

Position Description

Service Manager

Reports to	Operations Manager
Responsible for	Café Manager, Peer Support Specialists, Senior Peer Support Specialist, Mental Health Clinician, Kaiarahi Māori
Service/Team	Odyssey Community Café

About Us

Since 1980, we have supported thousands of New Zealanders whose lives are affected by alcohol, drug or other addiction challenges. We provide effective, evidence-based services that support wellbeing. We do this in partnership with tāngata whai ora (people seeking wellness) and their whānau, working together to build the lives they want.

We wholeheartedly believe that everyone living in New Zealand should have the opportunity to live life to the fullest and feel hopeful about their future. Our services encourage stronger connections with friends and whānau and enable meaningful participation in the community.

Our pillars – whakawhirinaki | trust, pono | honesty, haepapa | responsibility, matapōpore | concern, and aroha | love – are the foundation of our work, guiding how we work together and with others.

Tō Tātou Matakitea | Our Vision

Poutia, Heretia
Tuia te muka tangata ki te pou tokomanawa
Ka tū mana motuhake, Ka noho herekore i ngā waranga me ngā wero nui o te ao.

People, whānau and communities are connected and supported to live the lives they want, free from drug, alcohol and other addiction challenges.

Tō Tātou Aronga | Our Purpose

Ka hangaia e mātou he whare haumarū, he whare tūmanako hoki e tīni ai te tangata, he wāhi whakaaroaro, he wāhi ako, he wāhi tūhono anō hoki, mei kore e puta tātou ki te wheiao, ki te ao mārama.

We create hopeful and safe spaces for change with opportunities to reflect; learn and connect so that people can move towards a brighter future.

Odyssey Community Café

The Odyssey Community Café is a newly established peer-led community service, operating Tuesdays to Saturdays, where people can drop in for coffee, connection, and support in a safe, inclusive space. Trained kaimahi (employees) are available to provide intentional peer support for mental health and addiction-related distress, offering peer-led conversations, safety planning, navigation, and warm handovers to other services when needed.

Grounded in lived experience, Te Ao Māori and relational practice, the Odyssey Community Café aims to create a calm alternative to clinical environments where people are listened to without judgement and supported to regain stability. By complementing local health and social services through early intervention and strong community relationships, the Odyssey Community Café seeks to provide appropriate support, help reduce stigma, and strengthen wellbeing.

Position Purpose

Lead a recovery focused peer-led service which operates within the Odyssey Community Café. This involves:

- Establishing a welcoming, safe and inclusive café environment where people experiencing mental health and/or addictions related distress may be supported, and where café services are delivered to the general public.
- Overseeing a peer-led service that is trauma informed, culturally safe and grounded in intentional peer support principles – connection, hope, mutuality and the purposeful use of lived experience.
- Modelling respectful, authentic and non-judgemental practice that upholds the dignity, mana, choice and self-determination of people visiting the café.
- Effectively leading the Community Café team in the provision of integrated services, compassionate support, practical strategies and pathways to appropriate ongoing care for those seeking help.

Key Areas of Responsibility

Area of Responsibility	Performance Measures
Leadership in Service Delivery • Create and maintain a safe, welcoming, inclusive and non-judgemental recovery environment for Café visitors and kaimahi, that supports belonging and is physically and socially accessible. • Lead the delivery of an intentional Peer Support service within the Odyssey Community Cafe, which involves: ○ Ensuring all new kaimahi are appropriately inducted and supported. ○ Role modelling recovery-oriented practice and intentional peer relationships. ○ Providing ongoing management and support to the Hub kaimahi. ○ Providing direct peer support to tāngata whai ora and their whānau as required. ○ Ensuring the cultural appropriateness of support provided to tāngata whai ora, in close liaison with the Kaiarahi Māori.	• People in the community with mental health and/or addiction challenges frequent the Odyssey Community Café. • Kaimahi, tāngata whai ora and their whānau are positive about the café vibe and are satisfied with the accessibility and safety provided. • New kaimahi are recruited in a timely manner; kaimahi express satisfaction with how they are inducted/ supported. • Peers understand and use the Intentional Peer Support model appropriately and consistently. • Team members express satisfaction with the leadership, coaching, support and guidance provided. • Line manager and tāngata whai ora express satisfaction with the peer, cultural and clinical support provided.

Area of Responsibility	Performance Measures
○ Ensuring that timely risk assessments and appropriate clinical support is provided, in close liaison with the Mental Health Clinician. ● Collect and regularly report service information to the Operations Manager. ● Develop and manage staff rosters for the peer service and café in liaison with the Café Lead and participate in an on-call roster as required. Odyssey Community Café operation ● Oversee the effective operation of the Odyssey Community Café. This includes: ○ Ensuring the cafe operates in accordance with agreed service specifications, relevant organisational policies, health and safety requirements and any other relevant legislative requirements. ○ Ensuring sufficient kaimahi are available during café operating hours to meet service requirements. ○ Assisting with customer enquiries or complaints as required. ○ During quieter periods or when not actively engaged in leadership tasks, support café operations by undertaking specific tasks as requested by the Cafe Lead. External relations and service promotion ● Build and maintain effective relationships with key external stakeholders e.g. mental health and addiction crisis services, iwi, hapū, Māori health providers, local social and community services. ● Liaise with other mental health and addictions services or partner organisations to coordinate appropriate ongoing and/or specialist support for tāngata whai ora as required; maintain effective referral pathways over time. ● Promote the Odyssey Community Café and its services within the community to grow its reputation and profile. ● Represent Odyssey at meetings, events and networking opportunities. ● Resolve any partnership issues promptly and professionally.	● Peer practice reflects Odyssey's values and Intentional Peer Support approach. ● Required service information is collected and reported accurately; line manager expresses satisfaction. ● Sufficient kaimahi are available to provide peer services and sufficient staffing during cafe opening hours. ● Line manager is satisfied that the café is operating in line with organisational policies, specifications and standards. ● Café Manager expresses satisfaction with the support provided. ● Customers express satisfaction with the resolute ● ion of their enquiries or complaints. ● Line manager and key stakeholders' express satisfaction with the networks and relationships established and levels of collaboration achieved. ● Referral and escalation pathways operate effectively; partner organisations express satisfaction with collaboration levels and timeliness of referrals. ● External stakeholders are aware of and speak positively about the Odyssey Community Cafe and services provided; line manager expresses satisfaction with the feedback received. ● Issues with stakeholders are addressed promptly; line manager and stakeholders' express satisfaction with the resolution reached.

Area of Responsibility	Performance Measures
Quality Improvement - Identify opportunities for continuous service improvement and innovation within the Odyssey Community Café - Complete required audits and quality assurance activities as required. Risk management and Health and Safety - Identify and act on potential, acute or escalating risks to self or others including tāngata whai ora, whānau and/or kaimahi. - Be familiar with and abide by the organisation's health and safety policies and reporting procedures, ensuring others do the same as required. - Follow safe work practices, which includes the effective use of safety equipment, identification of workplace hazards and taking action to reduce or eliminate these. Te Tiriti o Waitangi Demonstrate knowledge and understanding of Te Tiriti o Waitangi and its application in this role. Professional Development - Be proactive in own professional development. - Attend relevant organisational trainings and professional development activities or events as required.	- Line manager expresses satisfaction with the improvement opportunities identified and implemented. - Audits are completed in line with organisational requirements and agreed timeframes; corrective actions are taken as required. - Health and Safety risks (including of compliance and maintenance) are identified and reported. - Appropriate and timely plans are put in place to resolve and/or mitigate identified problems or risks; issues are escalated to relevant manager or agencies as required. - Line manager, kaimahi and external stakeholder (e.g. Mental Health Services) express satisfaction with the response to incidents; timely debriefs are undertaken during and post incidents as required. - Line manager is satisfied with understanding and compliance with organisational and legislative health and safety requirements and in ensuring kaimahi do the same. - Follows correct protocols when using safety equipment. - Workplace hazards are identified and plans are put in place to reduce /eliminate these, or the matter is escalated to the relevant authority. - Actions show knowledge and ability to apply the principle of Te Tiriti in the delivery of role. - Has an individual development plan which is implemented. - Organisational training or professional development activities are completed

Area of Responsibility	Performance Measures
General • Work proactively to develop and maintain a positive team culture, working cooperatively and collaboratively with team members and colleagues. • Effectively lead and contribute actively to team meetings. • Carry out any other duties that may be delegated by the line manager, which are in keeping with the scope of the role.	• Line manager and kaimahi express satisfaction with the team culture and team management. • Regular attendance at team meetings; kaimahi express satisfaction with how these are run and the contributions made. • Delegated work is undertaken and completed. • Commitment and flexibility are demonstrated

Key Relationships

Internal	External
• Odyssey Community Café team • Rostered on call manager/senior clinicians • Operations Manager • Consumer Advisor • Service Improvement team • Organisational Development and Support team • Odyssey /Tainui kaumatua • Hamilton based Operations/Service /Clinical Managers and teams • Other Odyssey kaimahi	• Cafe visitors, tāngata whai ora and their family/ whānau, café customers • Mental Health and Addiction Services • Other relevant sector/community providers; • Kaupapa Māori organisations, hapu/iwi

Person Specification

Qualifications, Knowledge and Experience

- At least 3 years relevant work experience, including experience managing a multi-disciplinary team in a social services, mental health or addictions setting
- Demonstrated understanding of mental health and/or AOD challenges
- Proven knowledge of intentional peer-led approaches and wellbeing/recovery strategies for mental health and addiction distress
- A relevant qualification (L6/7) e.g., Bachelors of Health Science, Psychology, Diploma in Addictions Or at least two years equivalent relevant peer experience/training and a relevant L4/L5 qualification
- Experience of leading and developing others
- Knowledge of relevant community resources, agencies and support networks in the Waikato region
- Demonstrated understanding of the principles of Te Tiriti o Waitangi and their application to role
- Knowledge of Māori tikanga (te reo is desirable)
- Proven experience using Microsoft suite applications
- Full current NZ drivers license
- Experience or knowledge of social enterprises and/or of working in hospitality would be an advantage

Skills and Abilities

- Proven relational and networking skills
- Ability to establish and maintain effective relationships with a wide range of stakeholders
- People centred with strong leadership and communication skills (written and verbal)
- Ability to be a positive role model with regards to lived experience and recovery
- Ability to create peer relationships and walk alongside others within an equal power dynamic while maintaining appropriate boundaries
- Innovative and able to take the initiative
- Self-motivated, with strong organisational skills and ability manage time efficiently
- Ability to assess risk, diffuse conflict and respond effectively in uncertain, changing situations
- Willingness to consider other viewpoints and adjust decisions as appropriate
- Ability to show discretion and tact and maintain confidentiality, including of client information
- Cultural awareness and ability to model this to others
- Fluency in English
- Demonstrated IT skills and financial literacy
- Available to be on call on weekends or evenings as required
- Ability to acknowledge own limitations and be proactive on own self-development

Ngā Poupou | Our Pillars

Our Pillars are the foundation of our work, guiding how we work together and with each other.

Whakawhirinaki Trust	Reliable and shows great integrity.
Pono Honesty	Transparency and openness underpin all actions.
Haepapa Responsibility	Achieves and surpasses goals.
Matapōpore Concern	Empathic and interested in the wellbeing of others.
Aroha Love	Genuinely collaborative, supportive and able to work as part of a close-knit team, including with tāngata whai ora and whānau.