

	WHATEVER IT TAKES	Manual:	Human Resources
		Doc. No:	FINAL
	POU ĀWHINA <u>POSITION DESCRIPTION</u>	Date Issued:	June 2025
		Approved:	Management
		Pages:	3

Position Description

Position Title:	POU ĀWHINA	Location:	Napier - Ahuriri
Direct Report	Housing Service Manager	Leadership Group:	Housing Services
Reports to you: N/A			
Service Team: Transitional Housing, Housing First, Tenancy, Advocacy			
Our Purpose:	Walking with Whānau to Wellness		
Our Values:	Whanaungatanga, Rangatiratanga, Aroha, Manaakitanga, Courage		

Key Relationships
Internal Service Teams: Kamahi Level - Senior Management, Housing, Tenancy, Peer Support, Community, People and Capability, Residential, Administration and Board of Trustees
External Stakeholders: Kaimahi level – Napier Ahuriri Night Shelter Society, Kainga Ora, Ministry of Social Development (MSD), Ministry for Housing Urban Development (MHUD), Napier City Council, NZ Police, Community Mental Health, Te Whatu Ora, Napier City Assist
Financial Delegation: NO
Recruitment: NO

Overall Purpose of Position
To provide a safe, respectful, and supportive environment for whānau pounamu attending at the Napier Ahuriri Night Shelter. This role involves maintaining safety, building relationships, and supporting daily routines in line with Te Whare Tapa Whā and Kaupapa Māori values overarched by Whatever it Takes Values and Mission.

Individual & Team Performance
<ul style="list-style-type: none"> Actively contribute to a collaborative team culture that upholds individual accountability and supports collective service outcomes. Attend and participate in staff meetings, contributing to service development and alignment with organisational priorities. Maintain strong, respectful, and supportive relationships with whānau pounamu, colleagues, and volunteers. Provide holistic care and support that aligns with the Te Whare Tapa Whā model and Hua Oranga outcomes framework. Complete all required administrative processes accurately and in a timely manner to support whānau needs. Assist with reporting requirements linked to contractual outcomes and budget accountability, as needed.

Relationship Management

- Represent the service at community and stakeholder meetings, advocating effectively when required.
- Maintain clear, courteous, and professional communication with all external partners.
- Build and demonstrate positive, functional relationships with stakeholders and colleagues.
- Promote the service as a valued and essential support for whānau in the community

Daily Operations – Best Practice

- Provide a warm welcome and uphold Manaakitanga for all whānau accessing the service.
- Complete nightly check-ins, incident reports, and wellbeing updates as required.
- Maintain a calm, respectful, and culturally safe presence during evening and overnight shifts.
- Ensure shelter kawa, safety protocols, and house rules are consistently upheld.
- Support the set-up of meals, hygiene resources, and sleeping arrangements.
- Respond to whānau needs with empathy, discretion, and cultural humility.
- Liaise with on-call staff and emergency services when health or safety issues arise.
- Maintain a clean, safe, and mana-enhancing environment at all times.
- Complete administrative tasks accurately and within expected timeframes.
- Attendance at staff hui fortnightly for reflective practice and support
- Consistency demonstrate and align with the values and ethical practices of Whatever it Takes Truste and Napier Ahuriri Night Shelter Society
- Perform other duties as reasonably required to support service continuity and whānau care.

Professional Development Opportunities

- Attend and support service-related professional development as required.
- Support and participate when supporting cultural awareness and competencies.

Health, Safety and Wellbeing

Ensure health, safety, security and wellbeing policies and procedures are understood, followed and implemented,

Ensure compliance with Health Safety Work Act (HSWA) 2015 is adhered to.

Personal responsibility for health, safety and wellness is understood and demonstrated.

Identify and minimise all risks for Whānau pounamu, Colleagues, Volunteers and any others deemed necessary.

All hazards are reported and controlled in accordance with Health and Safety policy.

Be familiar with all evacuation procedures within Napier Ahuriri Night Shelter and Whatever it Takes

Emergency Response and Business Continuity Plan

Support and carry out the Napier Ahuriri Night Shelter and Whatever it Takes Management with the activation of the organisational Emergency Response and Business Continuity plans as directed by Management.

Key Competencies

- Strong knowledge of Te Ao Maori, Te Tiriti o Waitangi and Equitable impacts
- Lived experience or strong understanding and empathy of homelessness, addiction or trauma-informed care.
- Strong communication and relationship-building skills
- The ability to remain calm under pressure and de-escalate conflict.
- Culturally responsive and respectful of kaupapa Māori frameworks.
- Strong alignment with organisational direction of Te Whare Tapa Wha, Hua Oranga, Te Powhiri Poutama
- Team player with the ability to work autonomously during quiet hours.
- Awareness of professional boundaries and confidentiality.
- Reliability for overnight shifts and rosters
- Staff will be trained in First Aid, Fire Safety, Suicide prevention, and tikanga-aligned service delivery.
- Minimum qualification of Health & Wellbeing Mental Health Level 4 or working towards
- Strong knowledge of legislation including Residential Tenancy regulations, Health Information Privacy Code, Code of Health and Disabilities Services Service Users' Rights, National Mental Health Standards, Ministry of Health Service Provision Guidelines.

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