



Job Description

Job Title:	AOD Support Worker – Kaimahi Tautoko
Reports to:	Team Lead AOD Support Worker – Kaihautū Tiaki Mate Warawara
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 Support Worker – Kaimahi Tautoko is an integral member of the He Ara Whakamana Tangata team, supporting residents experiencing, or at risk of, mental health challenges and problematic alcohol and other drug (AOD) use within a permanent residential setting. This role is grounded in a harm reduction approach and draws on both lived experience and professional training to provide practical, compassionate, and culturally responsive support.

The Kaimahi Tautoko works alongside AOD practitioners, clients, and their whānau to encourage engagement, enhance wellbeing, and support individuals as they begin to explore change in their relationship with substances. The role contributes to a therapeutic and safe environment by helping to meet daily client needs, facilitating program engagement, and assisting with day-to-day operations including meal preparation and administrative tasks.

Central to this role is the integration of te ao Māori within all service elements, supporting a holistic, Kaupapa Māori-informed approach to care that acknowledges the mana and unique journeys of each client.

Ngā Kawenga Matua - Key Responsibilities

Service Delivery

- Build positive, respectful relationships with clients, providing practical day-to-day support and encouragement throughout their recovery journey.
- Support AOD practitioners with client care planning and assist in implementing agreed actions and interventions.
- Assist with client intake and discharge procedures, helping ensure a smooth and supportive transition in and out of the service.
- Supervise clients during self-administration of medication, following all relevant protocols and Mission procedures.
- Promote and model behaviours that align with the values and Kaupapa of the service, maintaining clear boundaries and a safe environment.
- Support client engagement in daily activities, outings, and appointments, including providing transport when necessary.
- Supervise and assist clients with their cooking and cleaning duties.
- Record accurate and timely case notes, ensuring clear and professional communication in handovers and written documentation.

- Maintain effective working relationships with colleagues and external partners, using respectful, professional communication at all times.

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"> • A minimum NZQA Level 4 qualification in Addiction, Mental Health, or a related field — or equivalent lived experience and/or peer support training in AOD recovery. • 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. • Demonstrated ability to build trust and establish strong connections with whānau facing complex challenges, including the impacts of colonisation, trauma, addiction, poverty, mental health issues, and homelessness. • Experience working with people facing complex challenges such as addiction, trauma, homelessness, and mental health needs. • 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"> • Clinical expertise (including primary health care, mental health, and addictions response) • Strong ability to build trust and supportive relationships with people from diverse backgrounds. • Understanding of the impact of colonisation, poverty, and systemic barriers—particularly for Māori—and a commitment to culturally safe practice. • Community engagement experience, especially working with Māori or other under-served communities. • Able to stay calm, focused, and outcome-oriented when managing multiple priorities or high-pressure situations. • Confident in supporting others with compassion, patience, and aroha—especially when teaching or guiding new skills. • Comfortable working within a team, collaborating with others to provide consistent and effective support. • Good written communication and record-keeping skills. • Organised, reliable, and confident using basic digital tools and systems (e.g., email, client notes, calendars).

Haere Mai - Why join us?

Cultural Respect: Be part of an organisation that values and integrates te ao Māori into its core values and operations.

Career Growth: Access to professional development and internal career progression opportunities.

Supportive Environment: Engage with a diverse network of colleagues and participate in culturally enriching events and activities.

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.

Tō Mātou Kitea Our Vision: A Tāmaki Makaurau where everyone can thrive.

OUR IMPACT STATEMENTS

- 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.