

POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children

Title:	Assistant Youth Coach
Group:	Youth Justice Services
Reports to:	Manager Youth Justice
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

Oranga Tamariki Homes provide residential care and day programmes/activities for up to five young people who are involved in the Youth Justice system.

The purpose of this role is to support the Family Home Parents/Carers and other staff with the day to day care of the young people in the Home. In addition, the Assistant Youth Coach will work with the wider team, including external providers and professionals, with the delivery of planned holistic services and programmes to young people and their whānau.

The Assistant Youth Coach will also be required to undertake a range of activities to support the Youth Justice Team's day to day work with young people and their whānau. These activities will take place outside of the Home.

KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
Development of structured programmes	<ul style="list-style-type: none">– The Assistant Youth Coach works as part of a team to deliver safe and stable care and evidence-based holistic services and programmes to young people including:<ul style="list-style-type: none">○ Supporting the Family Home Parents/Carers to meet the day to day care needs of young people○ Building positive and professional relationships with young people and their whānau○ Delivering strengths based cultural, educational, employment and recreational activities specifically designed to meet the needs of young people○ Supervising and continuously monitoring the young people to ensure physical and psychological safety and wellbeing○ Maintaining routines and processes that are in place to encourage positive behaviour○ Taking all opportunities to help young people learn and grow○ Taking part in recreational and other such activities with young people○ Supporting the transition of young people into and out of the Home.
Delivery of services	<ul style="list-style-type: none">– Work as part of a team to deliver evidence-based wrap-around programmes to your people in the Home and community including:<ul style="list-style-type: none">○ Working under the guidance of Youth Justice staff to support their day to day work with young people and their families in the community○ Delivering strengths based cultural, educational, employment and recreational activities specifically designed to meet the needs of young people

Key Result area	Key Accountabilities
	<ul style="list-style-type: none"> ○ Interacting with young people's families as required.
Professional care	<ul style="list-style-type: none"> – Contribute to a professional, safe, and structured environment by: <ul style="list-style-type: none"> ○ Role modelling positive, professional, and pro-social attitudes, behaviours and language ○ Demonstrating empathy and respect to young people ○ Adopting a non-judgemental attitude ○ Demonstrating a belief in young people's ability to change their behaviour and achieve goals ○ Identifying risks and promptly alerting other staff to these ○ Providing care consistent with approval standards.
Community connections	<ul style="list-style-type: none"> – Support helpful community connections for young people, with others – Coordinate the provision of activities to support interests and aspirations of the young people.
Documentation	<ul style="list-style-type: none"> – Monitor and record progress towards achieving the objectives of the plan – Complete all other requirements for other documentation and reporting.
Team work	<ul style="list-style-type: none"> – Constructively participate as part of the wider team committed to achieving the goals of the young people's plans – Share relevant observations and information – Participate in all skill development and training to improve their effectiveness – Participate in peer and other reviews of the programmes and interventions.
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 the operations of Oranga Tamariki – From time to time, you may be required to perform other reasonable duties as requested by your manager – 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 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

- Family Home parents/carers
- Young people in the Home
- Young people's whānau members
- Youth Coaches
- Other Assistant Youth Coaches
- Casual workers/Resource workers
- Youth Justice Managers and staff
- Site Managers and staff
- Residential Services staff
- Oranga Tamariki staff

External

- NGO service providers
- Education and employment providers
- Health services
- Ministry of Social Development
- Police
- Iwi staff
- Pasifika services
- Other government agencies
- Neighbours/community

QUALIFICATIONS & EXPERIENCE

Qualifications

- Relevant study or papers are useful with emphasis on youth work, social work, education, health, psychology or other papers providing a theoretical framework for understanding human behaviour, especially with respect to young people
- A clean, current driver's licence is essential.

Knowledge and experience

- Knowledge of, and established links to, community networks and experience working in collaboration with community service providers, other government departments, including work in cross cultural situations
- Knowledge of and interaction with adolescents with challenging behavioural issues
- Understanding of the statutory role and objectives of Oranga Tamariki
- An awareness of how to support positive behaviour change in children and young people; including any of the following, will be helpful:
 - o The way young people think and behave
 - o The experiences of young people that influence youth offending

- Knowledge of the effects of child abuse and neglect
- Issues for young people relating to alcohol and substance abuse, problem sexual behaviours, school failure etc.

Skills and behaviours

- Excellent verbal, written and interpersonal communication skills
- Ability to communicate complex ideas to a variety of audiences and build and maintain rapport with others
- Understanding and appreciation of cross cultural issues and concerns, in particular, knowledge of tikanga Māori, and Pacific peoples' culture.
- Demonstrated empathy and ability to work with young people involved in the Youth Justice system
- Ability to use a strength based approach when working with young people
- Demonstrable empathy for working with young persons from abusive and neglectful environments
- Demonstrated ability to work as part of a team
- Resilience in working through difficult situations
- Ability to actively promote a pro-social environment
- Ability to demonstrate a high degree of consistency in behaviour at all times and act as a clear role model, generating confidence and commitment of others through their own ethical conduct
- Ability to consistently exercise discretion and maintain confidentiality, and be able to earn the trust of young persons and other staff
- Ability to engage with young people
- Able to describe and show a professional attitude towards young people as a staff member, not a friend
- Physically fit and agile to participate in recreational and sporting activities with young people
- Good sense of humour and able to apply this appropriately in working with young people.

POSITION COMPETENCIES

Competency	Description of success profile behaviour
1. Client Focus 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 services.	<ul style="list-style-type: none"> – Delivers quality service to clients – Understands, empathises with, and identifies the needs, concerns and priorities of clients and ensures that services are delivered to take account of these – Takes responsibility for correcting client service problems and/or "championing" client issues – Corrects problems promptly, without becoming defensive – Actively supports the interests of the client by making choices and setting priorities to meet their needs.

Competency	Description of success profile behaviour
2. Communication 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"> – Adapts communication content according to the audience – Chooses the most appropriate medium (writing, face-to-face, etc) and most appropriate language (level of formality/style) to get the message across – Is able to talk to groups of people, as well as one-to-one; demonstrates effective presentation skills – Is prepared to say what needs to be said, tactfully – Listens actively and responds to others – Paraphrases information to check understanding before drawing conclusions – Drafts full, clear and concise reports – Draws together a variety of ideas into a single, coherent paper, structuring information to help others understand the key points of the message.
3. Teamwork The ability and willingness to work with others co-operatively and productively in order to achieve group objectives. This may include informal work groups, advisory groups or committees and project teams.	<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 – Keeps people informed and up-to-date – Shares all relevant or useful information as required.
4. Relationship Management The ability to interact 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; assessing and responding to individual behaviour.	<ul style="list-style-type: none"> – 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 Organising The ability to identify objectives and develop effective action plans to	<ul style="list-style-type: none"> – Prioritises work and manages own time effectively; takes on a realistic amount of work – Thinks ahead, identifies potential problems, and gives early warning of any difficulties – Keeps track of work requested and consults appropriately on

Competency	Description of success profile behaviour
achieve them. This may include: using sound personal organisation disciplines; using a methodical and systematic approach towards planning workloads; using project management skills; exhibiting appropriate initiative and persistence; focusing on work that is of high quality.	<p>plans</p> <ul style="list-style-type: none"> – Takes required resources into account when planning – Displays drive and energy in achieving goals and perseveres when obstacles emerge.
<p>6. Cultural Responsiveness</p> <p>Shows cultural sensitivity, awareness and understanding of diversity. Builds and maintains effective relationships with Māori and other cultural groups. Is responsive to the needs of Māori and other cultural groups, effectively relating to clients from diverse cultural backgrounds and ensuring opportunities for Māori input into decision-making.</p>	<ul style="list-style-type: none"> – Understands and is responsive to the needs of different cultural groups in the delivery of services – Maintains effective relationships with Oranga Tamariki clients and employees and understands their perspectives and priorities – Understands the debates and practices surrounding the Treaty of Waitangi – Interacts appropriately with Māori taking into consideration tikanga and kawa – Engages effectively with family/whānau to ensure participation in decision making.
<p>7. Problem Solving & Judgement</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.</p>	<ul style="list-style-type: none"> – Sees the relationship between components of a problem or situation; recognises cause and effect relationships ("if this, then that" thinking) – Produces practical, workable solutions – Knows when to refer upwards, with appropriate recommendations.
<p>8. Integrity</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"> – Sets and adheres to professional and organisational ethical standards – Demonstrates desired behaviours and treats all people with respect and dignity – Is committed to the values of the organisation.
<p>9. Change Orientation</p> <p>The ability to think about a</p>	<ul style="list-style-type: none"> – Stretches to continuously improve activities and results beyond work unit

Competency	Description of success profile behaviour
<p>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.</p>	<ul style="list-style-type: none"> – Helps to establish a climate that encourages innovation and receptivity to change – Demonstrates consistent ability to generate new ideas and initiatives – Shifts focus and activities quickly in response to changing organisational priorities.
<p>10. Self Development The ability and desire to take ownership of one's development and to proactively pursue opportunities to learn and develop. This may include recognising opportunities for self-development, taking responsibility for remaining competent and learning from mistakes and successes.</p>	<ul style="list-style-type: none"> – Learning is focused on current role, but also on career development – Designs a personal action plan to address own issues constructively and understand the most appropriate learning style for self – Uses a range of sources to develop own knowledge and skills – Seeks feedback from others with the intent of self-improvement.