

# POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	Youth Worker
Group:	Services for Children and Families
Reports to:	Site Manager
Location:	As specified
Direct Reports:	No
Budget:	No

## 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.

### The Oranga Tamariki way

We're introducing a new way of doing things. A way of looking at the world that guides everything we do:



### Our core outcomes

Our core outcomes are:

- 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 tamariki and rangatahi Māori.

## POSITION PURPOSE

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The purpose of the Youth Worker role is to engage with and provide professional support to children and young persons entrusted to Oranga Tamariki's care, ensuring that we demonstrate appropriate models of behaviours, 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.

## KEY ACCOUNTABILITIES

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Key Result area	Key Accountabilities
<b>Care of our tamariki or rangatahi</b>	<ul style="list-style-type: none"><li>- Provide effective supervision, care and custody of children and young people by maintaining a constant presence and providing continuous monitoring. This may involve taking tamariki or rangatahi off-site, one-on-one or in small groups if deemed safe, to complete activities and build engagement.</li><li>- Work with families to manage and ensure care and security for tamariki or rangatahi in the care or custody of Oranga Tamariki.</li><li>- Minimise the opportunity for absconding by ensuring that the whereabouts of the children and young people are closely monitored at all times within the Site, within the community or while being escorted to another location.</li><li>- In consultation with Managers and Supervisors, provide appropriate information to clients (individuals and families), professionals and other people working with these clients, to facilitate appropriate decision-making and to maximise successful outcomes for children and young people.</li><li>- Assist young people to develop an appreciation of their own and others culture.</li><li>- Appropriately and sensitively manage the challenging behaviours of the children or young person, in accordance with the training and expectations of Oranga Tamariki outlined in the Managing Actual and Potential Aggression (MAPA) training.</li><li>- Maintain a professional manner ensuring there are no discussions about personal matters about your own lives or making detrimental remarks about the child's parents or family, or discussing other clients.</li><li>- Consistently maintain the rights and dignity of the individual child or young person.</li></ul>

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Key Result area	Key Accountabilities
<b>Programmes for our tamariki or rangatahi</b>	<ul style="list-style-type: none"> <li>- Develop and implement, in consultation with Managers, Supervisors and Social Workers, a programme of recreational and cultural activities appropriate and specifically designed to meet the needs of children and young people.</li> <li>- Deliver planned programmes for children and young people to meet individual youth justice and care plan objectives; with programmes that do not compromise any individual's health, safety or well-being.</li> <li>- Assist in the planning of intervention processes and programmes for children and young people in consultation with the Social Worker, Supervisor, colleagues, family and/or whānau.</li> <li>- 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 Site are offered.</li> <li>- Ensure that these programmes are implemented and reviewed in accordance with relevant legislation, regulation, policies and codes of ethics/practice.</li> </ul>
<b>Relationship Management</b>	<ul style="list-style-type: none"> <li>- Establish positive relationships with the tamariki or rangatahi.</li> <li>- Develop and maintain appropriate community, cultural and professional networks.</li> </ul>
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>- Perform the duties required, in a professional manner, in accordance with relevant legislation, regulation, policies, and codes of ethics/practice and in line with training provided.</li> <li>- Carry out all reasonable and lawful instructions given by supervisors and other duly authorised employees of Oranga Tamariki.</li> <li>- Be personally proactive, identifying, managing, mitigating and reporting job-related risks and hazards.</li> <li>- Raise any issues of concern with your Supervisor as soon as practicable, in relation to feelings of personal safety and client safety.</li> <li>- Ensure that formal and professional records are developed and maintained in a consistent and timely manner. This includes the use of computer information systems.</li> <li>- Communicate clearly with other team members about individual clients and their needs.</li> <li>- Use a range of appropriate methods, as directed by the supervisor, to manage stress levels within the context of the team.</li> <li>- Assist in ensuring that a safe working environment is maintained for self, colleagues and clients, by following Health and Safety policies and practising safe work methods.</li> </ul>

Key Result area	Key Accountabilities
<b>Safety of Children and Young People</b>	<ul style="list-style-type: none"> <li>- Provide positive role modelling to young people. This is to be achieved through the use of appropriate language, conduct and behaviour based on respect, fairness and integrity during interactions with young people and colleagues.</li> <li>- Youth workers should maintain an appropriate level of vigilance and as described in the job assignment/briefing for example assisting with children and young people in school time, assisting with the delivery of recreational and cultural programme activities.</li> <li>- Take reasonable steps to prevent: <ul style="list-style-type: none"> <li>o The child/young person from self-harming or causing serious harm to others.</li> <li>o The child/young person from absconding.</li> <li>o The child/young person from damaging property.</li> <li>o Where required to transport children and young people, the Youth Worker must adhere to the transport policy and any vehicle used to transport a child/ young person (whether it is an Oranga Tamariki or private vehicle) must be registered, warranted and appropriately insured.</li> <li>o Where there are problems, the Youth Worker must take whatever reasonable steps to ensure the safety of the child/young person and ensure that Oranga Tamariki is informed immediately.</li> </ul> </li> </ul>
<b>Familiarisation with Policy and Guidelines</b>	<ul style="list-style-type: none"> <li>- Accept responsibility for understanding and delivering the requirements of the job, including for example: <ul style="list-style-type: none"> <li>o Complying with Standard Operating Procedures (SOPs) for site, as provided at site orientation.</li> <li>o Complying with the Health and Safety at Work Act 2015 by taking all practicable steps to ensure own safety and wellbeing while at work and bringing safety issues to the attention of the responsible manager.</li> <li>o Complying with requirements in respect of vehicles including, paying any traffic infringements (where the employee received a parking ticket in the course of their duties they may be eligible for payment of these where an emergency situation existed) and ensuring there is no smoking in any vehicles in which a child/ young person is being transported regardless of who owns the vehicle.</li> <li>o Maintaining a sense of professionalism at all times as a Public Servant and as described in the Code of Conduct.</li> </ul> </li> </ul>
<b>Administration and Reporting</b>	<ul style="list-style-type: none"> <li>- Undertake administrative tasks as required for example completion of timesheets and attachment of job assignment sheets.</li> <li>- Complete reports (verbally or in writing) as required by the social worker responsible for the child/young person's case.</li> </ul>

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

## KEY RELATIONSHIPS

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

## QUALIFICATIONS & EXPERIENCE

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>- Youth Work or other relevant qualifications</li> <li>- A clean, current driver's licence is essential (including the ability to drive a manual vehicle).</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>- Previous successful experience in social services work or other relevant experience.</li> <li>- A successful record in, or preparedness for, the quality delivery of learning and recreational activity for children and young people.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>- Excellent verbal, written and interpersonal communication skills.</li> <li>- Excellent listening and observation skills.</li> <li>- Competence in managing and supporting children and young people.</li> <li>- Behaviour management/conflict resolution skills.</li> <li>- Calm and professional manner, with the ability to maintain performance under stress such as with distressed children or</li> </ul>

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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 Māori, 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).
- The ability to prepare without support, an accurate, understandable and usable report or incident record.
- 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
- Understanding and appreciation of cross cultural issues and concerns, in particular, knowledge of tikanga Māori, and Pacific peoples' culture.

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## POSITION COMPETENCIES

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Competency	Description of success profile behaviour
<b>1. Client Focus</b> 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.	<ul style="list-style-type: none"><li>- Knows who the client is and talks about the importance of client focus.</li><li>- Demonstrates professional and courteous service. Is approachable, positive and responsive</li><li>- Follows through on client enquiries, requests and complaints.</li><li>- Keeps client up to date on progress of projects or issues. Is open to client feedback.</li></ul>
<b>2. Communication</b> 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.	<ul style="list-style-type: none"><li>- Communicates clearly, concisely, confidently, courteously, calmly and tactfully.</li><li>- Listens and understands.</li><li>- Shares information in an open and honest way.</li><li>- Demonstrates basic written and oral skills, including telephone skills and ability to use email.</li><li>- Takes clear and accurate messages.</li><li>- Records/inputs information accurately and collates information appropriately.</li></ul>
<b>3. Teamwork</b> The ability and willingness to work with others co-operatively and productively in order to achieve group	<ul style="list-style-type: none"><li>- Participates willingly and co-operates with others.</li><li>- Respects others and does one's share of the work.</li><li>- Supports team decisions and is a good "team player".</li><li>- Expresses positive expectations of others and genuinely values</li></ul>

Competency	Description of success profile behaviour
objectives. This may include informal work groups, advisory groups or committees and project teams.	<p>others' input, ideas and points of view.</p> <ul style="list-style-type: none"> <li>- Keeps people informed and up-to-date.</li> <li>- Shares all relevant or useful information as required.</li> </ul>
<p><b>4. Relationship Management</b></p> <p>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.</p>	<ul style="list-style-type: none"> <li>- Develops and maintains positive relationships with relevant people.</li> <li>- Is considerate and demonstrates respect and tolerance for others.</li> <li>- Builds good rapport with people at all levels.</li> <li>- Actively seeks opportunities to contribute to positive outcomes for clients, stakeholders, staff and colleagues.</li> <li>- Approaches issues or disagreements with the objective of reaching win/win solutions.</li> <li>- Develops relationships with the intent of achieving effective delivery of relevant services.</li> </ul>
<p><b>5. Planning and Organisation</b></p> <p>The ability to identify objectives and develop effective action plans to achieve them.</p>	<ul style="list-style-type: none"> <li>- Prepares day-to-day work in advance and effectively prioritises tasks.</li> <li>- Completes tasks in an efficient and timely manner.</li> <li>- Follows up on tasks and monitors progress against plans and timeframes.</li> <li>- Adopts a neat, tidy and logical approach to work.</li> </ul>

Competency	Description of success profile behaviour
<p><b>6. Problem Solving &amp; Judgement</b></p> <p>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.</p>	<ul style="list-style-type: none"> <li>- Breaks problems down into simple lists of tasks.</li> <li>- Understands simple linkages (e.g. A leads to B). Identifies the relevant issues.</li> <li>- Draws on past experience to solve the current problem.</li> </ul>
<p><b>7. Cultural Responsiveness</b></p> <p>The ability and desire to show cultural sensitivity, awareness and understanding of diversity. This includes reinforcing culturally sensitive behaviour, being responsive to Māori and other cultural groups, effectively relating to clients from diverse cultural backgrounds, fostering a culturally safe working environment for staff.</p>	<ul style="list-style-type: none"> <li>- Understands and is responsive to the needs of different cultural groups in the delivery of services.</li> <li>- Maintains effective relationships with Oranga Tamariki’s clients and employees and understands their perspectives and priorities.</li> <li>- Understands the practices surrounding the Treaty of Waitangi.</li> <li>- Interacts appropriately with Māori taking into consideration tikanga and kawa.</li> <li>- Engages effectively with family/whanau to ensure participation in decision making.</li> </ul>
<p><b>8. Integrity</b></p> <p>The ability to maintain confidences and trust, and to act in an honest, ethical and professional manner.</p>	<ul style="list-style-type: none"> <li>- Is honest, trustworthy and can be relied on for confidentiality.</li> <li>- Demonstrates professionalism at all times.</li> <li>- Sets and adheres to personal and organisational ethical standards.</li> <li>- Demonstrates desired behaviours and treats all people with respect and dignity.</li> <li>- Is committed to the values of Oranga Tamariki.</li> </ul>