

Job Description

Position title	Receptionist
Division:	Housing First Ōtautahi
Location:	Ōtautahi
Responsible to:	Housing Practice Lead
Date approved:	June 2026
Delegated authority	Nil
Staff responsibilities	Nil

Te Mīhana - The Mission

The Christchurch Methodist Mission (CMM) is a social service agency of Te Hāhi Weteriana o Aotearoa with responsibility for services throughout Te Patiki Whakatekateka o Waitaha (Canterbury Region), Te Tai Poutini (West Coast) and Te Tau Ihu (Marlborough Region).

The Christchurch Methodist Mission is committed to the 40-year bicultural journey of Te Hāhi Weteriana o Aotearoa and to its own journey towards becoming a Tiriti based organisation. The Mission's Strategic Plan states: "As citizens of Aotearoa New Zealand we are guided in our mission by Te Tiriti o Waitangi, the covenant which laid the foundations of our life together." The Mission is committed to honouring Te Tiriti in its organisational approach, in its professional development of staff, and in the services that we provide.

Housing First Ōtautahi is an exciting collaborative programme being led by the Christchurch Methodist Mission (CMM) in collaboration with Comcare Trust, Emerge Aotearoa and Ōtautahi Community Housing Trust (OCHT), Christchurch City Mission and Te Whare Roimata. Housing First supports access to housing and wrap around services to people experiencing long-term homelessness in Ōtautahi.

Tō Matawhānui - Our Vision

A just and inclusive society in which all people flourish.

Tō Mātou Mīhana CMM - Our Mission

To promote and enhance the dignity of all people through:

- Providing compassionate care, support and empowerment of those most vulnerable in our community
- Building communities, neighbourhoods and a wider society that are fair and inclusive
- Challenging injustice and promoting hope.

'Cycles of Hope'

CMM is committed to promoting 'cycles of hope' by actively addressing not only the effects, but also the causes, of injustice and social and economic disadvantage.

Ngā Uaratanga - Values

- Tumanako (Hope)- Believing that change is possible
- Whakaute (Respect)- For people, and every person's unique value
- Hei kaikōrero mō te tika me te mana taurite (Social Justice)- Inequality, unfairness and exclusion will be challenged

- Ngākau pono (Integrity)- Actions speak louder than words
- Mahi tahi (Partnership); Strength is found in cooperation
- Whakamana (Empowerment)- Recognising and enhancing the mana in all people
- Whakakauka (Sustainability)- Responding to the challenges of climate change.

Housing First Ōtautahi Core Values

- Aroha ki te Tangata - To show respect, generosity and care for each other with regard to the wishes and rights of individuals.
- Rangatiratanga - Exchange information and ideas appropriately with respect and purpose. To value professional behaviour at all times and to do the job to the best of your ability, while incorporating the work ethics and values of Housing First.
- Whanaungatanga - To strengthen the goals and aspirations of others by investing in wellbeing.
- Āhuru Mōwai - To create a whare that is calm and safe for all workers to complete their mahi where they are supported by each other.
- Whakanuia - To recognise and celebrate others successes, be it small or large.

Te Kaupapa o Te Tūranga - Purpose of Position

The Receptionist / Administrator is the first point of contact for people accessing the service. This role provides a welcoming, safe and respectful environment for kaewa (clients), whānau, visitors and kaimahi. The role supports day-to-day administration, manages enquiries and appointments, and assists with referrals, advocacy and coordination of support services.

The Receptionist works in a trauma-informed and culturally responsive way, maintaining professional boundaries while supporting people experiencing homelessness, housing insecurity, mental health challenges, addiction, family violence and other complex needs.

He Noho Haepapa - Key Responsibilities

<p>Frontline Reception and Kaewa Support</p>	<ul style="list-style-type: none"> • Welcome kaewa, whānau and visitors in a warm, respectful and non-judgemental manner • Respond to phone calls, emails and walk-in enquiries professionally and confidentially • Provide a calm and supportive presence for people experiencing distress or crisis • Maintain kaewa dignity, privacy and confidentiality at all times.
<p>Health, Safety and Wellbeing</p>	<ul style="list-style-type: none"> • Adhere to all company health and safety policies, procedures, and relevant legislation • Take reasonable care for personal health and safety and that of others who may be affected by your actions • Promptly report any hazards, incidents, or near misses to the appropriate person • Participate in any health and safety training or initiatives as required • Recognise and respond appropriately to challenging behaviour, escalation or safety concerns. • Use de-escalation skills and seek support from senior kaimahi when required. • Maintain awareness of trauma-informed practice and cultural safety. • Monitor and maintain the reception area to ensure a safe physical, emotional, and cultural environment for clients, kaimahi and visitors.

	<ul style="list-style-type: none"> Respond calmly and safely to problematic behaviour, intoxication, or mental health crises using de-escalation techniques.
Boundaries	<ul style="list-style-type: none"> Maintain clear professional boundaries with kaewa and whānau Communicate respectfully while remaining consistent with organisational policies and expectations Understand the limits of the role and refer clients to appropriate kaimahi or agencies when needed.
Referrals and Service Coordination	<ul style="list-style-type: none"> Assist with referrals to housing, health, social, budgeting, food, legal and community support services Provide information about available community resources and supports Support coordination of appointments, meetings and kaewa follow-ups Liaise with internal teams and external agencies in a professional manner.
Advocacy and Client Support	<p>Support kaewa to understand processes, complete forms and access services Advocate respectfully for kaewa needs while empowering kaewa to make informed decisions Encourage kaewa independence, participation and connection with support networks Create a low-barrier, non-judgmental, and trauma-informed environment where every visitor feels respected and heard Conduct initial visual assessments to understand the immediate needs of kaewa (e.g., housing, food, urgent medical or psychological distress) Maintain firm professional boundaries while exhibiting compassion, ensuring that both you and the kaewa are protected Connect clients with internal kaimahi and/or collaborative partners i.e., Health Providers Support the team in being a strong advocate for clients facing systemic barriers to housing and healthcare.</p>
Administration	<ul style="list-style-type: none"> Accurate and timely management of reception systems, calendars, bookings and filing Ensure confidentiality and accurate data entry of kaewa records Assist with reporting, statistics and general office administration Monitor office supplies, and liaise with Administrator for ordering supplies as needed and maintain tidy shared spaces.
General	<p>It is expected that all staff employed by CMM will:</p> <ul style="list-style-type: none"> Adhere to the CMM values statement, Strategic Plan, Code of Conduct and Health and Safety requirements. Actively participate in team meetings and other CMM meetings, where possible. Demonstrate commitment to CMM's bi-cultural journey. Undertake professional development, supervision and training as agreed. Undertake any other tasks reasonably requested.

He Mātauranga / He Wheako - Learning and Experience

Ngā Pūkenga Mātua - Essential Skills	Ngā Pūkenga Mariu – Desirable Skills
<ul style="list-style-type: none"> • An understanding of the relevance of the Te Tiriti of Waitangi to the services offered by CMM, the impact of colonisation for Māori and a commitment to honouring/giving effect to Te Tiriti o Waitangi in all practice • At least 5 years previous experience in reception, administration or customer service roles. • Previous experience working in mental health, addiction support, or frontline social services • Exceptional empathy, patience, resilience, and the ability to view all individuals as having the potential for positive change • First Aid certificate • The capacity to employ self-care strategies, set boundaries, and engage in reflective practice to mitigate burnout. • Strong interpersonal and communication skills • Ability to work empathetically with vulnerable individuals and whānau • Understanding and application of professional boundaries and confidentiality • Ability to remain calm under pressure and manage challenging situations appropriately. • Good organisational and computer skills and previous experience with Microsoft Office Suite • Ability to work collaboratively within a multidisciplinary team. 	<p>Experience working within homelessness, housing, social services, mental health or community services</p> <p>Knowledge of community resources and referral pathways in Aotearoa/New Zealand</p> <p>Understanding of trauma-informed practice.</p> <p>De-escalation or conflict resolution training.</p> <p>Knowledge of Māori and Pasifika models of wellbeing.</p>

He Tangata Paearu - Person Specification

- Empathetic and compassionate
- Professional and reliable
- Calm and resilient
- Respectful and culturally aware
- Honest with strong integrity
- Able to maintain boundaries while building rapport
- Flexible and adaptable.

Ngā Kawenga Mātua - Key Relationships

He Honongā-ā-Roto - Internal	He Honongā-ā-Waho - External
<ul style="list-style-type: none">• Kaimahi at HFŌ• Kaimahi of the wider Christchurch Methodist Mission• Executive Director• Divisional Managers• CMM Board.	<ul style="list-style-type: none">• Kaewa• Housing First Partners• Community Organisations• Government Organisations

Housing First Principles

As a member of the team which has a kaupapa Māori approach, you are responsible for acknowledging and enhancing the mana of the people we work with. This includes providing a range of holistic support to promote wellbeing, including:

Immediate access to housing with no readiness conditions – Housing is offered with no readiness conditions such as sobriety or proof of engagement in medical treatments. It just requires a willingness to engage with support services and be in housing. Housing First providers find people warm, safe housing that fits the needs of each person, which could be a private rental, public housing or supported living. Providers help manage the tenancy and property.

Consumer choice and self-determination – People have choices about the housing and support that's right for them. For example, some may prefer their own self-contained flat or house and need regular visits with a support worker. Others may decide that a supported living arrangement works best for them. Choice may be constrained by availability and affordability.

Individualised and person-centered support- Support is given according to each person's needs, for as long as needed. Housing First providers work with a range of health and social services to make sure the person gets the specialist support they need. The supports provided are individualised and person-driven.

Harm reduction and recovery-orientation approach – Recovery focus with holistic support to reduce harmful behaviours and make positive steps towards wellbeing.

Social and community integration – People are encouraged and supported to be part of their communities and connect with whānau, support networks, social activities, education and work.

Ngā Ringa Rehe - Organisational Competencies

Competencies describe behaviour that reflects underlying skills, knowledge, attitudes and personal qualities required to perform a job satisfactorily. The competencies required for this job are outlined below.

- **Commitment to the service** - promotes high quality care for tenants. Demonstrates a commitment to understanding and meeting tenants' expectations and delivering a high-quality service. Sensitive to the needs and concerns of tenants and prospective tenants.
- **Building relationships** - The ability to interact with and develop effective working relationships with a wide range of people of different types and in different situations. This includes establishing formal and informal working relationships
- **Team work**- commitment and support for the work of the team. Pools ideas and builds on the contributions of other team members. Demonstrates an ability and willingness to work with other professional staff from other professions e.g. social workers, teachers, advisors, clinical staff, community workers etc.
- **Flexibility** - Able to adapt to a variety of situations, understanding and appreciating different and opposing perspectives of a situation. Open minded and flexible in dealing with circumstances as they arise. The ability to think about a situation, issue or process in new or varying ways and to generate new ideas. This includes the willingness to seek out and implement better ways of doing things and to embrace change.

- **Planning and organising** - ability to identify objectives and develop effective action plans to achieve them. High level of initiative and self-management. Excellent time management skills and ability to respond to demanding timelines. Results focused and ability to deliver on commitments.
- **Managing Personal Responsibilities** – upholds personal, professional, and ethical conduct. Demonstrate ethical practice and the maintenance of professional boundaries. Knowledge and commitment to the principles of EEO.
- **Managing Information and Uses Technology** - managing information effectively, and using information technology to be efficient, productive, and to deliver a high standard of service
- **Cultural Responsiveness** - The ability and desire to show cultural sensitivity, awareness and understanding of diversity. This includes reinforcing culturally sensitive behaviour, being responsive to Maori and other cultural groups. Ability to work within diverse cultural settings.

Signed _____
Kaimahi - Employee

Date: ____/____/____

Signed _____
Christchurch Methodist Mission - Employer

Date: ____/____/____