

POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children

Title:	Handyperson
Group:	Youth Justice Services / Care Services
Reports to:	Team Leader Support Services
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've introduced 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

To provide a high quality and responsive grounds, buildings, property and plant maintenance service to the Residence

To provide transport services and general/ad hoc duties as required to the Residence.

In doing so – giving consideration to the prime Residential purposes – the safety of and outcomes for children and young persons in our care. In undertaking the duties of General Hand she/he will consistently demonstrate appropriate models of behaviour, ensuring that any interaction has a positive influence and brightens the outcome for those children and young persons in our care.

KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
To deliver quality maintenance, transport and general services within the Residence	<ul style="list-style-type: none">– In accordance with Oranga Tamariki Act 1989 and other relevant legislation– In compliance with Government policy and Oranga Tamariki requirements– In a caring and culturally appropriate manner and consistent with the Code of Practice– Within the financial parameters set– In a professional and timely manner.
The General Hand will be accountable for: Providing services within the management authority and financial parameters set:	<ul style="list-style-type: none">– Providing a prompt and timely driving service as required including delivery of meals between residences– Maintaining the heating, ventilation and cooling systems in accordance with the manufacturer's instructions and informing TLSS of any problems– Carry out cleaning of specific areas as required– Ensuring machinery, plant and equipment is maintained to meet residence requirements and ensure compliance with New Zealand Health and Safety requirements– Identifying potential maintenance problems/risks, ensuring preventative steps are taken to meet the reporting requirements of the TLSS and Residence– Ensuring all tools and equipment are kept track of and out of harm's way in terms of accessibility to children and young persons– Effectively relating to and communicating with children and young persons, peers, team members, other staff/management, and external suppliers– Assisting in maintaining the security of the Residence by carrying out security checks of Residence as required, reporting all breaches to the TLSS and recording all security related actions– Ensuring that work area/workshop and work vehicles are clean and do not pose any hazard to employees or any other person

Key Result area	Key Accountabilities
	<ul style="list-style-type: none"> – Ensuring that safety standards are observed and practices and routines are maintained for the prevention of accidents – Writing lucid and meaningful reports as required by the TLSS, including incident, monthly or any other reports that relate to work responsibility which would meet evidence purposes if required – Arranging and/or undertaking the removal of rubbish, equipment, or furniture on an “as and when required” basis – Contributing to team goals through active participation in team meetings, support of other team members, work allocation, team planning and initiating new team practice – Ensuring the TLSS can contact and locate you at all times <ul style="list-style-type: none"> – Undertake willingly other duties as required by the TLSS or Manager.
Personal Commitment	<p>Demonstrated evidence of commitment to the following is required:</p> <ul style="list-style-type: none"> – The vision, purpose and values of Oranga Tamariki – Treaty of Waitangi and Puaotahi-Atatū – Working with clients and colleagues in a culturally sensitive and appropriate manner.
Specification	<p>The appointee will be required to focus on the outcomes for children and young persons entrusted to Residential care.</p> <p>The Chief Executive expects the appointee to at all times consider and work towards the safety and positive outcomes of the children and young persons.</p> <p>The appointee will:</p> <ul style="list-style-type: none"> – Do no harm to – but add value to – young people’s lives – Demonstrate an understanding of the impact of each interaction with children and young persons – Display an ability to use initiative, judgement and tenacity to challenge unsafe or unacceptable practice – Respect and maintain the confidences and privacy requirements of children and young persons in so far as these confidences do not place another at risk of harm – Develop and maintain an appreciation and caring for a child or young person’s situation and personal feelings, without compromising security or personal behaviour.
General knowledge and experience	<p>Oranga Tamariki Act 1989</p> <ul style="list-style-type: none"> – Knowledge about the Oranga Tamariki Act 1989 (especially the Objects, General Principles, Duties of the Chief Executive, and the Youth Justice provisions) and be committed to the attainment of the objects of the legislation.
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

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	<p data-bbox="619 219 815 253">Oranga Tamariki</p> <ul style="list-style-type: none"> <li data-bbox="572 264 1286 338">– From time to time, you may be required to perform other reasonable duties as requested by your manager <li data-bbox="572 349 1267 423">– Comply with and support all health and safety policies, guidelines and initiatives <li data-bbox="572 434 1358 508">– Ensure all incidents, injuries and near misses are reported into our H&S reporting tool <li data-bbox="572 519 1326 593">– Comply with all legislative and regulatory requirements, and report any breaches as soon as they become known <li data-bbox="572 604 1358 678">– Adhere to all Oranga Tamariki procedures, policies, guidelines, and standards of integrity and conduct <li data-bbox="572 689 1394 763">– Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work.

KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none">– Residence Staff– Other Oranga Tamariki Staff
External	<ul style="list-style-type: none">– External Stakeholders

QUALIFICATIONS & EXPERIENCE

Qualifications	<ul style="list-style-type: none">– The appointee will have or be prepared to obtain and hold an acceptable and up to date first aid certificate.– A clean, current driver's licence is essential and a willingness to drive the Ministry's vehicles.
Experience	<ul style="list-style-type: none">– The appointee will have communication and written skills sufficient to communicate orally with the range of persons at the Residence and in the written form to provide the necessary reports and complete written work, including the ability to navigate through computer systems and programmes– The appointee will have a good knowledge of plant and equipment and the physical ability to undertake general maintenance, basic mechanical repairs and will have basic or good carpentry skills
Skills	<ul style="list-style-type: none">– Demonstrate empathy for working with children and young persons– Demonstrate tolerance and understanding– Exhibit and maintain a good level of personal grooming and hygiene– Demonstrate an ability and willingness to work with a range of staff from other vocations e.g. social workers, clerical staff, teachers, advisors, clinical staff etc.– Demonstrate ethical practice and the maintenance of professional boundaries.– Excel as a role model for staff, children and young persons– Show a high degree of consistency in behaviour at all times and act as a clear role model, generating confidence and commitment of others through his/her own ethical conduct– Exhibit discretion and be able to earn the trust of children, young persons and other staff– Always display common sense even in testing situations.

POSITION COMPETENCIES

Competency	Description of success profile behaviour
i. Personal attributes - excellence in this area promotes the safety of self and service users	

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Interpersonal Understanding	<p>Correctly interprets and responds to concerns, motives and feelings of others; listens sympathetically. Appreciates people's strengths and limitations and understands the differences between individuals.</p> <ul style="list-style-type: none"> – Demonstrates patience and tolerance when others are expressing themselves – Demonstrates sympathy and understanding for the feelings and concerns of those viewed negatively by other people.
Flexibility	<p>Able to adapt to a variety of situations, understanding and appreciating different and opposing perspectives of a situation. Open minded and flexible in dealing with circumstances as they arise. Approaches change with a positive and constructive attitude. Welcomes variety and adapts easily to change.</p> <ul style="list-style-type: none"> – Modifies own behaviour in response to a situation – Sees the merits of differing positions or opposing viewpoints.
Emotional Awareness	<p>Aware of the range of emotions in self and others. Knows which emotions s/he is feeling and why. Recognises the links between feelings and what s/he thinks, does and says. Maintains effective work performance, remaining calm and self- controlled, when under pressure or in difficult or frustrating circumstances. Keeps emotions under control when faced with opposition or hostility from others, or when working under conditions of stress.</p> <ul style="list-style-type: none"> – Manages strong emotions and responds constructively to the source of problems – In highly stressful situations, keeps own feelings in check, takes constructive action and calms other people down – Has a variety of mechanisms for dealing with stress, can recognise when to use them and does so.
Tenacity	<p>Sticks with difficult tasks over an extended period of time and shows perseverance in order to get them done. Sustains efforts to overcome obstacles and feelings of frustration.</p> <ul style="list-style-type: none"> – Balances and manages contradictory demands – Takes more than one action to overcome obstacles, undeterred by setbacks – Tackles problems head on without shirking difficult decisions.
Initiative	<p>Takes responsibility for own actions and uses initiative to deal with situations before being directed. Acts in a confident, resourceful, self-directed way to identify and resolve difficulties. Does significantly more than is minimally required. Discovers and acts on opportunities.</p> <ul style="list-style-type: none"> – Looks ahead and anticipates what needs to be done – Takes action before being asked or required by circumstances – Seeks appropriate assistance when limits of own capabilities are reached – Confronts difficult issues or setbacks straightforwardly and

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	honestly.
Self Confidence	<p>Demonstrates confidence and assurance in transactions with others. Approaches new ventures with a confident “can do” attitude. Believes in own skills, capabilities and judgement. Demonstrates a desire to achieve, to commit self to accomplishing challenging goals. Has self-defined high standards. Able to deal with setbacks in a constructive fashion and take responsibility or putting things right.</p> <ul style="list-style-type: none"> – Seeks responsibility and freedom to act in own area – Makes decisions confidently with appropriate referral upwards – Takes an independent course of action when able to support own position – Confronts difficult issues or setbacks honestly – Takes personal responsibility for failures or shortcomings and learns from them.
ii. Commitment to the service - excellence in this area promotes high quality care for service users.	
Team Work	<p>Gives commitment and support to the work of the team. Takes positive steps to keep team colleagues informed and to deal with personal conflicts openly and constructively. Pools ideas and builds on the contributions of other team members. Co-operates willingly and provides encouragement. Works collaboratively with others towards a consistent approach. Gives and receives feedback constructively and often.</p> <ul style="list-style-type: none"> – Establishes positive relationships with team members – Shares all relevant or useful information – Actively supports team decisions – Contributes fully to team workload.
Planning and Organising	<p>Demonstrates the ability to plan, prioritise, organise, and review the progress of own work. Effectively schedules work to fit in with deadlines and balances work priorities to meet them.</p> <ul style="list-style-type: none"> – Makes decisions about priorities and tasks – Anticipates likely difficulties and makes contingency plans – Organises personal time and resources to focus on the achievement of results.
iii. Organisational accountability - excellence in this area promotes the safety of self, service users and the agency.	
Working within Professional Boundaries	<p>Appreciates the significance of safe care and interprets this accurately for individual service users. Recognises areas of own responsibility and accountability and discretion within the role. Able to contribute to safe caring by promoting a culture of openness</p> <ul style="list-style-type: none"> – Accepts responsibility and accountability for own work – Recognises the limits of own authority within the role.

Competency	Description of success profile behaviour
Physical and Psychological Requirements	<ul style="list-style-type: none"> - Lift and carry loads of varying weights on an intermittent basis without causing or aggravating injuries to self or others, within the requirements of the Health and safety at Work Act. - Maintain the personal resilience to successfully deal with the issues relating to the care and protection of children and young people, including the possibility of being subjected to verbal or physical abuse - Maintain an appropriate level of cardio-vascular fitness to participate in strenuous activity - Maintain an appropriate level of health to work standing or walking whilst maintaining a high level of energy and involvement with work tasks.