their whānau • Local iwi, hapū and marae • Māori community groups • Other external stakeholders • Pourewa (māra kai)

Person Specification

Qualifications, Knowledge and Experience

- Strong leadership and proven knowledge of Te Tiriti o Waitangi and its application in practice.
- Strong grounding in tikanga Māori, including extensive experience in mihi, kapa haka, marae, kawa and protocol, and related cultural practices
- Demonstrated confidence in te reo Māori and tikanga Māori
- Active connection with hapū and/or iwi, including involvement in marae or community based Kaupapa
- Proven cultural leadership and mentoring experience, including experience of supporting others to grow their cultural competence and confidence, and understanding of cultural safety
- Experience working with kaumātua and whānau
- Experience in supporting tāngata whai ora and whānau in wellbeing, recovery, hauora, or community settings (addictions and/or mental health experience is an advantage)
- Experience in facilitating or supporting individual, whānau, and/or group-based activities or wānanga
- Understanding of or openness to learning about clinical and therapeutic environments/approaches and to work alongside clinical practitioners while maintaining the integrity of Māori knowledge
- Knowledge of the customs and culture of Pacific peoples
- Working knowledge and experience of using Microsoft Office
- Knowledge of or willingness to learn about client databases and organisational digital systems
- Full current NZ drivers license
- A relevant qualification in Te Reo or other cultural, educational or teaching qualification is desirable
- Lived experience of recovery and/or familiarity with therapeutic communities is valued but not required

Skills and Abilities

- Cultural leadership skills and ability to grow the cultural competency of others
- Ability to integrate Māori knowledge and practices within a clinical setting
- Ability to lead and embed cultural practices and approaches in a way that complements clinical approaches for the benefit of tāngata whai ora
- Demonstrated ability to build strong, respectful relationships with others – tāngata whai ora, whānau, kaimahi, kaumātua, iwi, hapū, and community partners
- Relational and strengths focused
- Ability to use relational and strengths-based approaches that upholds mana, dignity, and wellbeing
- Ability to navigate cultural and clinical differences or tensions in a thoughtful, safe and constructive way
- Strong interpersonal and communication skills, including written communication skills
- Ability to work under pressure, complete work on time and to a good standard
- Ability to work independently and as part of a diverse team
- Demonstrated awareness of diverse identities and experiences, including rainbow communities
- Willingness to consider other viewpoints and adjust decisions as appropriate
- Self-motivated, able to take the initiative and adapt decisions as appropriate
- Demonstrated ability to show discretion, integrity, trust and respect for confidentiality, including confidentiality of client information
- IT skills
- Self-aware and ability to recognise own limits and be proactive with ongoing personal and professional development

Ngā Poupou | Our Pillars

Our Pillars are the foundation of our work, guiding how we work together and with each other.

Whakawhirinaki Trust	Acts with integrity and reliability. Builds trust through consistent and dependable actions and practice.
Pono Honesty	Works openly and truthfully. Aligns words, actions, and decisions.
Haepapa Responsibility	Takes ownership of mahi and outcomes. Follows through and meets responsibilities.
Matapōpore Concern	Shows genuine care and attentiveness. Treats relationships as taonga.
Aroha Love	Works with compassion and respect. Contributes positively to a supportive, collaborative team.