



Job Title	Mau Tūtei Team Leader
Service	ACMHL
Location	Multi-site
Reports to	Operations Manager
Direct reports	Mau Tūtei
Job Purpose	
<p>The Team Leader is responsible for supporting the Operations Manager to deliver safe, trauma-informed, culturally grounded security functions and safety services across all Auckland City Mission housing sites.</p> <p>This role leads day-to-day operations, provides real-time supervision and coaching to the Mau Tūtei, and ensures all interactions with tenants, whānau and community members uphold tikanga Māori, trauma-informed practice and mana-enhancing engagement.</p> <p>The Team Leader supports stable housing outcomes by fostering relational security functions, reducing harm, and ensuring staff operate safely, ethically, and consistently in a dynamic and, at times, high-risk environment. The role ensures incidents are managed effectively, supports frontline decision-making, and contributes to continuous improvement of the service.</p>	
Key Result Area	Key Accountabilities
Operational Contribution	<ul style="list-style-type: none"> • Provide daily operational oversight of safety of the tenanted buildings and safety services across Mission housing sites. • Overview tasks, areas, and shift responsibilities to ensure full-service coverage, with Senior Mau Tūtei and external guards • Overview, end-of-shift reports, Track Tic and Human Force alongside Senior Mau Tūtei • Support the Operations Manager in implementing Mau Tūtei safety procedures, protocols, and documentation. • Observe and monitor staff applying procedures into service, identifying gaps or training needs. • Ensure CCTV monitoring is completed ethically, purposefully, and in line with trauma-informed principles across the Mission • Lead immediate response to incidents or crises when the Operations Manager is offsite. • Support Concierge team to maintain their own mana through safe, calm, mana-enhancing engagement with tenants. • Communicate site risks, safety concerns, or operational issues promptly to the Operations Manager. • Ensure accurate incident reporting and real-time communication of escalated matters, including debriefing with Mau Tūtei

People Leadership & Staff Development	<ul style="list-style-type: none"> • Provide one on ones to Mau Tūtei • Maintain a supportive, safe, high-performing team environment. • Conduct mini-debriefs following incidents, identify learning, and escalate formal debrief requirements. • Support new staff through induction, onboarding, and shadowing • Identify performance concerns early and provide supportive coaching. • Recognise staff wellbeing needs and escalate concerns where necessary. • Role model professional behaviour, integrity, and respectful communication. • Adapt to staff needs with shifts and leave • Flexible with covering a shift, if the senior cannot cover
Trauma-Informed Practice & Tikanga-Led Behaviour	Alongside Manurau – Cultural Lead <ul style="list-style-type: none"> • Model trauma-informed approaches in all interactions with all. • Coach staff to use calm tone, compassionate communication, and non-confrontational way to manage challenging behaviours. • Ensure staff actions preserve dignity, autonomy, and choice for tenants. • Identify and correct punitive or compliance-only approaches that may retraumatise people.
Tenant, Stakeholder & External Relationship Management	Internal Relationships <ul style="list-style-type: none"> • Build strong, collaborative relationships with Tenancy team members, Social Services, and wider Mission teams. • Act as the first escalation point for incident safety concerns incidents. • Facilitate calm, mana-enhancing conversation staff when issues arise. • Maintain professional boundaries while role-modelling compassion, respect, and trauma-informed engagement. External Partnerships <ul style="list-style-type: none"> • Maintain open communication and positive working relationships with external security contractors. • Attend or lead monthly catchups with contracted external security to discuss performance, incidents, patterns, improvements, and alignment with process expectations, should the Operations Manager cannot attend • Provide feedback to the Operations Manager on contractor performance, concerns, or development needs. • Support consistency of approach between internal and external security teams to ensure safe, cohesive service delivery across sites.

Incident, Risk & Safety Management	<ul style="list-style-type: none"> • Observe immediate response to incidents, ensuring staff are safe, composed, and supported. Assist where required. • Ensure staff apply de-escalation CPI and avoid escalating behaviours. • Monitor patterns of risk, triggers, or early-warning signs in tenant behaviour & report to Snr Tenancy Manager • Review CCTV footage post-incident for learning without blame for the Wider Mission. • Support hazard identification and continuous improvement of safety systems. • Escalate high-risk concerns promptly to the Operations Manager.
Health, Safety & Wellbeing	<ul style="list-style-type: none"> • Maintain a strong culture of safety across all shifts. • Check in wellbeing and safety checks with staff • Support staff following traumatic or high-stress events. • Uphold all Health & Safety policies and ensure team compliance. • Escalate hazards, risks, and wellbeing concerns promptly and accurately.
Service Improvement & Quality Practice	<ul style="list-style-type: none"> • Provide feedback to the Operations Manager on operational issues, patterns, and staff needs. • Identify training gaps and recommend areas for development. • Participate in reviews of procedures, site plans, and operational changes. • Support consistency of practice across all Mission sites. • Encourage reflective practice and continuous improvement in the team.
Be part of the ACMHL Team	<ul style="list-style-type: none"> • Display a genuine interest in your team, ensuring they are supported in their role and in their development. • Maintain a positive and flexible approach in a challenging environment. • Facilitate and model a collaborative, problem solving approach, maintaining the integrity of the service. • Comply with all legislative and regulatory requirements and report any breaches as soon as they become known. • Maintain personal accountability to remain up to date with relevant professional standards.
Qualifications and Experience	
Qualifications	<ul style="list-style-type: none"> • At least three years' experience in a team leader role understanding safety services, ideally in a social housing context or in property, social services, or related field.
Skills and Experience	<ul style="list-style-type: none"> • Strong communication and interpersonal skills. • Calm, grounded presence during conflict or distress. • Ability to support staff and tenants with compassion and consistency. • Strong problem-solving and real-time decision-making abilities. • Commitment to equity, dignity, and mana-enhancing practice. • High personal integrity, reliability, and professionalism.

	<ul style="list-style-type: none"> • Ability to build trust and relationships across multiple teams. • Experience working in a high-risk environment. • Experience coaching, teaching or facilitating in formal and informal learning/ training environments • An understanding of the Housing First programme. • Proven people leadership skills and the ability to manage a specialised team. • Proficient user of Microsoft Office products and ability to learn new systems. • Excellent team building, collaboration and partnering skills, with an aptitude for getting things done through both internal and external channels. • Ability to drive for results and reputation for dependability to achieve goals successfully. • Reputation for personal integrity and reliability. • An understanding of equity issues and Te Tiriti o Waitangi, and a commitment to delivering service through an equity lens. • Experience working with vulnerable communities, homelessness or addictions or trauma.
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