



## Position Description

### Role: Mau Tangata – Front of House (FOH)

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| <b>Reports to</b>        | <b>Manager Front of House</b>                                                                                                                                                                                                                                  |
| <b>Location</b>          | HomeGround – Hobson st                                                                                                                                                                                                                                         |
| <b>Key Relationships</b> | <ul style="list-style-type: none"><li>• Manager Front of House</li><li>• Cultural Practitioners</li><li>• Senior Māori Caucus</li><li>• Specialist staff – Te Whare Hīnātore</li><li>• and other Te Tāpui Atawhai staff through to senior leadership</li></ul> |

#### **Our Mission – O Tātou Kaupapa**

Together we stand with those in desperate need. We provide immediate relief and pathways to enable long term wellbeing.

#### **Our Values – O Tātou Mātāpono**

##### **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, Te Tāpui Atawhai 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 – Ko wai mātou**

The Auckland City Mission was founded by the Anglican Church in Tāmaki Makaurau 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.

At the core of the present-day Auckland City Mission are three areas of work. Our response to homelessness through our outreach, case management, community development, transitional and permanent accommodation services, our response to food insecurity through the provision of food and support services and our health programme - the social detoxification unit and the primary health care centre known as the Calder Centre. We seek to respond to the immediate need and advocate for systemic change. All services across the Mission are supported by the Corporate Services Division which includes the Finance, Asset and ICT Team as well as the Distribution and Retail Team. Additionally, the Mission also has Fundraising and People and Capability Teams.

Over 10 years ago the Mission began a journey of transformation of both its services and its building, culminating in the creation of a kaupapa Māori trauma informed transitional service, named Te Whare Hīnātore (2019) and HomeGround 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.

## **POSITION PURPOSE - Te Kaupapa o Te Tūranga**

Front of House, as the waharoa to HomeGround is the first point of connection for all visitors, whānau members and community members, the role of Mau tangata is to be the first face of the laneway greeting and watching over all its users ensuring that they are well directed and able to conduct their business safely.

The service will warmly welcome all visitors, clients, community members; assess their needs and help them navigate to an appropriate support service or destination through a warm handover process.

The team works in partnership with the Mission's other client facing services of Apartments Concierge, Calder Centre, Street to Home, withdrawal services, Haeata.

The role as 'Mau Tangata' is a person who is hospitable, welcoming, friendly, and generous, who holds people in high regard, a true people's person, can relate, and engage with all walks of life.

## Key Accountabilities

| <b>Service development and implementation</b> | <ul style="list-style-type: none"> <li>▪ Greet visitors and clients of the Auckland City Mission and ensure they are treated with respect and care, and warmly welcomed</li> <li>▪ As no two days are the same – an ability to think on your feet, and engage with anyone</li> <li>▪ Ability to deal with complex behaviours whilst demonstrating compassion and grace</li> <li>▪ Capacity to adopt a trauma informed approach</li> <li>▪ Patrol up and down the laneway managing the organisation and flow of people in the laneway, preventing groups from congregating unnecessarily and ensuring that entry points/ doorways and walkways remain clear and easily accessible.</li> <li>▪ Remain alert and attentive to tension and conflict in the laneway intervening and de-escalating as the first responder where possible and escalating procedures as necessary.</li> <li>▪ Supporting the co-ordination and ongoing improvement of the Front of House functions</li> <li>▪ Work alongside various departments to offer our clients a safe place to access services</li> <li>▪ Ensure that all persons onsite have the lawful right to be there and are abiding by mission policies and procedures while onsite.</li> <li>▪ Detect and respectfully refuse entry to trespassed individuals, noting and reporting these as they occur.</li> <li>▪ Detect and monitor clients entering the site for signs of drunkenness, substance abuse and other altered physical and emotional states, intervening, deescalating and taking action as required.</li> <li>▪ Document health and safety concerns and incidents as they arise</li> <li>▪ Contribution to the ongoing operation and improvement of the Front of House model to ensure the objectives of the service are met and enhanced</li> <li>▪ Participate in training where required</li> <li>▪ Contributes to the practice of the organisation including role modelling a culture that embeds the Mission's values of Manaakitanga, Atawhai, Rangapū and Manatika/Mana Orite</li> </ul> |
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| <b>Build cultural capability/safety</b>       | <ul style="list-style-type: none"> <li>▪ Support and action initiatives and plans to embed Te Ao Māori in alignment with Te Tiriti o Waitangi</li> <li>▪ Implement frameworks and tools to review and improve services, extend Māori capabilities and privilege Māori development while</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

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|                                       | <p>challenging existing behaviour, practices and processes.</p> <ul style="list-style-type: none"> <li>Advocate for the Mission and the people it serves, promoting its beliefs and raising social issues from a Māori perspective learned through working with people in desperate need</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Relationship Management</b>        | <ul style="list-style-type: none"> <li>Commit to developing relationships that support the Mission and its work</li> <li>Build and maintain positive and professional relationships with internal and external stakeholders ensuring both written and verbal communication is professional</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Develop a high performing team</b> | <ul style="list-style-type: none"> <li>Deliver and continuously improve the provision of quality kaupapa Māori services within FOH</li> <li>Ensure that all clients receive a high standard of care, consistent with accepted best practice and the agreed model of care</li> <li>Provides a range of appropriate interventions (minimal/brief to comprehensive) that are aligned to mātauranga Māori</li> <li>Take the lead in own training and development needs and communicate these effectively to your Manager</li> <li>Engage in regular supervision to promote continuous development and under the guidance of your direct line Manager</li> <li>Work collaboratively to ensure best outcomes</li> </ul> |
| <b>Be part of the Mission Team</b>    | <ul style="list-style-type: none"> <li>Practice a culture of positive health and safety practice and meet requirements of health and safety policies</li> <li>Ensure the Mission complies with all legal and regulatory requirements and governance protocols (e.g., NZ Employment Law) and report any breaches as soon as they become known</li> <li>Align practice and representation with mission policies and procedures</li> <li>Ensure understanding of performance expectations/goals with your direct line Manager and engage in annual performance reviews</li> </ul>                                                                                                                                    |

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| <p><b>Qualifications</b></p> <p><b>Skills, knowledge and experience</b></p> | <ul style="list-style-type: none"> <li>Knowledge of Kaupapa Māori principles e.g. understanding culture, power and how it relates to the Treaty.</li> <li>Working knowledge of Te Tiriti o Waitangi</li> <li>Has a reputation as someone who is trusted and leads in a tika, pono and aroha way.</li> <li>Ability to handle sensitive information in a confidential manner</li> </ul> | <ul style="list-style-type: none"> <li>Previous experience working with those experiencing homelessness, food insecurity, alcohol or other drug addictions, physical/mental illness.</li> <li>Experience leading and de-escalating aggressive situations</li> <li>Security Experience and a current COA is desirable</li> </ul> |
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|                            | <ul style="list-style-type: none"> <li>▪ Empathy and understanding of issues of trauma, mental health, addiction, poverty and homelessness.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                         |  |
| <b>Personal Attributes</b> | <ul style="list-style-type: none"> <li>▪ Knowledgeable, passionate and demonstrates patience and aroha when managing difficult situations</li> <li>▪ Resilient, adaptable and a flexible attitude.</li> <li>▪ Strong leadership skills that can empower and motivate others to effectively deliver results.</li> <li>▪ Ability to operate effectively with a high level of diplomacy.</li> <li>▪ Strong sense of self and culture</li> <li>▪ Ability to communicate clearly and effectively with people from all walks of life and at various organisational levels</li> </ul> |  |