

# Position Description

<b>Position title:</b>	Community Recovery Specialist	<b>Team:</b>	Community Recovery
<b>Division:</b>	Resilience & Infrastructure	<b>Reports to:</b>	Community Recovery Manager
<b>Department:</b>	Tāmaki Makaurau Recovery Office	<b>Direct reports:</b>	0
<b>Unit:</b>	Community and Social Recovery	<b>Indirect reports:</b>	0



## Our Commitment to Te Ao Māori

We honour te Tiriti o Waitangi, accord value to te ao Māori (the Māori world), support kaitiakitanga and are responsive to the needs of Māori. You participate in initiatives to embed te ao Māori into the way we do things. You are willing to develop and build your own understanding and capability to contribute to the delivery of the directorate's Māori outcomes and wider organisation's vision to be responsive to the needs and aspirations of Māori as outlined in the Māori Outcomes Performance Measurement Framework – Kia ora Tāmaki Makaurau.



## Purpose of the job

These innovative, versatile and talented community changemakers are responsible for holding trusted relationships with disaster impacted communities, supporting them to organise and take collective action, and weaving together council and partner support so recovery is both community-led and community-centred.

Community Recovery Specialists are connectors and advocates who enable communities to shape recovery in ways that matter to them, while also ensuring that Auckland Council's actions are delivered in ways that are joined-up, trauma-informed, and responsive. They play a vital role in helping Auckland Council understand and respond to community recovery needs and aspirations, enabling more effective and inclusive recovery outcomes.



## Key responsibilities

### Community relationships and support

- Build and sustain trusted relationships with iwi, marae, hapū, community organisations, residents' groups, and service providers.
- Support communities to organise collectively, strengthen shared voice, and take coordinated action on recovery priorities.
- Facilitate inclusive, participatory processes that enable communities to influence recovery planning and decision-making.
- Provide mentoring, advice, and tools that strengthen community capability and leadership.
- Support community capacity building and leadership development.

### Weaving and integration

	<ul style="list-style-type: none"> <li>• Act as a connector across the council-whānau so communities experience recovery support as coordinated and joined-up.</li> <li>• Identify integration needs and system barriers raised by communities, and escalate these with support from the Integration Specialist and Community Recovery Manager.</li> <li>• Work across council departments and local boards to ensure council actions are responsive, inclusive, and community-centred.</li> </ul> <p><b>Collaboration, partnerships and funding</b></p> <ul style="list-style-type: none"> <li>• Partner with mana whenua to embed Te Tiriti-based approaches in local recovery initiatives.</li> <li>• Strengthen connections between communities, government agencies, NGOs, and philanthropic partners to leverage resources and support.</li> <li>• Manage relationships with grant recipients, ensuring projects are delivered as agreed and accountability reporting is complete.</li> <li>• Leverage investment and partnering opportunities to maximise co-benefits across reduction, readiness, recovery, and resilience.</li> </ul> <p><b>Professional practice and learning</b></p> <ul style="list-style-type: none"> <li>• Apply trauma-informed, equity-centred, and culturally responsive practice in all aspects of work.</li> <li>• Capture, document, and share community insights to inform recovery practice, system learning, and future adaptation planning.</li> <li>• Participate in organisational learning to inform council policies, planning, and future readiness.</li> <li>• Contribute to a positive, supportive, and high-performing team culture.</li> <li>• Participate in professional supervision and pastoral support, recognising the demands of recovery mahi.</li> <li>• Stay current with best practice in disaster recovery and community development, and apply these learnings in practice.</li> </ul> <p><b>Organisational expectations</b></p> <ul style="list-style-type: none"> <li>• Demonstrate the principles of <i>Our Charter</i> and role-model <i>Our Behaviours</i> in ways that foster inclusivity, adaptability, and respect in every aspect of our work.</li> <li>• At Auckland Council, “<i>health and safety starts with me</i>” (<i>ka timata te hauora me te ariā hauata ki a au</i>). Everyone has a duty to keep themselves and others safe. You hold specific responsibilities under the Council’s Health and Safety Policy Statement and Health and Safety Management Framework, including injury management.</li> <li>• Actively promote and embed a culture of continuous improvement in your work.</li> <li>• Support outcomes for <i>Te Tāruke-ā-Tāwhiri: Auckland’s Climate Plan</i> by ensuring inclusive, equitable climate action is central to recovery mahi.</li> </ul>
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## Auckland Council behaviours



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## Outcomes

- Communities feel heard, respected, and able to shape their own recovery pathways
- Council is experienced by communities as cohesive, responsive, and enabling.
- Local structures are in place to support community-led action across reduction/adaptation, readiness, response, recovery and resilience.
- Integration needs identified by communities are addressed through collaboration with the Integration Specialist and wider leadership team.
- Community aspirations are realised through community-centred planning and placemaking.
- Strong trusted relationships are in place across place-based teams, local boards, stakeholders and community.
- Community and resident groups find it easier to access information and resources, advocate to council and collaborate together.
- Recovery efforts are trauma-informed, culturally grounded, and build long-term resilience. You can pronounce and use basic te reo Māori in emails, meetings and conversations. You understand, demonstrate and value the use of tikanga where appropriate.
- You understand and demonstrate continuous improvement behaviours.



## Key skills

- Ability to form lasting and collaborative relationships with a wide range of stakeholders including from the public, private and third sectors and people from target population groups.
- Ability to deal with new and emerging issues and develop new pathways and solutions
- Strong problem-solving skills with the ability to present options and recommendations to decision-makers to achieve tangible outcomes
- Resilience – a demonstrated ability to persevere through periods of heavy workload and stressful situations
- Empathic thinker with ability to address issues that include: psychological distress, housing, financial anxiety/stress and poverty, homelessness, family violence, children and young people, employment.
- Experienced in managing projects, facilitating across diverse communities and overseeing grant funding agreements
- Strong written and verbal communication skills including the ability to produce reports, present to elected members and engage effectively with diverse stakeholders
- Highly proficient facilitation skills
- High level of political acumen
- Proven delivery of innovative, strategic, and practical thinking
- Proven advanced relationship building and networking
- Proven ability to multi-task and work within a context of uncertainty
- Experience working collaboratively in a highly motivated high performing team

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### Job requirements

#### Required:


- Bachelor's degree in community development, emergency management, health promotion or equivalent
- 10 years relevant experience, preferably within a large and complex organisation
- Working understanding of the machinery of government and specifically the local government context of Auckland
- Outstanding relationship and stakeholder management skills
- Highly developed personal resilience with the ability to lead, keep track of developments and changes, adapt, and deliver within a constantly shifting environment
- Experience in managing / facilitating issues across culturally diverse environments.
- Extremely high flexibility and ability to self-manage a working week to include attending community events or meetings outside of normal working hours
- Proven ability in applying project management principles
- Driver's license required
- Proven application of innovative, strategic and practical thinking

#### Preferred:

- Strong networks in the targeted population groups' communities.
- Good understanding of te reo Māori me ōna tikanga Māori.

#### Disclaimer

The above statements are intended to describe the general nature and level of work being performed by incumbents in the assigned job. They are not construed as an exhaustive list of all responsibilities, duties, or skills required of the incumbent. From time to time, personnel may be required to perform duties outside of their normal responsibilities as needed.

Approving manager:		Version date:	
Group Community & Social Recovery Lead		August 2025	
 Job framework	Job function:	Job family:	Job:

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