

## Senior Kaitiaki / Senior Support Workers

### Kaitiaki / Support Workers

Te Pā Maru Alcohol Harm Reduction Team

Wellington City Mission

**Te Pā Maru is a new service and a first-for-Aotearoa approach to reducing the harm caused by alcohol and other substance abuse, self-harm, and high-risk behaviours. At Te Pā Maru we provide our kainoho (residents) with a warm and safe place to live, good food, and wrap around clinical and other support so that they can be as well, and live as well, as their circumstances allow.**

As a **Kaitiaki** you will support kainoho safety, stability and wellbeing including assisting kainoho with daily tasks and, as appropriate, with life skills, connection with whānau, health and wellbeing support, and help to engage with specialist clinical and other services. You will also help with managing the residence, being on reception, maintaining communal areas and supporting the meal service. You won't be expected to provide clinical advice but will know when to refer someone for that type of help.

As a **Senior Kaitiaki** you will do the work of kaitiaki, and may also help support kainoho with more complex needs, oversee shifts, train and coach new kaitiaki, and help with the effective running of the facility.

To be right for these positions you will –

- have support worker experience, preferably in a residential setting
- be available to work shifts
- understand the drivers of addiction, housing insecurity and social disadvantage
- understand Te Ao and Tikanga Māori and be open to working with other cultures
- be willing to learn
- believe that life can be better than it is for the people we serve!

To be a Senior Kaitiaki you also will –

- hold a Level 4 New Zealand Certificate in Health and Wellbeing - Mental Health and Addiction Support or have comparable experience
- be able to coach, guide and mentor other kaitiaki
- be able to take responsibility for a site, situation, or programme when needed

In return we'll give you the opportunity to be part of a new team and service striving to bring *transformation, empowerment, and fullness of life* to people struggling with addiction.

If this sounds like you, email [allan@wcm.org.nz](mailto:allan@wcm.org.nz) for an information pack and application form. Applications close at 5.00pm on Friday, 17<sup>th</sup> November.

To be considered for these roles you need to be eligible to work in Aotearoa New Zealand.

*We encourage diversity and welcome applications from all communities and walks of life!*



In 2023, Wellington City Mission will launch Te Pā Maru, a ground breaking and innovative approach to caring for people dependent on alcohol.

The former Wellington Night Shelter in Taranaki Street has been transformed. The building has new foundations, has been reclad and re-roofed, and has been fitted out with 18 rooms, all with en suite bathrooms. But the transformation is much more than just a renovation. The building has been repurposed to provide care and a safe place for those who are often unable to access other residential support services because of the impact of their alcohol dependence.

Te Pā Maru will support a strength based harm-reduction approach to alcohol that will focus on promoting controlled drinking, reducing risks relating to use of alcohol, addressing health issues, and supporting healthier and more stable lifestyles. Te Pā Maru will combine housing with on-site support for up to 18 residents, with no time limits placed on occupancy.

We will work collaboratively with others from primary and secondary health services and community agencies to access any necessary clinical addiction and mental health expertise, with priority given to including Māori clinical expertise.

Te Pā Maru will provide residents with a home, a community, and the support they need. In this way it will empower them to make positive and transformative changes in their lives and to reduce the harm caused by alcohol dependence.



## Position Description

<b>Position title</b>	<b>Kaitiaki / Support Worker</b>
<b>Reporting to</b>	<b>Kaihautū / Team Leader</b>
<b>Staff reporting</b>	<b>None</b>

### Our context

Wellington City Mission (WCM) is a faith-based community organisation that has been supporting those in need in the Wellington region through the provision of social services since 1904.

### Our vision

*People and communities empowered, transformed and experiencing fullness of life.*

### Our values

Aroha / Love

Tūmanako / Hope

Whanaungatanga / Kinship

Manaakitanga / Generosity

### Purpose of the role

The Kaitiaki are part of the Te Pā Maru residential alcohol harm reduction team. The Te Pā Maru service aims to provide a strength-based harm-reduction approach to alcohol in a residential setting. By supporting Kainoho (resident) safety and reducing the negative impacts from alcohol and other substance use, self-harm, and high-risk behaviours, Te Pā Maru supports Kainoho to improve their wellbeing.

The Kaitiaki role is to support kainoho safety, stability and wellbeing including assisting kainoho with daily tasks and, as appropriate, with life skills, connection with whānau, health and wellbeing support, and referral to and help to engage with specialist health and other services. The role will include assisting with site management, including being on reception, maintaining communal areas and supporting meal service.

## Representative responsibilities and outcomes

Responsibility	Outcome
<b>Relationships</b>	
Relationships with Kainoho are developed and prioritised in all aspects of the work at Te Pā Maru	Positive relationships with Kainoho are central to and supports meeting Kainoho needs and aspirations. Kainoho have a trusted relationship with Kaitiaki.
Induct new Kainoho to Te Pā Maru including tour of facilities and explanation of policies.	New Kainoho are welcomed and feel accepted. New Kainoho are shown how to live safely and well at Te Pā Maru and know what clinical services are available.
Help Kainoho who want to engage to develop wellbeing plans and goals.	Kaitiaki, working alongside the wider Te Pā Maru team, enable Kainoho to create and follow wellbeing plans.
Foster and maintain relationships with Kainoho over the length of their stay at Te Pā Maru	Residents experience aroha, tūmanako, whanaungatanga, manaakitanga from the Kaitiaki. All Kainoho privacy is fully respected.
Work with the Te Pā Maru team and wider WCM team to foster positive working relationships.	Team meetings are attended as required. All Kaitiaki are fully inducted about wider WCM services. Kaitiaki are engaged in wider WCM activities.
Support the maintenance and growth of relationships with external workers, agencies and the wider community.	All manuhiri (Visitors) are greeted warmly to Te Pā Maru. Available services and their appropriateness for Kainoho are well understood. Te Pā Maru is respected in the community.
<b>Training and teamwork</b>	
Undertake training as required.	Training is completed in relevant areas including addictions, trauma informed care, personal safety, and health & safety. All Kaitiaki are aware of their health & safety duties.
Participate in team activities.	Kaitiaki attend all required team meetings and team activities such as joint training or group supervision.
Personal development	Kaitiaki work with the Kaihautū to identify training needs and develop a personal training and career development plan.
<b>The physical environment</b>	
Ensure that the physical environment is a safe and welcoming home for Kainoho.	Reception is fully covered 24/7 Communal areas are clean and maintained to a high level. Hazards are quickly identified and remedied.
Induct new Kainoho to health and safety practices.	Kainoho know the emergency evacuation scheme and how to respond. Kainoho are aware of other hazards and their controls. Kainoho are aware of behavioural expectations that keep themselves and others safe.
Comply with WCM's health and safety practices and processes	Hazards are identified and controlled in line with WCM's health and safety management.

	<p>Incidents are reported promptly and according to WCM policy and practice.</p> <p>The position holder and those they work with are kept safe.</p>
<p>Participate in planning and running community building activities based on life skills development or interests.</p>	<p>Activities are relevant to the needs and interests of Kainoho.</p> <p>Activities and interest groups meet skills development or interest needs of Kainoho.</p> <p>Kainoho take ownership of organised activities and the activities become self-sustaining.</p> <p>Communities of interest grow within the complex.</p>
<p><b>Support MAIHI Ka Ora National Māori Housing Strategy Principles</b></p>	
<p>Understand, advocate for, and apply principles of Tino Rangatiratanga, Whanaungatanga, Manaakitanga, Whakamana, Tikanga and Mauri.</p>	<p>Causes of Māori disadvantage in addiction, mental illness and housing are understood and acknowledged.</p> <p>Actions on housing for Māori apply MAIHI Ka Ora principles.</p> <p>Solutions for Māori are viewed through whānau and whakapapa lenses.</p>
<p><b>Working under the harm reduction model</b></p>	
<p>Model and apply Tikanga and Te Ao Māori informed approaches to serving Kainoho.</p>	<p>Kainoho feel at ease and have a sense of place.</p> <p>Wellbeing is emphasised.</p> <p>Kainoho can connect or reconnect with their Māori self, whānau, hapu and iwi.</p> <p>Te Tiriti obligations are honoured.</p>
<p>Apply harm reduction policy and protocol to support Kainoho to minimise risk from harmful behaviours.</p>	<p>Kainoho are supported to manage their use of alcohol in less harmful ways.</p> <p>The wellbeing of Kainoho is improved through addressing key health indicators such as access to health services, diet, exercise and mental health.</p>
<p>Develop understanding of psychologically informed practice and trauma informed care.</p>	<p>Kainoho will have their emotional needs understood.</p> <p>Kaitiaki will be aware of the impact of secondary trauma and the importance of their own personal wellbeing.</p> <p>The service will be reflective, thoughtful and compassionate.</p>
<p><b>Process improvement + recording</b></p>	
<p>Look for and propose process improvements.</p>	<p>Processes are effective and innovative.</p> <p>WCM demonstrates best practice.</p> <p>WCM resources are used to good effect.</p>
<p>Ensure all record keeping is completed in a timely manner.</p>	<p>All documentation is up to date and accessible when needed.</p>
<p><b>Values</b></p>	
<p>Demonstrate WCM's Kaupapa and values.</p>	<p>All tasks and interactions are carried out in ways that are consistent with WCM's Kaupapa and values.</p>

## Person specification

Essential	Desirable
<b>Qualifications</b>	
None	New Zealand Certificate in Health and Wellbeing (Level 4) (Social and Community Services) Mental Health and Addiction Support or similar.
<b>Knowledge and experience</b>	
An understanding of the social and other drivers of substance addiction.	Lived experience is welcomed and valued by WCM and Te Pā Maru.
An awareness of tikanga and Te Ao Māori and Te Tiriti and their application to social services.	An understanding of the impacts of addiction and social disadvantage for Māori.
Understanding of the effects of trauma.	Training in trauma informed approaches.
Able to accurately record case information.	
<b>Attributes</b>	
Committed to the approach and Kaupapa of Wellington City Mission.	
To be non-judgmental and open to diversity.	
Able to operate calmly and professionally in all situations.	

## Key relationships

Inside WCM	Outside WCM
Te Pā Maru Support Specialists and wider team	Te Aro Health and Ora Toa personnel
Other WCM support and addictions specialists	Te Whatu Ora MHAIDS personnel

## Authorities

Financial	Personnel
Incidental pre-approved spending within budget	None

## Driver's licence

This position does not require the position holder to have a current car drivers' licence.

## Place and hours of work.

The normal place of work is Taranaki Street, Mt Cook, Wellington. The position holder may be required to work elsewhere from time to time according to the needs of WCM. WCM may also vary the normal place of work as long as the variation is reasonable.

This is a full time permanent position. Normal hours are four 12-hour shifts from 8.00am to 8.00pm or 8.00pm to 8.00am followed by four days off unless otherwise agreed with WCM.



## Position Description

<b>Position title</b>	<b>Senior Kaitiaki / Support Worker</b>
<b>Reporting to</b>	<b>Kaihautū / Team Leader</b>
<b>Staff reporting</b>	<b>None</b>

### Our context

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### Our vision

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### Our values

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### Purpose of the role

The Senior Kaitiaki are part of the Te Pā Maru residential alcohol harm reduction team. The Te Pā Maru service aims to provide a strength-based harm-reduction approach to alcohol in a residential setting. By supporting Kainoho (resident) safety and reducing the negative impacts from alcohol and other substance use, self-harm, and high-risk behaviours, Te Pā Maru supports Kainoho to improve their wellbeing.

The Senior Kaitiaki role is to support kainoho safety, stability and wellbeing including assisting kainoho with daily tasks and, as appropriate, with life skills, connection with whānau, health and wellbeing support, and referral to and help to engage with specialist health and other services. The role will include assisting with site management, including being on reception, maintaining communal areas and supporting meal service.

Senior Kaitiaki have additional responsibility for mentoring Kaitiaki, role-modelling best practice and managing individual shift processes, including ensuring that all rostered duties are completed.

## Representative responsibilities and outcomes

Responsibility	Outcome
<b>Relationships</b>	
Relationships with Kainoho are developed and prioritised in all aspects of the work at Te Pā Maru	Positive relationships with Kainoho are central to and supports meeting Kainoho needs and aspirations. Kainoho have a trusted relationship with all Kaitiaki.
Induct new Kainoho to Te Pā Maru including tour of facilities and explanation of policies.	New Kainoho are welcomed and feel accepted. New Kainoho are shown how to live safely and well at Te Pā Maru and know what clinical services are available.
Help Kainoho who want to engage to develop wellbeing plans and goals.	Kaitiaki, working alongside the wider Te Pā Maru team, enable Kainoho to create and follow wellbeing plans.
Foster and maintain relationships with Kainoho over the length of their stay at Te Pā Maru	Residents experience aroha, tūmanako, whanaungatanga, manaakitanga from the Kaitiaki. All Kainoho privacy is fully respected.
Work with the Te Pā Maru team and support Kaitiaki to complete rostered work.	Kaitiaki are mentored and supported to have a positive contribution at Te Pā Maru. Kaitiaki feel safe and are able to complete all rostered work.
Support the maintenance and growth of relationships with external workers, outside agencies and the wider community.	All manuhiri (Visitors) are greeted warmly to Te Pā Maru. Available services and their appropriateness for Kainoho are well understood. Te Pā Maru is respected in the community.
<b>Training and teamwork</b>	
Undertake training as required and support Kaitiaki to attend.	Training is completed in relevant areas including addictions, trauma informed care, personal safety, and health & safety. All Kaitiaki are aware of their health & safety duties.
Participate in team activities.	Senior Kaitiaki attend all required team meetings and team activities such as joint training or group supervision.
Personal development	Senior Kaitiaki work with the Kaihautū to identify training needs and develop a personal training and career development plan.
<b>The physical environment</b>	
Ensure that the physical environment is a safe and welcoming home for Kainoho.	Reception is fully covered 24/7 Communal areas are clean and maintained to a high level. Hazards are quickly identified and remedied.
Induct new Kainoho to health and safety practices.	Kainoho know the emergency evacuation scheme and how to respond. Kainoho are aware of other hazards and their controls. Kainoho are aware of behavioural expectations that keep themselves and others safe.
Comply with WCM's health and safety practices and processes	Hazards are identified and controlled in line with WCM's health and safety management. Incidents are reported promptly and according to WCM policy and practice. The position holder and those they work with are kept safe.



Participate in planning and running community building activities based on life skills development or interests.	Activities are relevant to the needs and interests of Kainoho. Activities and interest groups meet skills development or interest needs of Kainoho. Kainoho take ownership of organised activities and the activities become self-sustaining. Communities of interest grow within the complex.
<b>Support MAIHI Ka Ora National Māori Housing Strategy Principles</b>	
Understand, advocate for, and apply principles of Tino Rangatiratanga, Whanaungatanga, Manaakitanga, Whakamana, Tikanga and Mauri.	Causes of Māori disadvantage in addiction, mental illness and housing are understood and acknowledged. Actions on housing for Māori apply MAIHI Ka Ora principles. Solutions for Māori are viewed through whānau and whakapapa lenses.
<b>Working under the harm reduction model</b>	
Model and apply Tikanga and Te Ao Māori informed approaches to serving Kainoho.	Kainoho feel at ease and have a sense of place. Wellbeing is emphasised. Kainoho can connect or reconnect with their Māori self, whānau, hapu and iwi. Te Tiriti obligations are honoured.
Apply harm reduction policy and protocol to support Kainoho to minimise risk from harmful behaviours.	Kainoho are supported to manage their use of alcohol in less harmful ways. The wellbeing of Kainoho is improved through addressing key health indicators such as access to health services, diet, exercise and mental health.
Develop understanding of psychologically informed practice and trauma informed care.	Kainoho will have their emotional needs understood. Senior Kaitiaki will be aware of the importance of personal wellbeing to themselves, Kaitiaki and Kainoho. The service will be reflective, thoughtful and compassionate.
<b>Process improvement + recording</b>	
Look for and propose process improvements.	Processes are effective and innovative. WCM demonstrates best practice. WCM resources are used to good effect.
Ensure all record keeping is completed in a timely manner.	All documentation is up to date and accessible when needed.
<b>Values</b>	
Demonstrate WCM's Kaupapa and values.	All tasks and interactions are carried out in ways that are consistent with WCM's Kaupapa and values. Wider WCM activities are supported and engaged in by staff from Te Pā Maru.

## Person specification

Essential	Desirable
<b>Qualifications</b>	
None	New Zealand Certificate in Health and Wellbeing (Level 4) (Social and Community Services) Mental Health and Addiction Support or similar.
<b>Knowledge and experience</b>	
An understanding of the social and other drivers of substance addiction.	Lived experience is welcomed and valued by WCM and Te Pā Maru.
An awareness of tikanga and Te Ao Māori and Te Tiriti and their application to social services.	An understanding of the impacts of addiction and social disadvantage for Māori.
Understanding of the effects of trauma.	Training in trauma informed approaches.
Able to accurately record case information.	
<b>Attributes</b>	
Committed to the approach and Kaupapa of Wellington City Mission.	
To be non-judgmental and open to diversity.	
Able to operate calmly and professionally in all situations.	

## Key relationships

Inside WCM	Outside WCM
Te Pā Maru Support Specialists and wider team	Te Aro Health and Ora Toa personnel
Other WCM support and addictions specialists	Te Whatu Ora MHAIDS personnel

## Authorities

Financial	Personnel
Incidental pre-approved spending within budget	None

## Driver's licence

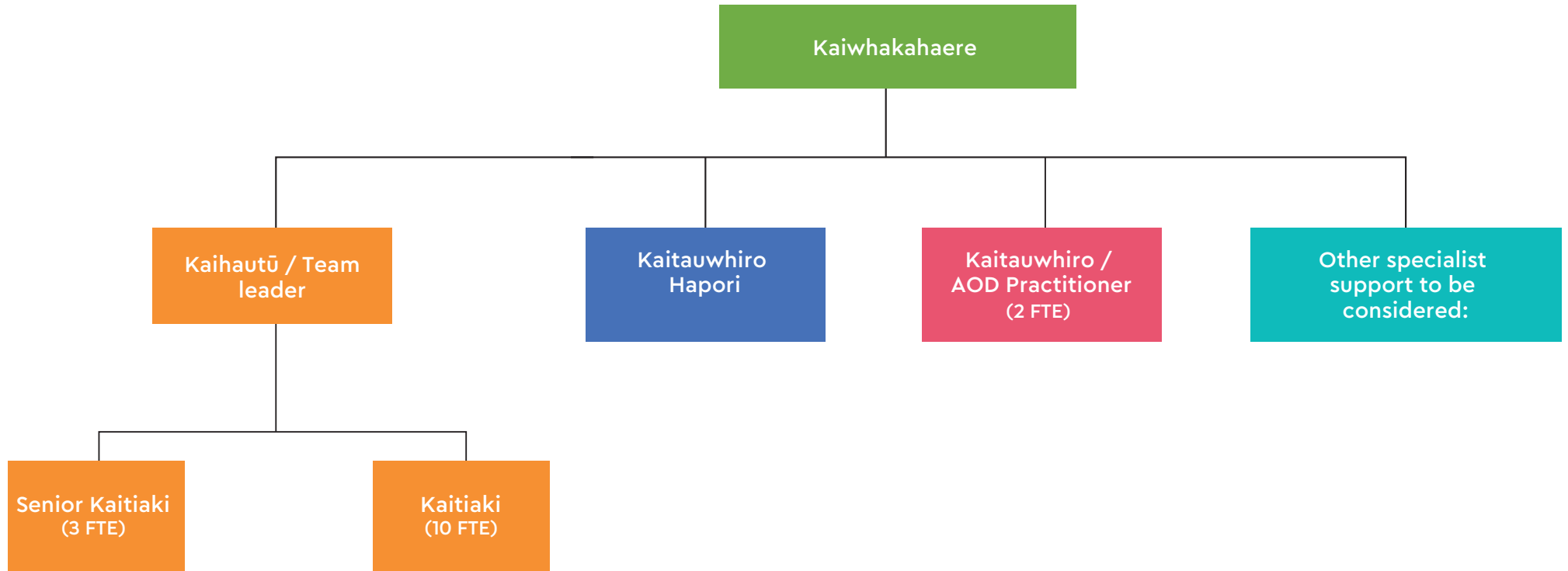
This position does not require the position holder to have a current car drivers' licence.

## Place and hours of work.

The normal place of work is Taranaki Street, Mt Cook, Wellington. The position holder may be required to work elsewhere from time to time according to the needs of WCM. WCM may also vary the normal place of work as long as the variation is reasonable.

This is a full time permanent position. Normal hours are four 12-hour shifts from 8.00am to 8.00pm or 8.00pm to 8.00am followed by four days off, unless otherwise agreed with WCM.

# Proposed Te Pā Maru Organisation Chart



## Employment Application Form

### Your privacy

*We collect the information in this form as part of our assessment for employment at Wellington City Mission. If you are appointed to a role at Wellington City Mission, this information will be kept as part of your personnel records and you will be entitled to view it at any time. If you are not appointed this information may be kept for up to three months and then will be destroyed.*

### The position

What position are you applying for?

How did you hear about the position?

### Your personal details

What is your full name?

First names	Last name

What name would you like us to use when we email you or speak with you? (eg Susan, Sue, Ms Smith)

What is the best phone number to contact you?

What email address should we use?

Have you previously worked for Wellington City Mission? If you have, please give the position(s) you worked in and the dates.

Position	Dates

## Immigration status

Are you living in and legally entitled to work in Aotearoa New Zealand?

What is your residency status?

If you have a work visa, what type of visa do you have and when will it expire?

<b>Visa type</b>	<input type="text"/>
<b>Expiry date</b>	<input type="text"/>

*Note that we will need to see evidence of your citizenship or immigration status if we offer you the position.*

## Medical conditions, disabilities and other restrictions

Having read the job description, are there any circumstances or conditions that could affect your ability to do the job you are applying for? If so, please provide details in the text box following. You only need to tell us about conditions if they will affect your ability to do the job. We are committed to being inclusive, and we will do what we can to accommodate disabilities or other requirements.

Have you ever had any work-related illnesses or medical conditions such as gradual process injuries which could be aggravated by the tasks described in the job description? If yes, please give details.

## Charges and convictions

Have you ever been convicted of a criminal offence or are you facing an investigation or criminal charges now? If yes, please give details in the box below. You may still be considered for the role even if you have previous convictions or charges pending, but the nature of our work means we need to know about them. There may be convictions you don't need to declare because of the [Clean Slate Scheme](#). If you are not sure what you need to declare you should get advice.

*Note that if we get to the stage of offering you employment, we will conduct a Police vetting check.*

## Conflicts of interest

Do you have any interests or relationships that could be, or could appear to be, conflicts of interest? A conflict of interest can arise if you or someone close to you works or volunteers for, or has an interest in, an organisation that provides services to Wellington City Mission. It is also a conflict of interest if you or someone close to you works or volunteers for or has an interest in an organisation

that competes with Wellington City Mission or is inconsistent with Wellington City Mission's values. If you have or may have a conflict of interest, please give details in the box below.

*Many conflicts of interest can be managed, but we do need to know about them.*

## Professional registration

If your profession requires you to be registered for this role (for example a Social Worker), are you currently registered?

Have you ever been declined registration or had your registration suspended or cancelled by your professional association?

If yes, please provide details.

## Driver's licence

Please complete this section if the position description requires a driver's licence.

Do you have a car driver's licence?	
Have you had your licence suspended or disqualified for traffic offences in the last ten years? If yes, please give details.	
Have you been declined vehicle insurance or had vehicle insurance cancelled in the last ten years? If yes, please give details.	

## Your CV

Please send this completed form with an up-to-date CV to the email address below. You can include a cover letter if you wish.

In your CV, please include full details of your current or most recent employment, and full details about other roles you have had that you think are relevant to this position. Please also list with dates all the jobs you have had in the last ten years, including the reason for any periods when you were not in work.

In your CV, please also list your professional, academic or technical qualifications if these are relevant to the position. Don't be discouraged from applying if you don't have qualifications. We value experience and not all positions require qualifications.

We also value volunteer experience. Please include in your CV or cover letter any volunteer work you have done that is relevant to the position or to the work of Wellington City Mission.

## **Finally**

Please complete the following declaration. When you enter your name and today's date you are confirming that the following statement is true.

"I declare that the information supplied in this application form, my CV and cover letter is correct and complete to the best of my knowledge."

Your name	
Today's date	

*Please email your CV, cover letter and this application form to  
at*