

POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	Youth Worker - Residence
Group:	Youth Justice Services
Reports to:	Team Leader Operations
Location:	As specified
Direct Reports:	Nil
Budget:	No

PUBLIC SERVICE PURPOSE STATEMENT

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

You can find out more about what this means at (<https://www.publicservice.govt.nz/about-us>)

OUR ORGANISATION

About us	Oranga Tamariki—Ministry for Children is a Ministry dedicated to supporting any child in New Zealand whose wellbeing is at significant risk of harm now, or in the future. We also work with young people who may have offended, or are likely to offend. Our belief is that in the right environment, with the right people surrounding and nurturing them, any child can, and should flourish.
Our vision	Our vision is: New Zealand values the wellbeing of tamariki above all else.
Our purpose	Our purpose is: To ensure that all tamariki are in loving whānau and communities where oranga tamariki can be realised.
Our core outcomes	Our core outcomes are: <ul style="list-style-type: none">- All children and young people are in loving families and communities where they can be safe, strong, connected, and able to flourish.- Improved outcomes for all children, especially Maori tamariki and rangatahi.

The Oranga Tamariki way



POSITION PURPOSE

The purpose of this role is to provide professional care and protection for children and young persons entrusted to Residential Care, ensuring that we demonstrate appropriate models of behaviour, acknowledging the personal influence on the life of each child or young person, and that this interaction has a positive influence and brightens the outcome for those children and young persons in our care.

The Youth Worker will deliver day-to-day care services for the children and young people in residence, and deliver planned programmes for children and young people within a residential setting, to meet individual youth justice and care plan objectives; with programmes that do not compromise any individual's health, safety or well-being.

Youth Workers may be required to provide a 24-hour, 7-day a week service, which may include shift-work (weekends and public holidays).

KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
Care of our tamariki or rangatahi	<ul style="list-style-type: none"> - Work with families to manage and ensure care and security for children and/or young people in the care or custody of Oranga Tamariki. - Deliver quality services within the practice area: - In accordance with the CYP&F Act and all other relevant legislation; <ul style="list-style-type: none"> o In compliance with Government policy and Ministerial requirements; - In a caring and culturally appropriate manner and consistent with the Ministerial Code of Practice; <ul style="list-style-type: none"> o Within the financial parameters set; and

IN-CONFIDENCE

Key Result area	Key Accountabilities
Residential care service delivery	<ul style="list-style-type: none">- In a professional and timely manner.- Deliver a professional residential care service focused on meeting individual needs by: <hr/> <ul style="list-style-type: none">- Provide the day-to-day care of all children and young people in Residence.- In consultation with Managers, Supervisors and Residential Social Workers, ensure ongoing contact with family/whānau, and other appropriate people.- In consultation with Managers and Supervisors, provide appropriate information to clients (individuals and families), professionals (within and outside the Service) and other people working with these clients, to facilitate appropriate decision-making and to maximise successful outcomes for children and young people.- Perform the duties of the Youth Worker in a professional manner, in accordance with relevant legislation, regulation, policies and codes of ethics/practice.- Model Oranga Tamariki's values of Integrity, Fairness and Respect.- Consistently maintains the rights and dignity of the individual child or young person.- Be personally proactive, identifying, managing and mitigating risks.- Ensure that formal and professional records are developed and maintained in a consistent and timely manner. This includes the use of computer information systems.- Plan for personal training, coaching and development opportunities are discussed with the Supervisor.- Assist children and young people to develop an appreciation of their own and others' culture.- Develop and maintain appropriate community, cultural and professional networks.- Carry out all reasonable and lawful instructions given by Managers, Supervisors or duly authorised employees of the Ministry.- Raise any issues of concern with your Supervisor as soon as practicable, in relation to feelings of personal safety and client safety.- Identify and report all job-related hazards.
Programmes for our tamariki or rangatahi	<ul style="list-style-type: none">- Develop and implement in consultation with Managers, Supervisors and Caseworkers, a programme of recreational and cultural activities appropriate and specifically designed to meet the needs of children and young people in the residence at the time.

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Key Result area	Key Accountabilities
	<ul style="list-style-type: none">- In consultation with Managers, Supervisors and Residential Social Workers, ensure that interventions and programmes for children and young people are planned, implemented and reviewed in accordance with relevant legislation, regulation, policies and codes of ethics/practice.- Assist in the planning of intervention processes for children and young people in consultation with residential staff, colleagues, family and/or whānau.- Develop and implement evening and weekend programmes for the child or young person, in consultation with them, the residential staff, colleagues, family and/or whānau.- In consultation with Managers and Supervisors and in conjunction with the education provider, ensure that integrated programmes appropriate to the abilities and identified needs of children and young people in Residence are offered.
Supervision, care and custody of tamariki or rangatahi	<ul style="list-style-type: none">- Minimise the opportunity for absconding by ensuring that the whereabouts of the children and young people is closely monitored at all times within the residence, within the community or while being escorted to another location.- Manage non-compliant client behaviours through the use of appropriate consequences for undesired behaviours which are consistent with Ministerial policy and the Residential Regulations 1996.
Team work	<ul style="list-style-type: none">- Plan, assist with, and supervise the completion of the daily management tasks of the Residence.- Perform the responsibilities of shift co-ordination as directed by the Supervisor and/or Unit Manager/ Practice Manager.- Communicate clearly with other team members about residents; ensuring that information is shared and recorded, where there is a likelihood or potential risk of harm to any other individual.- Utilise a range of appropriate methods for managing work priorities, personal workload and stress levels within the context of the team structure.- Ensure that a safe working environment is maintained for self, colleagues and residents, by following Health and Safety policies and practising safe work methods.- Contribute to and/or leading group meetings and discussions with young people.
Administration and Reporting	<ul style="list-style-type: none">- Undertake administrative tasks as required for example completion of timesheets and attachment of job assignment sheets.- Complete reports (verbally or in writing) as required by the social worker responsible for the child/young person's case.

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Key Result area	Key Accountabilities
Relationship Management	<ul style="list-style-type: none">- Establish positive relationships with the tamariki or rangatahi.- Develop and maintain appropriate community, cultural and professional networks.
Being part of the Oranga Tamariki team	<ul style="list-style-type: none">- Actively and positively participate as a member of the team- Proactively look for opportunities to improve Oranga Tamariki's operations- Perform any other duties as needed by Oranga Tamariki- Comply with and support all health and safety policies, guidelines and initiatives- Ensure all incidents, injuries and near misses are reported into our H&S reporting tool- Comply with all legislative and regulatory requirements, and report any breaches as soon as they become known- Adhere to all Oranga Tamariki's procedures, policies, guidelines, and standards of integrity and conduct- Commitment to the Treaty of Waitangi and respect and incorporate these into your work.
Being part of the Oranga Tamariki team	<ul style="list-style-type: none">- Actively and positively participate as a member of the team- Proactively look for opportunities to improve Oranga Tamariki's operations- Perform any other duties as needed by Oranga Tamariki- Comply with and support all health and safety policies, guidelines and initiatives- Ensure all incidents, injuries and near misses are reported into our H&S reporting tool- Comply with all legislative and regulatory requirements, and report any breaches as soon as they become known- Adhere to all Oranga Tamariki's procedures, policies, guidelines, and standards of integrity and conduct- Commitment to the Treaty of Waitangi and respect and incorporate these into your work.

KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none">- Oranga Tamariki staff
External	<ul style="list-style-type: none">- NGOs- Government agencies- NZ Police- Ministry of Justice- Local community groups- Iwi social services

QUALIFICATIONS & EXPERIENCE

Qualifications

- A recognised qualification in Sport & Recreation, Health, Youth Work, Teaching, or other relevant discipline OR
- Other tertiary qualification with emphasis on Sport & Recreation, Youth Work, Social Work, education, health, psychology or other papers providing a theoretical framework for understanding human behaviour, especially with respect to children and young people OR
- Consideration may be given to applicants with a Level 4 (old Level 'A') qualification in Social Work (e.g. Certificate of Social Work) provided other essential and desirable requirements are met
- A clean, current driver's licence is essential (including the ability to drive a manual vehicle).

Knowledge and Experience

- Previous successful experience in social services work or other relevant experience.
- A sound knowledge and ability to apply the Children, Young Persons, and Their Families Act 1989, Vulnerable Children Act 2014, Guardianship Act 1968, Privacy Act 1992, and Official Information Act 1981.
- A successful record in, or preparedness for, the quality delivery of learning and recreational activity for children and young people especially in statutory social work services is highly desirable.
- Familiarity with, and an understanding of the Public Finance Act 1989, State Sector Act 1988, and Employment Relations Act 2000 is desirable.

Skills

- Excellent verbal, written and interpersonal communication skills.
- Excellent listening and observation skills.
- Ability to communicate sufficiently fluently in the English language so as to be readily understood by all contacts.
- Ability to prepare without support, an accurate, understandable and usable report or incident record.
- Demonstrate empathy for working with children and young persons.
- Demonstrate tolerance and understanding.
- Demonstrate an ability to work with comfort and success with professional staff from other vocations e.g. teachers, advisors, clinical staff etc.
- Actively promote a pro-social environment.
- Demonstrate success in aligning personal practice with Oranga Tamariki's visions, goals, policies and practices.
- Demonstrate ethical practice and the maintenance of professional boundaries.
- Exhibit discretion and be able to earn the trust of children, young persons and other staff.
- Competence in managing and supporting children and young people.

- Behaviour management/conflict resolution skills.
- Calm and professional manner, with the ability to maintain performance under stress such as with distressed children or angry adults.
- Positive role modelling – being consistent in behaviour, generating confidence and displaying commitment to others.
- Ability to manage sensitive and confidential information in an appropriate manner and to maintain privacy of client information.
- Ability to become familiar with working with Acts and regulations.
- Sensitivity and demonstrated understanding of Maori, Pacific Peoples and other cultures.
- Ethical practice and the ability to maintain professional boundaries.
- Good computer skills, including the use of MS Office software (Word, Excel and web navigation).
- A sound knowledge and ability to apply the Oranga Tamariki Act 1989, Vulnerable Children Act 2014, Guardianship Act 1968, Privacy Act 1992, and Official Information Act 1981.

POSITION COMPETENCIES

Competency	Description of success profile behaviour
<p>1. Client Focus</p> <p>The desire and willingness to understand and meet or exceed client expectations. Clients are those groups or individuals, internal or external, who use Oranga Tamariki's services.</p>	<ul style="list-style-type: none"> - Knows who the client is and talks about the importance of client focus. - Demonstrates professional and courteous service. Is approachable, positive and responsive - Follows through on client enquiries, requests and complaints. - Keeps client up to date on progress of projects or issues. Is open to client feedback.
<p>2. Communication</p> <p>The ability to clearly convey thoughts and ideas effectively. This may include listening, interpreting, formulating and delivering: verbal, non-verbal, written, and/or electronic messages.</p>	<ul style="list-style-type: none"> - Communicates clearly, concisely, confidently, courteously, calmly and tactfully. - Listens and understands. - Shares information in an open and honest way. - Demonstrates basic written and oral skills, including telephone skills and ability to use email. - Takes clear and accurate messages. - Records/inputs information accurately and collates information appropriately.
<p>3. Teamwork</p> <p>The ability and willingness to work with others co-operatively and productively in order to achieve group objectives. This may include</p>	<ul style="list-style-type: none"> - Participates willingly and co-operates with others. - Respects others and does one's share of the work. - Supports team decisions and is a good "team player". - Expresses positive expectations of others and genuinely values others' input, ideas and points of view.

informal work groups, advisory groups or committees and project teams.

- Keeps people informed and up-to-date.
- Shares all relevant or useful information as required.

4. Relationship Management

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, developing win/win relationships and assessing and responding to individual behaviour.

- Develops and maintains positive relationships with relevant people.
- Is considerate and demonstrates respect and tolerance for others.
- Builds good rapport with people at all levels.
- Actively seeks opportunities to contribute to positive outcomes for clients, stakeholders, staff and colleagues.
- Approaches issues or disagreements with the objective of reaching win/win solutions.
- Develops relationships with the intent of achieving effective delivery of relevant services.

5. Planning and Organisation

The ability to identify objectives and develop effective action plans to achieve them.

- Prepares day-to-day work in advance and effectively prioritises tasks.
- Completes tasks in an efficient and timely manner.
- Follows up on tasks and monitors progress against plans and timeframes.
- Adopts a neat, tidy and logical approach to work.

6. Problem Solving & Judgement

The ability to apply an objective, logical reasoning process to a problem or work situation in order to develop a conclusion or recommendation. This includes logically breaking down problems into different parts, identifying key issues and their relationships, interpreting, clarifying, analysing, explaining and developing recommendations or advice.

- Breaks problems down into simple lists of tasks.
- Understands simple linkages (e.g. A leads to B). Identifies the relevant issues.
- Draws on past experience to solve the current problem.

7. 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, effectively relating to clients from diverse cultural backgrounds, fostering a culturally safe working environment for staff.

- Understands and is responsive to the needs of different cultural groups in the delivery of services.
- Maintains effective relationships with Oranga Tamariki's clients and employees and understands their perspectives and priorities.
- Understands the practices surrounding the Treaty of Waitangi.
- Interacts appropriately with Maori taking into consideration tikanga and kawa.
- Engages effectively with family/whanau to ensure participation in decision making.

8. Integrity

The ability to maintain confidences and trust, and to act in an honest, ethical and professional manner.

- Is honest, trustworthy and can be relied on for confidentiality.
 - Demonstrates professionalism at all times.
 - Sets and adheres to personal and organisational ethical standards.
 - Demonstrates desired behaviours and treats all people with respect and dignity.
 - Is committed to the values of Oranga Tamariki.
-