

POSITION DESCRIPTION

Position	Kaitūruki – Peer Support (Crisis Recovery Café)	
Team	Waiora Hinengaro in Partnership with Balance Aotearoa	
Reporting to:	Waiora Hinengaro Kaitātaki	
Hours of work:	30 hours per week	
Job purpose	The Peer Support role exists to provide culturally responsive, non-clinical support anchored in lived experience, peer values, and kaupapa Māori approaches. It is based at Hope & Co Crisis Recovery Café (formally known as Aunty's Café), a non-clinical and culturally safe space that creates a welcoming environment where individuals experiencing distress can engage in conversation and companionship to support de-escalation and wellbeing. Peer supporters do not deliver clinical interventions or maintain clinical records. When significant risk is identified and cannot be safely managed within the café setting, the role facilitates escalation to appropriate services, including Te Oranganui clinical staff, the Mental Health Assessment and Home Treatment Team (MHAHT) at Te Whatu Ora Whanganui, or emergency services.	
Accepted by:	Signature:	Date:
<<NAME>>		

Background

Te Oranganui is an Iwi governed Health and Social Service Organisation. Established in 1993, Te Oranganui has eight service lines and covers the iwi boundaries of Ngāti Apa/Ngā Wairiki, Te Ātihaunui a Pāpārangī and Ngā Rauru Kītahi. The eight services are;

Te Waipuna Health:	Primary Health & Medical
Te Taihāhā:	Disability Support Service
Waiora Hinengaro:	Vocations, Mental Health and Addictions
Toiora Whānau:	Whānau and Community
Te Puawai Whānau:	Family Start & Tamariki Ora Services
Waiora Whānau:	Healthy Families
Whakahaumanu Mana Tāne:	Clinical Services Corrections
Te Taituarā:	Business Unit

Our Vision	Korowaitia te puna waiora, hei oranga motuhake mō te iwi
Our Mission	Investing in transformational wellbeing where whānau are at the centre of everything we do.
Our Values	
<i>Kotahitanga</i>	Kei te Kotahitanga o ngā kūmete nō uta, nō tai te orange o te iwi We are working for a common cause to effect positive change for the whānau we serve. We are collaborating with marae, hapū and iwi to build smarter capability and capacity for the collective. We are innovators of change, building a movement for transformation.
<i>Whanaungatanga</i>	Nō te whānau, mō te whānau We acknowledge whānau are the experts in their own lives. We care what whānau have to say about our services. We listen. We act. We learn.
<i>Pono</i>	Kia mau, kia ū ki ngā kete mātauranga nō ngā tupuna Our delivery and commitment to whānau, each other, and our partners is underpinned by Mātauranga and Kaupapa-Māori. We are well informed and value the knowledge we hold.
<i>Tika</i>	Whaia te ara tika ahakoa te aha Whānau ability to attain wellbeing is a fundamental right. We believe in a just fair system and so, we will always do the right thing, even when it's not the easiest thing. We are honest and transparent. We honour our word.

Key Result Area 1: Peer Support

Provide ongoing peer and advocacy support to tangata whaiora

- Build respectful, mana-enhancing relationships with tangata whaiora through shared experience and empathy
- Provide non-clinical, culturally safe support to individuals navigating their recovery journey
- Promote hope, self-determination, and resilience through lived experience advocacy
- Liaise with whānau and community agencies, upholding manaakitanga, privacy, and inclusion
- Recognise systemic barriers and support equity-focused, strength-based engagement
- Uphold peer values: mutuality, hope, respect, and authenticity
- Maintain accurate case notes and follow safety protocols

Key Result Area 2: Whānau Ora Engagement

Demonstrates a Whānau-centered holistic wellbeing support and empowerment approach

- Honour Whānau Ora principles by recognising whānau as decision-makers in their wellbeing

- Support whānau to identify aspirations and pathways to oranga
- Build trust and rapport through whakawhanaungatanga
- Assist whānau to strengthen networks, resilience, and access to community supports
- Promote healthier lifestyle choices (e.g. smoking cessation, nutrition, education, career pathways)
- Develop understanding of hapū, iwi, and sector developments to connect whānau to opportunities
- Participate in Te Oranganui Whānau Ora training and kaupapa activities

Key Result Area 3: Cultural and Whānau Engagement

Demonstrate culturally safe, peer-led support that strengthens whānau wellbeing and connection.

Cultural Integrity and Inclusion

1. Embed te reo Māori me ona tikanga into daily practice
2. Demonstrate manaakitanga, whanaungatanga and whakapapa in all interactions
3. Support culturally safe engagement for Māori, Pasifika, Rainbow and Disability communities
4. Participate in Kaupapa Māori-based professional development and reflective practice

Evening Peer Support Delivery

1. Provide peer support Wednesday to Sunday evenings from Hope & Co Café
2. Offer hope, encouragement and connection through lived experience
3. Support tangata whaiora to identify strengths, goals and develop wellness plans (e.g. WRAP)
4. Collaborate with clinical teams to identify and respond to risk
5. Refer and escalate when clinical or cultural intervention is needed

Key Result Area 4: Confidential Recording (Non-Clinical)

Maintaining strict confidentiality at all time

- Maintain non-identifiable, confidential demographic information to support high-level reporting on service reach and equity.
- No clinical notes or attendance logs are kept in this setting.
- Peer workers will not diagnose, assess, or treat health conditions.
- If imminent risk of harm is identified and cannot be safely de-escalated, escalate to Te Oranganui, after-hours MHAHT, or Police.

Key Result Area 4: Supervision and Professional Development

Ensure safe practice through actively participating in regular supervision

- Actively participate in regular supervision and reflective practice
- Bring case management issues to supervision and manage workload with support
- Reflect on practice and adjust to ensure quality service
- Engage in ongoing professional development and in-service training

Key Result Area 5: Knowledge & Relationships

To stay abreast of developments and build strong community links

Tasks

- Continuously build your knowledge base on the developments of the mental health and addictions sector to ensure whānau are receiving the best possible service

- Work constructively with colleagues within Te Oranganui and across the sector to improve outcomes for whānau participating in mental health and addiction services
- Actively participate in all team and one-on-one hui and workshops

General Provisions

- Actively participate in Te Oranganui kaupapa activities including attending hui, karakia, whakawhanaungatanga, waiata sessions etc
- Ensure you maintain an accurate and up to date understanding of Te Oranganui and Balance policies and Health & Safety protocols and that you uphold these at all times
- Proactively promote Te Oranganui and Balance in a positive light in all activities
- Maintain strict confidentiality at all times

The above statements are intended to describe the general nature and level of work being performed by the job holder. This job description is not intended to be an exhaustive list of all responsibilities, duties, or skills required of the job holder. From time to time, the job holder may be required to perform duties outside of their normal responsibilities as needed.

PERSON SPECIFICATION

Experience & Qualifications

- Holds a Level 4 NZ Certificate in Health and Wellbeing or similar and/or
- Deep personal lived experience of mental distress and/or addiction recovery, and a strong desire to use that experience to connect with and support others who may be struggling,
- Able to maintain clear boundaries and represent all involved parties in a professional manner, demonstrating integrity at all times.
- Experience working in peer-led, kaupapa Māori, or harm reduction environments.
- Connections or credibility within local iwi, hapu, Pasifika and Rainbow communities.
- Familiarity with WRAP, SMART goals, or wellness and strengths-based planning tools.
- First Aid certificate or training in safety, suicide prevention or de-escalating (e.g. Safe Talk, ASSIST).

Skills and Attributes

- Non-Smoker – or full commitment to remain smoke-free during the hours of work (including breaks)
- Excellent facilitation and communication skills
- Understand and be committed to improving health for Māori
- Open to different perspectives of tangata whai ora
- Believe in and can implement the recovery approach
- Well organised and can prioritise
- Able to maintain confidentiality
- Is acceptable to whānau, hapū and iwi and Māori community
- Creative and innovative within restricted resources
- Fluency in the use of Microsoft office navigation