

# POSITION DESCRIPTION

## Oranga Tamariki—Ministry for Children



Title:	Coordinator
Group:	Services for Children and Families/Youth Justice (choose one)
Reports to:	Site Manager/Youth Justice Manager (choose one)
Location:	As specified
Budget:	No
Appointment:	<p>In line with the Oranga Tamariki Act 1989, to perform this role incumbents must be appointed as either:</p> <ul style="list-style-type: none"><li>- Care and Protection Coordinator (under s423 of the Act)</li><li>- Youth Justice Coordinator (under s425 of the Act)</li></ul> <p>Additionally, a person may be appointed to perform both roles as long as s423(2) and s425(2) of the Act are met.</p>

## OUR ORGANISATION

<b>About us</b>	Oranga Tamariki—Ministry for Children is a new 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.
<b>Our vision</b>	Our vision is: New Zealand values the wellbeing of tamariki above all else.
<b>Our purpose</b>	Our purpose is: To ensure that all tamariki are in loving whānau and communities where oranga tamariki can be realised.
<b>The Oranga Tamariki way</b>	We're introducing a new way of doing things. A way of looking at the world that guides everything we do:



<b>Our core outcomes</b>	<p>Our core outcomes are:</p> <ul style="list-style-type: none"><li>- All children and young people are in loving families and communities where they can be safe, strong, connected, and able to flourish</li><li>- Improved outcomes for all children, especially Māori tamariki and rangatahi.</li></ul>
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## POSITION PURPOSE

The Coordinator is responsible for leading the Family Group Conference (FGC) to develop an agreed whānau led plan, ensuring whānau, hapū, iwi, family group and other key people, professionals and agencies, are involved and empowered to fully participate in the process.

They work as an independent person, ensuring tamariki and rangatahi have the right to participate and be supported to have their voice heard in decisions about them. The Coordinator participates as an entitled member of the conference and makes decisions alongside other entitled participants of the conference.

To perform this role, the incumbent must be appointed by the Chief Executive as a Care and Protection or Youth Justice Coordinator through which they hold statutory responsibility for managing the Family Group Conference within the spirit of Pūao-te-Ata-tū and its operational intent, Te Tiriti o Waitangi and the Oranga Tamariki Act 1989.

Legislative functions include receiving reports, convening the FGC, consulting with relevant people, and recording and reviewing the outcomes of the FGC. Coordinators must exercise their statutory functions and powers in accordance with the provisions of the Act.

The core responsibilities of a Coordinator are detailed below, including addendums which outline the specific responsibilities for Care and Protection and Youth Justice Coordinators respectively.

## KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
<b>Relationships with tamariki / rangatahi and their whānau</b>	<ul style="list-style-type: none"><li>– Use networking skills to develop, promote, maintain and build trusting relationships with the whānau and tamariki/rangatahi, and the community, to become a trusted advisor throughout the FGC process</li><li>– Use advanced communication and negotiating skills to encourage and create a solutions focussed environment enabling entitled members to participate constructively in decisions that lead to the best outcome for the tamariki and rangatahi</li><li>– Identify and contact additional whānau to work in the best interests of tamariki/rangatahi</li><li>– Identify and build a team of whānau, hapū, iwi, other key people, advocates and community representatives to be involved in the FGC process in the interest of the tamariki or rangatahi</li><li>– Engage, enable and empower tamariki/rangatahi and their whānau, hapū, iwi and other key people and all relevant stakeholders in all parts of the FGC process, mitigating confrontation and conflict where possible in age appropriate ways</li><li>– Work alongside tamariki, rangatahi and their whānau, hapū, iwi and other key people to develop, agree and review the progress of support plans to meet their identified needs and to work with other agencies to ensure that the tamariki/rangatahi benefit from a team approach</li><li>– Manage and facilitate a process that is appropriate, sensitive and authentic to the needs of the whānau, hapū, iwi and other key people, adopting cultural and family protocols while meeting the legal requirements of the FGC process</li></ul>

Key Result area	Key Accountabilities
	<ul style="list-style-type: none"> <li>– Ensure whānau, hapū, iwi and other key people are informed about what they can expect at the FGC and are empowered to participate in the conference process, including different options for presenting their views if they are unable to attend the FGC</li> <li>– Ensure all members of whānau, hapū, iwi and/or entitled others who may wish to attend the FGC are able to do so.</li> </ul>
<b>FGC Practice</b>	<ul style="list-style-type: none"> <li>– Manage and facilitate pre-FGC planning meetings to identify appropriate assessments, support people and the required next steps, ensuring the interface between care and protection and youth justice is managed</li> <li>– Convene and where appropriate, facilitate the FGC following the process determined by the entitled members; in a way that responds appropriately to the needs of the tamariki/rangatahi and their whānau from diverse backgrounds</li> <li>– Ensure the integration of all participants and the various functions they provide to the FGC are managed, i.e. resolving any conflicts between the participants prior to the FGC</li> <li>– Understand and apply FGC standards and practices throughout the FGC process through assessment and analysis</li> <li>– Ensure that all relevant information and advice is presented to the conference</li> <li>– Identify, access and maintain relationships to identify and complete whakapapa search</li> <li>– Ensure the people identified as information providers to support and contribute to the FGC, have a clear understanding of the process and their role</li> <li>– Consult the FGC budget holder to ensure the appropriate resources are available during the convening and holding of the FGC including support for whānau and significant others to enable them to attend the FGC</li> <li>– Facilitate restorative discussions with the whānau, including leading motivating interviews, educating whānau on the process in line with restorative practice, promoting and upholding the authority and mana of the tamariki/rangatahi, whānau, hapū, iwi or family group, other key people and Child/Youth Offenders, their whānau and Victims and Victims' supports person (in Youth Justice)</li> <li>– Exercise a high degree of independence, initiative and expertise in coordinating meetings which bring together families, community members and professionals to develop a plan and make decisions on the best outcomes for tamariki and rangatahi</li> <li>– Understand the importance of recognising and strengthening mana in others to support whānau to achieve wellbeing</li> <li>– Ensure quality and timely assessments of the risks and needs of tamariki and rangatahi and their whānau are carried out</li> <li>– Ensure safety of all participants in the FGC by establishing a safe and conducive environment to good engagement by all participants</li> </ul>

Key Result area	Key Accountabilities
	<ul style="list-style-type: none"> <li>– Ensure the decisions and recommendations of the FGC and the wellbeing of the tamariki/rangatahi are reviewed in accordance with the agreed review process, ensuring the FGC is reconvened if required</li> <li>– Review, monitor progress and uphold the outcomes of the FGC, ensuring all participants of the FGC are held responsible for their actions</li> <li>– Lead FGC practice within the wider Oranga Tamariki team, supporting and mentoring colleagues (both internal and external) to increase understanding, build capability and enhance service</li> <li>– Support participants of the FGC with advice on the pathways recommended, while maintaining a high degree of independence</li> <li>– Contribute to and implement FGC practice improvement recommendations.</li> </ul>
<b>Voices of tamariki/rangatahi</b>	<ul style="list-style-type: none"> <li>– Provide advice, support, advocacy and guidance to tamariki and rangatahi, empowering and enabling them in expressing their views and upholding their rights in accordance with the Oranga Tamariki Act 1989 and other relevant legislation</li> <li>– Advocate for tamariki/rangatahi at all times, prior to-, during- and after the FGC process, ensuring that the unique needs of the tamariki/rangatahi and their whānau are aligned with practice</li> <li>– Provide tamariki/rangatahi with information about the FGC process that is appropriate to their age, developmental and cultural needs</li> <li>– Determine/assess the ability of tamariki/rangatahi to understand and make decisions regarding the involvement of disability, mental health and/or communication professionals.</li> </ul>
<b>Uphold legislative/ bicultural/ organisational context</b>	<ul style="list-style-type: none"> <li>– Apply deep understanding of the provisions of the Oranga Tamariki Act 1989, ensuring the appropriate application throughout the FGC process and delivery of the agreed plan</li> <li>– Manage a process that enables the FGC to arrive at a decision for any tamariki or rangatahi that is in accord with the principles of the Oranga Tamariki Act 1989</li> <li>– Understand and apply the principles of the Oranga Tamariki Act, ensuring the spirit of FGCs is reflected in the process</li> <li>– Champion the alignment of the principles and practices outlined in the Oranga Tamariki Māori Cultural Framework with FGC practice and using Pūao-te-Ata-tū as a guiding document.</li> </ul>
<b>Community networks</b>	<ul style="list-style-type: none"> <li>– Work actively in maintaining relationships and networks within the community, iwi and hapū and the trusted advisor status, providing leadership and guidance as required</li> <li>– Promote the values of Oranga Tamariki within communities, encouraging community-wide responsibility for developing strategies, programmes and protocols in relation to youth offending and/or care and protection of tamariki and rangatahi</li> <li>– Provide leadership and strong advocacy, working in partnership with key stakeholders, including Health, Education, Child Protection Teams, Care</li> </ul>

Key Result area	Key Accountabilities
	<p>and Protection Resource Panels, Iwi and Cultural Authorities, Courts, and other agencies and groups, to ensure that local systems and protocols are developed, monitored and maintained</p> <ul style="list-style-type: none"> <li>– Work with wider-Ministry staff and communities of interest to identify services required for tamariki, rangatahi and their whānau.</li> </ul>
<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's 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 site team including Site Manager/s, Social Workers, Supervisors, Practice Leaders, Workplace Administrators/Youth Court Administrators</li> <li>– Kairaranga and Kaitiaki</li> <li>– National Advisor FGC</li> <li>– Regional Disability Advisor</li> <li>– Legal Services</li> <li>– Staff in placement facilities and Care Services teams</li> <li>– Partnering for Outcomes teams</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>– Tamariki/rangatahi/whānau and, where relevant, victims' support groups</li> <li>– Agency representatives from Ministry of Social Development, Ministry of Health, Ministry of Education, Ministry of Justice, Corrections, Ministry of Business, Innovation and Employment, Te Puni Kōkiri - Ministry of Māori Development</li> <li>– Schools</li> <li>– NZ Police and Local government</li> <li>– Family &amp; Youth Courts</li> <li>– Iwi and Māori communities</li> <li>– NGO and community groups</li> </ul>

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- Office of the Children's Commissioner
  - Professional service providers, ACC, DHBs and Public Trust
  - Cultural authorities and other ethnic social service providers
  - Lawyer for Child, Youth Advocate & Lay Advocate.

## QUALIFICATIONS & EXPERIENCE

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### Qualifications

- A relevant tertiary qualification and/or experience working with local community and Iwi/Māori services
- A clean, current driver's licence is essential.

### Knowledge and Experience

- Exceptional knowledge of the Oranga Tamariki Act and other relevant legislation (e.g. Care of Children's Act, Domestic Violence Act, Crimes Act, Summary Proceedings Act, Summary Offences Act, Victim Offences Act, Disability Act etc)
  - Proven leadership experience and decision making in a complex environment
  - Strong facilitation, mediation, negotiation and conflict resolution experience
  - Effective management of extreme personal emotion and trauma
  - Strong relationship management skills including experience working in partnership with communities and key stakeholders
  - Demonstrated experience working in partnership with Māori and people from diverse cultural backgrounds
  - Extensive experience in facilitating and negotiating culturally relevant decision-making processes
  - Demonstrate cultural competency using a knowledge and comprehensive understanding of New Zealand and local Māori history, te reo Māori, and an understanding of the Māori culture and its influence on our work
  - Demonstrate critical thinking and reflective practice, and is able to apply insights for continuous improvement to both personal and organisational practice, process and systems
  - Understands the importance of recognising and strengthening mana in others to support whānau to achieve wellbeing
  - Knowledge and experience understanding the dynamics of child abuse and family violence and trauma informed practice
  - An understanding of the non-government sector (NGO) and the public sector context within which Oranga Tamariki works
  - Demonstrated ability to write reports and plans to a high standard
  - Ability to work with tamariki and rangatahi that may be affected by neurological disability concerns like Foetal Alcohol Syndrome Disorder, ADHD, Autistic Spectrum Disorder.
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**Skills and  
Attributes**

- Established community knowledge and networks
  - Ability to analyse multiple sources of information, data and behaviour
  - Flexible and highly adaptable to ever changing priorities
  - Competence working with tamariki/rangatahi and an ability to speak to/engage with tamariki/rangatahi in age appropriate ways
  - Competence and flexibility in working with whānau hapū, Iwi and other key people or family group and victims
  - Accurately and clearly convey timely information and ideas, using presentation style appropriate to the target audience
  - Excellent communication and interpersonal skills demonstrated in a range of situations, with an ability to clearly convey thoughts and ideas effectively
  - Sound critical thinking and problem-solving ability including analysis and risk assessment capability
  - Understands the impact of their own values and frameworks on their practice and the importance of respectfully engaging with the values and belief systems of others
  - Empathetic and collaborative manner with high emotional intelligence
  - Commitment towards positive outcomes for tamariki, rangatahi and their whānau.
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# ADDENDUM

## TO CARE AND PROTECTION COORDINATOR

In Care and Protection, a Family Group Conference (FGC) recognises the significant relationship between tamariki/rangatahi and their whānau. The FGC provides a forum that enables tamariki or rangatahi, their whānau and family group to consider information and make decisions (along with other entitled members) that will achieve best outcomes for tamariki/rangatahi. The whānau led plans map out a strategy for the future safety and/or wellbeing of the tamariki or rangatahi with the support of relevant professionals and community representatives.

In addition to the duties of a Coordinator outlined above, the **Care and Protection Coordinator** will have the following responsibilities.

### CARE AND PROTECTION - KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
<b>Statutory/legislative responsibilities</b>	<ul style="list-style-type: none"><li>- Understand and apply the provisions of the Oranga Tamariki Act 1989 with regard to Part 2 (Care and Protection) and the Care of Children Act 2004</li><li>- Arrange for a case to be investigated by the Chief Executive for the purpose of determining whether a conference is necessary</li><li>- Investigate whether the referral meets the threshold to hold an FGC in accordance with s19s of the Oranga Tamariki Act 1989 from the Court and other bodies</li><li>- Ensure the FGC referrals received meet the threshold of either convening under s18, s19 or as appropriate. For those that do not meet the threshold, discuss with the referrer, through robust debate if appropriate, whether it be with the Family Court Judge, the Lawyer for te tamaiti or rangatahi other bodies, Social Worker etc</li><li>- Ensure the best interests of tamariki/rangatahi are top of mind and apply the principles set out in sections 5 and 13 of the Oranga Tamariki Act 1989 to every action and decision</li><li>- Create a written record of the decision of the FGC and write a plan that can be used and accepted by the Family Courts and Youth Courts, attending Court if required.</li></ul>
<b>Care &amp; Protection FGC Practice</b>	<ul style="list-style-type: none"><li>- Explain the relevant parts of the Oranga Tamariki Act 1989 to FGC members</li><li>- Receive referrals for and convene Care and Protection FGCs including for young people transitioning to adulthood and tamariki with disabilities who requiring an out of home placement</li><li>- Create an environment that is sensitive to participants' own experiences and the group dynamics, eg participants with previous mental health and/or addiction issues, experience of abuse, care history, disabilities, strong and new family</li></ul>



	<p>relationships. Identify and raise with relevant practitioners where interface assessments and child focused case consults are required</p> <ul style="list-style-type: none"> <li>- Work to understand core issues and arrange early intervention as needed.</li> </ul>
<b>Explore alternatives</b>	<ul style="list-style-type: none"> <li>- In conjunction with the social worker and other agencies, explore alternative ways of working with tamariki and rangatahi who come to notice</li> <li>- Seek to reduce the impact of the family court system on tamariki/rangatahi and their whānau, hapū, iwi and other key people or family group</li> <li>- Work with colleagues to access whānau, hapū and iwi structures to find alternative placement options.</li> </ul>
<b>Engagement with Schools</b>	<ul style="list-style-type: none"> <li>- Convene FGCs to address non-attendance at school, engaging purposefully with schools, ideally by direct contact, to encourage and support their participation and contribution to the FGC</li> <li>- Attend and support the 'Rock On' process where appropriate.</li> </ul>

# ADDENDUM

## TO YOUTH JUSTICE COORDINATOR



Coordinators in Youth Justice manage the FGC process whereby the family group, the victim/s (or their representative) and the Police make decisions, working with tamariki or rangatahi, that are in accordance with the principles of the Oranga Tamariki Act 1989 while also considering public interest.

As part of this process Coordinators engage with victim(s) of offending (or their representatives) to be able to participate and ensure they are supported in decisions that might affect them.

In addition to the duties of a Coordinator, the **Youth Justice Coordinator** will have the responsibilities outlined below.

### YOUTH JUSTICE - KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
<b>Statutory/legislative responsibilities</b>	<ul style="list-style-type: none"><li>- Understand and apply the provisions of Part 4 (Youth Justice) of the Oranga Tamariki Act 1989 and where applicable, Part 2 (Care and Protection)</li><li>- Ensure the four primary considerations of s4A of the Oranga Tamariki Act (1989) are top of mind when working with tamariki and rangatahi, and how these can be aligned for the best possible outcome for tamariki/rangatahi, their whānau and any victims of the offending:<ul style="list-style-type: none"><li>• the well-being and best interests of tamariki/rangatahi</li><li>• the public interest (including public safety)</li><li>• the interests of any victim</li><li>• the accountability of tamariki/rangatahi for their behaviour</li></ul></li><li>- Apply the principles set out in sections 5 and 208 to every action and decision</li><li>- Create a written record of the decision of the FGC and write the FGC plan</li><li>- Provide FGC Plans to the Family Courts, Youth Courts and Te Kooti Rangatahi Courts, attending Court if required</li><li>- In conjunction with Police and other agencies, explore alternative ways of working with tamariki and rangatahi who come to notice for all first or minor offending (s208)</li><li>- When working with rangatahi with a previous police record and FGCs under 247(b), ensure whānau understand the difference between 14(1)(e) and 247 (b)</li><li>- Where care and protection concerns arise during a Youth Justice FGC process, the Coordinator will be required to address the young persons' wellbeing concerns in the FGC under part 2 of the Act.</li></ul>

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**Youth Justice FGC Practice**

- Ensure practice is in line with the Youth Justice mission to support tamariki/rangatahi whānau and victims of youth crime to restore mana
- Undertake thorough information gathering, analysis and risk assessment at referral prior to engaging with the Police consultation process
- Ensure summary of facts is relevant to allegations Police are making during consultation
- Analyse connections and complexity, collecting the right information for the FGC under s255 to present to Offending Profile (OP) with the Supervisor to come up with recommended pathways
- In complex cases or where there may be disability considerations, work with the FGC group assess and agree the best course of action
- Play an active and leading role in youth offending teams as required
- Support and advise all participants of the Court processes
- Engage purposefully with schools, ideally by direct contact, to encourage and support their participation and contribution to the FGC where required
- Work to understand core issues leading to the offending and arrange early intervention as needed, e.g. drug and alcohol counselling, pre-FGC health and or education screens.

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**Explore alternatives**

- Seek to reduce the impact of the criminal justice system on tamariki/rangatahi and their whānau, hapū, iwi and other key people or family group
  - Work in partnership with Police to find alternative options e.g. community placements with whānau, as an alternative to detaining them in the custody of the Chief Executive, Police or penal authorities
  - Identify and raise with relevant practitioners where interface assessments and child focused case consults are required
  - Where care and protection concerns arise during a Youth Justice FGC process, the Coordinator will be required to hold the FGC under part 2 of the Act.
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**Engagement with victims**

- Understand the statutory rights of victims, applying this knowledge in the practice
  - Engage purposefully with victims, ideally by direct contact, to encourage and support their participation and contribution to the FGC
  - Consult with victims about where and when the conference will be held, ensuring they are fully informed about assistance available to help them attend the conference
  - Support victims to have their say about how the child/young person will be held accountable, including assisting them to consider what aspects of the conference may be difficult
  - Use relevant and appropriate means of engagement with victims e.g. trauma informed practice
  - Work empathically with victims of Harmful Sexual Behaviours (HSB) and offer the relevant supports if not already in place
  - Ensure the safety of victims in the FGC process.
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