



Assessment Professional – Food Security Service

Reports to:	Team Leader – Food Security Service
Location:	Grafton
Date Prepared:	06/08/2021

Our Mission:

Together we stand with those in desperate need.

We provide immediate relief and pathways to enable long term wellbeing.

Our Values are:

- **Manaakitanga**

Manaakitanga is behaviour that acknowledges the mana of others as having equal or greater importance than one's own, through the expression of aroha, hospitality, generosity and mutual respect.

- **Manatika (Justice)**

Committed to equity and seeking dignity for all we will fearlessly advocate with and for those who are going without.

- **Rangapū (Partnership)**

Firstly, the Auckland City Mission recognises the principle of partnership within Te Tiriti O Waitangi.

Secondly, our commitment to partnership stems from a belief that manaakitanga, equity, and social justice need to be pursued both within partnerships and through them.

For us partnership is characterised by mutual trust, integrity, respect, transparency, and commitment.

BACKGROUND

Auckland City Mission has, for the past 100 years, provided a range of Social Services for those in desperate need. While the people, their needs and consequently our services have changed over that time our philosophy of giving not charity, but a chance, has not.

The services we offer at present are focused on giving a chance to people who are sleeping rough or who are inadequately housed, those who struggle with food insecurity, with drug and alcohol addiction, who need affordable primary healthcare, or any of the above and more.

FOOD SECURITY SERVICE

Our commitment to those in desperate need has meant that the Auckland City Mission has provided support with food through our Food Bank Services since the mid-1980s, one of the first of its kind in the country. Over the years the demand for this service has steadily increased and in the last number of years it has grown exponentially.

This service seeks to lead the Mission's vision of an Aotearoa that is Food Secure for all. We understand that food insecurity is driven primarily by inadequate income and therefore requires us to challenge and disrupt the current economic and food systems. This is done in relationship with our national and regional partners, most notably Kore Hiakai, Auckland Council, government partners (including health) and varied food growers, producers, distributors, and food bodies.

We are conscious that whilst food is not what will change the reality of food insecurity, people who are food insecure do need food until the reality of a food secure nation can be realised. As such we seek to distribute food in mana enhancing ways, whether through our own food bank, in partnership with others, most particularly Manukau Urban Maori Authority and Papakura Marae or our own Foodlink Programme where we distribute large amounts of food to other food distributors.

We seek to ensure that dignity is upheld, and shame minimised. We value the distribution of nutritious food, where people have choice and further appropriate support is offered if needed. We realise that unless we advocate strongly for change, we are entrenching within the food system societal dependence (and most notably governmental dependence) of the provision of services like ours to supplement inadequate incomes.

We privilege a response for and by Māori, for and by Pasifika peoples and finally we acknowledge that as it is overwhelmingly women who are carrying this burden. As such we will privilege responses that meet the needs of women and particularly women parenting alone.

The team of Assessment Professionals provide emergency food and goods to clients in their time of greatest need, whether a one-off visit or whānau facing long-term difficulties. By providing assessments, identifying when additional support would be helpful and referring to other services this service effectively advocates for individuals in desperate need. The service also generates important data and information for the Mission to use for wider advocacy work.

POSITION PURPOSE:

The purpose of this position is to manage enquiries from people requesting to access our emergency food and goods services. On engagement you will assist and assess clients' needs, connecting them to emergency food, goods and as appropriate advocating for and referring to internal and external support agencies, health services, and other social services.

Key Result Area	Key Accountabilities
<p>Engage clients effectively.</p> <p>Carry out an assessment of each client's needs to the highest standard.</p> <p>Plan and implement interventions that improve client well-being and health.</p> <p>Record all interventions, and produce statistical reports as required.</p>	<p>Engage clients effectively at initial contact and subsequently.</p> <p>Follow Mission assessment processes for each client.</p> <p>Use a theoretical model to guide the assessment process.</p> <p>Work with the client to reach an agreement on how to move forward.</p> <p>Advocating on clients' behalf where the client is unable to do so effectively.</p> <p>Record all interventions and produce statistical reports as required.</p>
<p>Team Membership</p>	<p>Attend and participate constructively in team meetings and activities.</p> <p>Assist in keeping all work spaces clean and tidy.</p> <p>Demonstrate ability to work as part of a team by coordinating, discussing, consulting, and negotiating where needed.</p> <p>Understand and consistently use organisational policies and procedures.</p> <p>Receive, sort, and pack food parcel stock away following stock management processes as required.</p> <p>From time to time, you may be required to perform other reasonable duties as requested. These may be in the wider Mission work environment.</p>
<p>Organisational Requirements</p>	<p>Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work.</p> <p>Understand and articulate organisational values and principles.</p> <p>Develop and maintain your knowledge and understanding of other services including referral processes.</p> <p>Participate in the development and review of organisational policies and procedures as required.</p> <p>Comply with all legislative and regulatory requirements and report any breaches as soon as they become known.</p> <p>Adhere to all Mission operating procedures, policies, guidelines and standards of integrity and conduct.</p>

Build and Maintain external relationships.	<p>Develop and maintain knowledge and understanding of external community issues and how they relate to Mission services.</p> <p>Understand and demonstrate the purpose of relationship</p> <p>Follow protocol for external relationships consistently.</p> <p>Work with other organisations in undertaking activities to seek best outcomes for clients.</p>
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QUALIFICATIONS & EXPERIENCE

Qualifications	<p>Tertiary qualification in a relevant field.</p> <p><i>OR</i></p> <p>Extensive experience in a related and transferable setting.</p>
Skills, Knowledge & Experience	<p>Experience in a related field.</p> <p>Experience working in a multicultural environment.</p> <p>Excellent communication skills.</p> <p>Administration and computer skills.</p> <p>Customer service skills.</p> <p>Ability to relate to people from all walks of life.</p> <p>Understanding of Social Services and their process.</p> <p>How to work with vulnerable people and the systems they may need to engage with.</p> <p>Non-judgemental attitude.</p> <p>Resilience.</p> <p>Clean drivers' licence.</p>