Title: Residential Night Attendant

Children’s Worker: Core

Group: Youth Justice Services

Reports to: Supervisor Night Attendant

Employment Status: Collective Employment Agreement

Location: Residential Services

Direct Reports: Nil

Delegations: Nil

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| **The Ministry**  | The Ministry for Vulnerable Children, Oranga Tamariki (MVCOT) works to advance the wellbeing and positive long-term outcomes of children and young people.  We support families and whānau to provide a safe, stable and loving home for their children. We protect children and young people who are not having their needs met at home and address the impact of any harm they have experienced. The Ministry prevents and responds to offending by young people and addresses the rights and interests of victims of offending.  We support care-experienced young people to successfully transition to adulthood.We develop strategic partnerships with others, particularly iwi and Māori organisations, to help realise this vision. We ensure a common approach with our partners to understanding the return on investment from our activities.The Ministry’s 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 Māori tamariki and rangatahi.
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| **Our guiding principles**  | In everything we do, the wellbeing and best interests of children are paramount.  The voices of children and young people underpin the design and operation of our services.  We seek to strengthen the relationships between children and young people and their families, whānau, hapu and iwi, and we respect children’s sense of belonging and identity. We recognise the importance of whakapapa and whanaungatanga to the mana and wellbeing of tamariki Māori. |
| **Purpose of role**  | The purpose of the Residential Night Attendant 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.To provide supervision of children and young people within a residential setting, and to provide security of property and plant during night hours. |
| **Functional** **Relationships** | The Night Attendant will work co-operatively and professionally with other colleagues, (including Night and Day staff) within MVCOT. |
| **Key Accountabilities** | * To work with families to manage young offenders and ensure care and security for children and/or young people in the care ore custody of MVCOT
* To deliver quality services within the practice area:
	+ In accordance with the CYP&F Act and all other relevant legislation
	+ In compliance with Government policy and Departmental requirements
	+ In a caring and culturally appropriate manner and consistent with the Departmental Code of Practice
	+ Within the financial parameters set
	+ In a professional and timely manner.

The Night Attendant will be accountable for:* Delivering a professional residential care service by:
	+ Performing the duties of night attendant in a professional manner, in accordance with relevant legislation, regulation, policies and codes of ethics/practice
	+ Ensuring that formal and professional records are maintained including the use of computer information systems where available
	+ Planning for personal training, coaching and development opportunities are discussed with Residential Supervisor
	+ Carrying out all reasonable and lawful instructions given by the Residential Supervisor or duly authorised employees of the department
	+ Modelling the CYF values of Integrity, Fairness and Respect
	+ Being personally proactive, identifying, managing and mitigating risks
	+ Assisting Children and Young People to develop an appreciation of their own and others culture.
* Providing effective supervision, care and custody of children and young people who are in the Residence by:
	+ Maintaining a safe environment for children and young persons by ensuring that the whereabouts of the children and young persons is closely monitored at all times within the residence, within the community, or while being escorted to another location
	+ Managing non-compliant client behaviours through the use of appropriate consequences for undesired behaviours which are consistent with MVCOT policy and the Residential Regulations 1996
* Delivering a professional residential care services focused on meeting individual needs by:
	+ Contributing information to assist with planning and reporting for clients
	+ Consistently maintaining the rights and dignity of the individual child or young person.
* To operate as part of a team that meets the night time needs of the Children and Young People in Residence by:
	+ Assisting with the planning and completion of, the nightly management tasks of the residence
	+ Observing behaviours of children and young people and reporting/acting upon observations as a team member
	+ Using appropriate methods or seeking support for managing work priorities, personal workload and stress levels within the context of the team structure
	+ Ensuring that a safe working environment is maintained for self, colleagues and residents, by following Health and Safety policies and practising safe work methods
	+ Assisting in planned light household activities, e.g. setting breakfast tables, laundry etc., where these tasks do not disturb or impede on the supervision of the children and young persons. The Residential Supervisor will determine specific activities
	+ Communicating 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
	+ Utilising a range of appropriate methods for managing work priorities, personal workload and stress levels within the context of the team structure
	+ Contributing to and/or leading group meetings and discussions with young people if required
	+ Undertaking administrative and other tasks.
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| **Appointee Specification** | The appointee will be required to focus on the outcomes for children and young persons entrusted to Residential care.The Chief Executive expects the appointee to work actively and consistently for the safety and benefit of the children and young persons and to ensure that the outcomes for those children and young persons are positive and can genuinely be called successful. The appointee will: * Demonstrate a belief and commitment to ensuring that the paramount element of importance in his/her work is the safety of and outcomes for children and young persons
* 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
* Demonstrate a child focussed practice approach
* 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
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| **Qualifications** | * A current full driver’s licence is essential.
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| **Knowledge and Experience** | Highly Desirable (able to demonstrate):* A successful record in or preparedness for the quality delivery of care to children and young persons in the Residence
* An appreciation and acceptance of new technology.

Desirable (able to demonstrate):* Good computing skills, including the use of MS Office software (Word, Excel and web browsers)
* A sound knowledge and ability to apply the Vulnerable Children Act 2014, the Children, Young Persons, and Their Families Act 1989, Guardianship Act 1968, Privacy Act 1992, and Official Information Act 1981.
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| **Skills, Personal Attributes and Abilities Required** | The appointee will be able to:* Communicate sufficiently fluently in the English language so as to be readily understood by all contacts
* Be able 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 MVCOT’s visions, goals, policies and practices
* 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.
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| **Key Capabilities** | The following capabilities will be required and in addition to the Key Selection Criteria will be used in assessment for appointment:1. **Personal attributes - excellence in this area promotes the safety of self and service users**

Interpersonal UnderstandingCorrectly interprets and responds to concerns, motives and feelings of others; listens sympathetically. Appreciates people’s strengths and limitations and understands the differences between individuals.* Listens to and understands directly and indirectly expressed feelings
* Demonstrates sympathy for the concerns of others
* Encourages others to express themselves openly

Respects other people’s confidences.  |
|  | FlexibilityAble 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 major changes in the organisation with a positive and constructive attitude. Adapts own approach within agency procedures to the demands of the work environment to ensure full effectiveness.* Welcomes variety and change in work patterns.
* Adapts easily to changes at work
* Modifies own behaviour in response to a situation.
* Sees the merits of differing positions or opposing viewpoints.

Emotional AwarenessAware 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.* 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.

InitiativeTakes 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. * 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 honestly.
1. **Commitment to the service - excellence in this area promotes high quality care for service users**

Service User OrientationSees children’s safety and the welfare of service users as paramount. Demonstrates a clear personal commitment to meeting service users’ requirements and delivering a high quality service. Sensitive to the needs and concerns of service users, is willing to focus effort on assessing their needs and attending to them. Aware of the need to empower service users and to work in partnership with them.* Strives to meet, and where appropriate, surpass service users’ expectations
* Maintains appropriate contact with service users until problems are resolved
* Makes self available appropriately to service users at critical periods.

Team WorkingGives 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 within and out with the team towards a consistent approach. Gives and receives feedback constructively and often.* Establishes positive relationships with team members
* Shares all relevant or useful information
* Actively supports team decisions
* Contributes fully to team workload.

Developing Others Makes effective efforts to develop the skills and competencies of others. Coaches and provides specific and helpful feedback and general guidance to service users. Contributes to the development of others. Demonstrates a commitment to the principle of personal development. * Encourages initiative in solving problems and making choices
* Provides clear, specific and relevant feedback
* Breaks difficult tasks into simpler steps to build confidence
* Explores alternatives aimed at improving people’s performance
* Assumes appropriate responsibility for addressing service users’ problems.
1. **Organisational accountability – excellence in this area promotes the safety of self, service users and the agency.**

Leadership Acts appropriately as the leader of a group or team, where appropriate, and provides a clear focus and direction for the group’s activity. Motivates the group, by giving recognition and credit to people either individually or to the team as a whole. Generates enthusiasm and commitment to the team objectives.* Encourages and motivates others to make best use of their individual abilities
* Recognises those who have performed well
* Awareness of the team in relation to the organisation as a whole
* Demonstrates a positive expectation of team success
* Maintains the focus of the group on team objectives.

Working Within Professional Boundaries 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. Sets and works towards negotiated objectives. Understands the nature of the social work task. Shows awareness of the issues of power and authority within the social work role. Able to contribute to safe caring by promoting a culture of openness.* Demonstrates professional curiosity
* Accepts responsibility and accountability for own work
* Recognises the limits of own authority within the role
* Seeks and uses professional support appropriately.
1. **Physical and Psychological Requirements**
* Safely operate a keyboard and mouse for approximately 25% of work time without causing or aggravating an injury to self
* Safely operate a manual car for approximately 2.5% of work time without causing or aggravating an injury to self or others
* Lift and carry loads of varying weights on an intermittent basis without causing or aggravating injuries to self or others
* Maintain the personal resilience to successfully deal with the issues relating to the care, protection and security of children and young people, including:
	+ the possibility of being subjected to verbal or physical abuse
	+ hearing the case histories of client including their distressing experiences
	+ the constant contact with clients who have high and complex needs
	+ carrying out a high profile function that is open to scrutiny
	+ fatigue associated with the emotional and mental demands of the role
	+ fatigue associated with 24 by 7 shift-work rosters
	+ needing to maintain own role clarity
	+ reflecting on own actions and experiences and learning from them
	+ recognising and taking care of own physical and psychological needs of safety and security.
* Maintain an appropriate level of health to work standing or walking for approximately 70% of work time whilst maintaining a high level of energy and involvement with work tasks
* Maintain personal bodyweight within a healthy range to confidently and safely effect restraints (including a 100m dual carry) with adolescents for approximately 2.5% of work time, without causing or aggravating an injury to self or others.
1. **General knowledge and experience**

Knowledge about the Vulnerable Children Act 2014, Children, Young Persons, and Their Families 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.  |
| **Personal Commitments** | Demonstrated evidence of commitment to the following is required:* The Ministry of Vulnerable Children Oranga Tamariki vision, mission and goals
* Treaty of Waitangi, Te Punga and Puao-te-Ata-tu
* Working with clients and colleagues in a culturally sensitive and appropriate manner
* Equal employment opportunities, including a knowledge of and commitment to the Ministry’s policies on Lali, Gatherings, and Pathways.
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