



Job Title	Mau Tūtei Team Leader
Service	ACMHL
Location	Multi-site
Reports to	Operations Manager
Direct reports	Mau Tūtei

Job Purpose

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.

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.

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.

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	<p>Alongside Manurau – Cultural Lead</p> <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	<p>Internal Relationships</p> <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. <p>External Partnerships</p> <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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