

Job Description

Job Title:	AOD Practitioner - Ringa Riwha
Reports to:	Team Lead AOD Practitioner
Division:	Managed Withdrawal Services - Ratonga Aukati Warawara
Department:	Health Services - Ratonga Hauora
Direct Reports:	Nil
Location:	HomeGround – 140 Hobson Street, Auckland (1010)

Te Tāpui Atawhai - Auckland City Mission

Ko wai mātou Who we are

Te Tāpui Atawhai Auckland City Mission supports Aucklanders in greatest need and is committed to upholding Te Tiriti o Waitangi as a core principle in achieving our organisational mission and vision.

Known as Te Tāpui Atawhai since July 2021, our Māori name symbolises our commitment to Tangata Whenua. We acknowledge that existing economic, health and social inequities for Māori are caused by breaches of Te Tiriti and the negative impacts of colonisation which are ongoing.

Our services have evolved as the city's social needs have. We respond with care and compassion while advocating for a reality where there are enough suitable homes, enough access to nutritious food, and accessible health care for all people and their families. Since our doors opened more than 104 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 it's a complex journey with our full support.

Te Tāpui Atawhai Auckland City Mission is committed to fostering a diverse and inclusive workplace where staff feel valued and respected. This is foundational to our mission, vision and values as a Tangata Tiriti organisation.

Managed Withdrawal Services - Ratonga Aukati Warawara

Managed Withdrawal provides community and residential services to individuals experiencing addiction. Established in the mid-1980s, the organisation is located at HomeGround, 140 Hobson Rd, Auckland. Currently, Managed Withdrawal has a capacity of 15 beds and is staffed by a diverse team of Alcohol and Other Drug (AOD) Practitioners, AOD Support Workers, and Volunteers.

Managed Withdrawal works closely with Medical Withdrawal services. Managed Withdrawal is part of a recovery continuum that signifies a shift in how mental health and addiction services are delivered. A recovery-oriented mental health and addiction service aims to incorporate recovery principles throughout its offerings.

These principles are characterised by the following values:

1. **Person Orientation:** It is crucial to understand the strengths and aspirations of each individual consumer.
2. **Person Involvement:** Outcomes improve for individuals who have meaningful opportunities to be involved in planning and delivering their services.
3. **Self-Determination and Choice:** Recovery-focused mental health and addiction services embody the values of choice and partnership. Coercion weakens rather than strengthens individual consumers.
4. **Growth Potential:** Hope for the future is an essential aspect of all recovery-oriented services. This includes assessing progress toward growth, adjusting services to acknowledge achievements, and modifying services to enhance progress.

Te Kaupapa o Te Tūranga - Position Purpose

The AOD Practitioner – Ringa Riwha plays a pivotal role within the He Ara Whakamana Tangata team, supporting residents living with, or at risk of, mental health challenges and problematic alcohol and other drug (AOD) use in a permanent residential setting. This role combines clinical expertise with service development to ensure the delivery of responsive, evidence-based, and culturally grounded care.

At the heart of this role is the responsibility for leading organisational and service change, including reviewing and refining the current model of care to incorporate best practices and Kaupapa Māori-informed approaches. The practitioner will champion healing, transformation, trauma-informed care, and service integration, contributing to a model that is fit for purpose and aligned with the Mission's values.

In addition to direct client engagement, the AOD Practitioner oversees the day-to-day management of service delivery and provides clinical leadership to reduce AOD-related harm. This includes building and maintaining relationships with a wide range of stakeholders and contributing strategic insight and professional expertise to the ongoing development of He Ara Whakamana Tangata and the wider Mission.

Ngā Kawenga Matua - Key Responsibilities

Service Delivery

Client Support and Clinical Practice

- Provide a safe, supportive environment for clients managing withdrawal from alcohol and drugs, including those with co-existing mental health issues.
- Deliver comprehensive AOD services including intake and withdrawal assessments, care planning, mental health and risk assessments, and psychosocial goal setting.
- Work with clients pre- and post-detox, ensuring wraparound support that enhances recovery and stability.
- Conduct individual and group sessions, offering therapeutic interventions tailored to client strengths and needs.
- Monitor and manage clients during detox, addressing risks such as aggression, depression, psychosis, and suicidal ideation with sensitivity and professionalism.
- Maintain accurate clinical documentation (case notes, shift summaries, reports) and ensure information is communicated appropriately across shifts.

- Engage in confidential conversations around physical and psychological needs with client consent.

Collaboration and Whānau Engagement

- Collaborate with clients, whānau, and multidisciplinary teams to create culturally responsive, person-centred treatment plans.
- Liaise with community AOD services, specialist nurses, rehabilitation services, and external agencies to support continuity of care.
- Advocate for clients by supporting access to services such as Court, Work and Income, and emergency housing.

Professional Development and Team Contribution

- Work closely with the Team Leader and Senior Practitioners to build capability within the team.
- Stay up to date with current AOD best practice and share knowledge collegially.
- Contribute to service reviews and support the implementation of changes to the model of care.
- Participate actively in team meetings, service planning, and quality improvement initiatives.

Reporting and Administration

- Provide accurate service updates and reports as required by management.
- Follow organisational policies and administrative procedures.
- Support budgeting and cost management within the service.

Stakeholder Relationships

- Build and maintain positive, professional relationships with internal and external stakeholders.
- Ensure all verbal and written communication reflects professionalism and respect.
- Share relevant information that may support service development, funding, or stakeholder engagement.

Tikanga - Culture and relationships

- Demonstrate through actions commitment to Te Tiriti o Waitangi and the Mission's values of Manaakitanga, Atawhai, Rangapū and Mana Tika, Mana Ōrite.
- Demonstrate Cultural Safety principles when engaging with Māori: (Reflective Practice; Minimise Power Imbalance; Awareness of Colonisation; Appropriate Communication).
- Demonstrate cultural awareness when engaging with all people.
- Demonstrate empathy and understanding of issues including colonisation in NZ, trauma, mental health, addiction, poverty and homelessness.
- Ability to communicate clearly and effectively with people from all walks of life and at various organisational levels.
- Advocate for social justice, improved social conditions and a fair sharing of the community's resources.

Health and Safety, Quality and Compliance, Ethics

- Act within the professional boundaries outlined in the Mission Code of Ethics and Code of Conduct in all dealings with co-workers, clients and external agency stakeholders. Fulfil Te Tāpui Atawhai Auckland City Mission policies and procedures with particular attention to safeguarding, health and safety, equality, equity and diversity.
- Lead a culture of positive and engaged health and safety practice. Meet requirements of health and safety policy and the Health and Safety at Work Act NZ. Take responsibility to work safely by taking reasonable care of your own health and safety and ensuring your actions or omissions do not pose harm to yourself or others. Additionally, it is essential to comply with any reasonable instructions, policies or procedures provided to ensure a safe and healthy work environment for all.

Other

- Comply with any other reasonable request from your manager or team leader.

Ngā Whēako – Ngā Tohu Mātauranga

Qualifications, Experience, Knowledge and Skill Requirements

The skills, experience and knowledge outlined below may be obtained from many different experiences. For example, from paid work, voluntary work, work undertaken within your Marae, Church, or from specific iwi/whānau responsibilities. The list below outlines transferable skills, knowledge and experience we are seeking for this role.

If qualifications are required for the role, they are also outlined below. If no qualifications or preferred qualifications are outlined, we will consider equivalent experience for the role.

Ngā Pūkenga Nui - Essential	Tūranga Motuhake - Role-specific
<ul style="list-style-type: none"> Postgraduate qualifications and/or experience in Management or Team Leadership, with DAAPANZ registration as a Practitioner. A minimum of 2 years drug- and alcohol-free, with a demonstrated commitment to personal recovery and wellness. A current Full New Zealand Driver's Licence. Experience working in health, social services, or community-based organisations, ideally within the not-for-profit sector. Experience working with clients facing complex challenges, including the impacts of colonisation in Aotearoa, trauma, mental health, addiction, poverty, food insecurity, and homelessness. Demonstrated ability to build trust and establish strong connections with whānau facing complex challenges, including the impacts of colonisation, trauma, addiction, 	<ul style="list-style-type: none"> Proven ability to manage competing demands and priorities while staying focused on achieving outcomes. Strong interpersonal skills, with a demonstrated ability to build rapport and maintain meaningful relationships. Knowledgeable, passionate, and patient, with the ability to teach and support others with empathy and aroha. Understanding of the impact of colonisation, poverty, and systemic barriers—particularly for Māori—and a commitment to culturally safe practice. Experience in community development and engagement, particularly with Māori communities. Strong administrative and organisational skills, with proficiency in IT and digital tools. Exceptional written communication skills, ensuring clarity, accuracy, and professionalism in all documentation.

<p>poverty, mental health issues, and homelessness.</p> <ul style="list-style-type: none"> • Committed to following the Te Tiriti o Waitangi policy and strategy of Te Tāpui Atawhai - Auckland City Mission. • Experienced in applying Te Tiriti o Waitangi principles in practice. • Empathetic understanding of the impacts of colonisation, trauma, mental health, addiction, poverty, food insecurity, and homelessness. • Values aligned with the mission and culture of Te Tāpui Atawhai - Auckland City Mission. 	<ul style="list-style-type: none"> • Collaborative team player, with a proven ability to work effectively with colleagues and external partners.
--	---

<h3 style="text-align: center;">Haere Mai - Why join us?</h3>
<p>Cultural Respect: Be part of an organisation that values and integrates te ao Māori into its core values and operations.</p>
<p>Career Growth: Access to professional development and internal career progression opportunities.</p>
<p>Supportive Environment: Engage with a diverse network of colleagues and participate in culturally enriching events and activities.</p>
<p>Tō Mātou Kaupapa Our Mission: We provide immediate relief and pathways to long-term wellbeing for people in greatest need, through connection and access to kai, kāinga and hauora.</p>
<p>Tō Mātou Kitea Our Vision: A Tāmaki Makaurau where everyone can thrive.</p>
<p>OUR IMPACT STATEMENTS</p>
<ul style="list-style-type: none"> • Homelessness is brief, rare and non-recurring with affordable and healthy homes a reality for every person in Tāmaki Makaurau. • Everyone has access to enough good kai to sustain themselves and their whānau needs. • Health care is accessible for all, including people living with the effects of colonisation in Aotearoa, trauma, mental unwellness and substance abuse.