

## Position Description

**Position title:** Senior Kaitiaki  
**Reporting to:** Kaihautū – Team Leader  
**Staff reporting:** Kaitiaki

### 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 Senior Kaitiaki is part of the Community Services Whakamaru support team. The Whakamaru support team's purpose is to provide 24/7 wrap around support to manuhiri utilising Whakamaru and to whānau living in Whakamaru transitional housing.

The Kaitiaki's purpose is to provide onsite concierge and wayfinding assistance, management of health and safety, and initial management of incidents that occur onsite. The Kaitiaki's purpose is also to support whānau in their tenancies including assisting whānau with personal development, life skills, health and wellbeing support, engagement in community activities, and referral to and help to engage with other community support services.

The Senior Kaitiaki carries out Kaitiaki duties at a senior level which includes being duty leader for shifts, managing complex situations and incidents, and guiding, mentoring, and supervising the work of Kaitiaki on corresponding shifts.

## Representative responsibilities and outcomes

Responsibility	Outcome
<b>Provide concierge services</b>	
Provide reception and wayfinding services to manuhiri (clients, visitors, residents, public, other community groups)	<p>Guests and visitors feel welcome and can carry out their purpose for being onsite.</p> <p>Visitor access is managed in accordance with WCM policies and protocols.</p> <p>Whānau are safe in and able to enjoy their homes and community.</p> <p>Manuhiri experience a sense of community and belonging</p>
Be present and visible to support and reassure manuhiri through movement around the site.	<p>Manuhiri are reassured about their safety.</p> <p>Manuhiri are familiar with and confident to engage Kaitiaki with questions and concerns.</p>
Support the health and safety of manuhiri and site visitors and the maintenance and protection of facilities.	<p>Kaitiaki are aware of and look out for hazards and risks to manuhiri, staff, volunteers and facilities.</p> <p>Kaitiaki act as first responders to incidents requiring de-escalation, behavioural guidance, first aid, site security or repairs to facilities.</p> <p>Kaitiaki are trained in and implement risk prevention and response protocols including engaging emergency or security services when appropriate.</p>
Record and follow up all incidents, requests, and complaints in accordance with WCM protocols.	<p>Recording and storage of information complies with WCM policies, processes, and protocols.</p> <p>Records are complete and current.</p> <p>Personal information is handled and stored in ways that protect the privacy of personal information.</p>
<b>Introduce new whānau (residents) to provided support services</b>	
Meet with and introduce new whānau to WCM support services.	<p>New whānau are welcomed.</p> <p>New whānau are introduced to the WCM support services available.</p>
For whānau who want to engage with support services act as liaison between whānau and the Support team to develop plans and goals.	<p>Kaitiaki have a trusted relationship with whānau and assist and encourage whānau to engage with the Support Team.</p> <p>Kaitiaki recognise and operate within the limits of their training and responsibilities with regard to supporting whānau.</p>

Advise new whānau of, and assist connection with cultural communities and services.	New whānau who declare cultural identities or preferences are aware of onsite services, groups, or communities of specific interest to them.
<b>Provide ongoing support to manuhiri</b>	
Maintain relationships with manuhiri.	Manuhiri have a trusted relationship with the kaitiaki.
Assist and advise manuhiri on accessing services.	Manuhiri are told about and are encouraged to access social work, counselling, education, financial mentoring, mental or physical health supports, harm reduction, and language services as appropriate.
Understand, advocate for, and apply principles of Tino Rangatiratanga, Whānaungatanga, Manaakitanga, Whakamana, Tikanga and Mauri.	Causes of Māori disadvantage is understood and acknowledged. Supports for Māori are viewed through whānau and whakapapa lenses. WCM's commitment to Te Tiriti partnership is maintained and enhanced.
Model WCM's values in interactions with manuhiri.	Manuhiri experience aroha (love), tūmanako (hope), whanaungatanga (kinship), manaakitanga (generosity) from the Kaitiaki. Manuhiri learn to and are encouraged to adopt these values for themselves and demonstrate them in their interactions with others.
Record records of interactions with manuhiri.	Accurate and timely records of interactions are available for monitoring, measuring and compliance.
Provide mental health supports where required	Provide early supports for people presenting at Whakamaru that are experiencing mental health difficulty, distress or maybe crisis
Safety and Risk Planning	Contribute to developing safety plans and risk plans. Actively participate in these being communicated to relevant staff and agencies, and ensuring these are followed
<b>Proactive De-escalation</b>	
CCTV is effectively used to respond to potential incidents before they occur	Kaitiaki are effectively communicating with each other when identifying potential incidents via CCTV. Kaitiaki respond quickly and discreetly to de-escalate any potential issues. Communication is maintained and all incidents including incidents that have been effectively de-escalated are documented.
Proactive de-escalation techniques are used effectively with manuhiri and whānau as required.	Kaitiaki are competent in CPI de-escalation techniques. Kaitiaki are equipped to adjust their responses to challenging behaviour depending on the situation prevented.

	Kaitiaki are equipped to facilitate restorative conversations with manuhiri following an incident of challenging behaviour.
<b>Debriefing</b>	
Lead “hot debriefing” following an incident involving staff, volunteer, or manuhiri	Kaitiaki feel confident to lead out “hot debriefing” as per WCM procedure directly following an incident. Kaitiaki take a trauma informed approach when facilitating a debrief with other staff, volunteers and manuhiri. Well-being of staff is preserved through effective and timely debriefing processes.
Lead reflective debriefing and learning following an incident.	Kaitiaki feel confident to reflect on incidents without judgement to identify ways of improving responses to future incidents. Kaitiaki share learnings and potential development opportunities with Kaihautū Whakamaru. A culture of continuous learning and development is evident within the kaitiaki team
<b>Act as duty Senior Kaitiaki</b>	
As duty Senior Kaitiaki, supervise the work of Kaitiaki to ensure Kaitiaki responsibilities are fulfilled.	Kaitiaki on corresponding shifts are informed and able to be effective in fulfilling their responsibilities. Kaitiaki grow in their skills and their ability to effectively perform their role.
As required, take responsibility for on-site incidents escalated by Kaitiaki.	Incidents beyond the experience and ability of Kaitiaki are attended to. Kaitiaki are engaged in incident resolution and learn appropriate responses for the future. Kainoho, visitors, and staff are kept safe.
Coordinate handovers to next shift Senior Kaitiaki.	Incoming Senior Kaitiaki are informed and able to continue processing unresolved incidents. Handovers are effective and help with the smooth running of the facility and service.
<b>Process improvement</b>	
Look for and propose process improvements	Processes are effective and innovative. WCM demonstrates best practice. WCM resources are used to good effect.
<b>Values and health and safety</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.

Comply with WCM's health and safety practices and processes	<p>Hazards are identified and controlled in line with WCM's health and safety management.</p> <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>
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## Person specification

Essential	Desirable
<b>Qualifications</b>	
None	Qualification in a community services discipline.
<b>Knowledge and experience</b>	
Three plus years' experience as a Kaitiaki / Support worker.	Three plus years' experience as a Kaitiaki / Support Worker in a residential setting.
	One plus years' experience as a Senior Kaitiaki.
An understanding of the effects of social disadvantage and colonisation for Maori	
Ability to relate across diverse cultures.	Ability to speak Te Reo Māori, or another language
An awareness of tikanga and Te Ao Māori and Te Tiriti and their application to social services.	An understanding of the impacts of housing disadvantage for Māori.
Understanding of the effects of trauma.	Training in trauma informed approaches.
Understanding of health and safety systems.	
<b>Attributes</b>	
Committed to the approach and Kaupapa of Wellington City Mission.	
Non-judgemental.	
Able to operate calmly and professionally in all situations.	
	Willingness to engage in training and skills development.

## Key relationships

Inside WCM	Outside WCM
Wellington City Mission Community Support Work Team	Community Organisations
Service Delivery Manager	Ora Toa
Kaihautū Whakamaru	Craig and Gails
Operations Manager	
Host Co-ordinator	
Community Services Administrator	

## Authorities

Financial	Personnel
Incidental pre-approved spending within budget	Supervision of Kaitiaki tasks and guidance with task fulfilment only. No employment responsibility.

### **Driver's licence**

This position does require the position holder to have a current car drivers' licence.

### **Place and hours of work.**

The normal place of work is Whakamaru, 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 if the variation is reasonable.

This is a full time permanent position. Normal hours are 12-hour shifts from 7.00am to 7.30pm or 7.00pm to 7.30am on a four-on-four-off rotation, unless otherwise agreed with WCM.