

POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	Residential Night Attendant
Group:	Youth Justice Services / Care Services
Reports to:	Supervisor Night Attendant
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

The purpose of the Residential Night Attendant 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.

The Residential Night Attendant will provide supervision of children and young people within a residential setting, and to provide security of property and plant during night hours.

KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
Care and security of tamariki and rangatahi	<ul style="list-style-type: none">- Work with families to manage young offenders and ensure care and security for children and/or young people in the care or custody of Oranga Tamariki- Deliver quality services within the practice area:<ul style="list-style-type: none">o In accordance with the Oranga Tamariki Act and all other relevant legislationo In compliance with Government policy and Oranga Tamariki requirementso In a caring and culturally appropriate manner and consistent with the Oranga Tamariki Code of Practiceo Within the financial parameters seto In a professional and timely manner.- Deliver a professional residential care services focused on meeting individual needs by:<ul style="list-style-type: none">o Contributing information to assist with planning and reporting for clientso Consistently maintaining the rights and dignity of the individual child or young person.- Provide effective supervision, care and custody of children and young people who are in the Residence by:<ul style="list-style-type: none">o 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 locationo Managing non-compliant client behaviours through the use of appropriate consequences for undesired behaviours which are consistent with the policy of Oranga Tamariki and the Residential Regulations 1996.- Communicate clearly with 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

Key Result area	Key Accountabilities
Service Delivery	<ul style="list-style-type: none"> - Perform the duties of a Night Attendant in a professional manner, in accordance with relevant legislation, regulation, policies and codes of ethics/practice - Consistently maintain the rights and dignity of the individual child or young person - Assist the team with the planning and completion of the nightly management tasks of the residence - Observe the behaviours of children and young people and report/act on observations as a team member - Use appropriate methods or seek support for managing work priorities, personal workload and stress levels within the context of the team structure - Carry out all reasonable and lawful instructions given by the Residential Supervisor or duly authorised employees of Oranga Tamariki - Model the Oranga Tamariki values of Integrity, Fairness and Respect - Be personally proactive, identifying, managing and mitigating risks - Assist children and young people to develop an appreciation of their own and others culture - Ensure that a safe working environment is maintained for self, colleagues and residents, by following Health and Safety policies and practising safe work methods - Work with the Residential Supervisor in 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.
Administration	<ul style="list-style-type: none"> - Ensure that formal and professional records are maintained including the use of computer information systems where available - Contribute information to assist with planning and reporting for clients - Undertake administrative and other tasks as required
Personal Development	<ul style="list-style-type: none"> - Ensure the planning for personal training, coaching and development opportunities are discussed with the Residential Supervisor.
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

Key Result area	Key Accountabilities
	<ul style="list-style-type: none"> - 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 - 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"> - Oranga Tamariki staff
External	<ul style="list-style-type: none"> - External service suppliers - Vendors and suppliers - Ministry of Social Development - Members of the public

QUALIFICATIONS & EXPERIENCE

Qualifications	<ul style="list-style-type: none"> - A clean, current driver's licence is essential and a willingness to drive the Ministry's vehicles.
Experience	<ul style="list-style-type: none"> - A successful record in or preparedness for the quality delivery of care to children and young persons in the Residence is highly desirable.
Skills, knowledge and behaviours	<ul style="list-style-type: none"> - Sufficient fluency to communicate in the English language so as to be readily understood by all contacts - Ability to prepare without support, an accurate, understandable and usable report or incident record - Understanding and appreciation of cross cultural issues and concerns, in particular, knowledge of tikanga Māori, and Pacific peoples' culture - Demonstrate tolerance and understanding, a child focussed practice approach and empathy for working with children and young people - 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 the visions, goals, policies and practices of Oranga Tamariki - 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 their own ethical conduct
 - Demonstrate a belief and commitment to ensuring that the paramount element of importance in their 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
 - 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 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 Oranga Tamariki Act 1989, Guardianship Act 1968, Privacy Act 1992, and Official Information Act 1981
 - 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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POSITION COMPETENCIES

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

The following capabilities will be required and in addition to the Key Selection Criteria will be used in assessment for appointment:

1. Interpersonal Understanding

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.

- 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.
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2. Flexibility

Able to adapt to a variety of situations, understanding and appreciating different and opposing perspectives of

- 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
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Competency	Description of success profile behaviour
<p>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.</p>	<p>viewpoints.</p>
<p>3. Emotional Awareness</p> <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.
<p>Commitment to the service - excellence in this area promotes high quality care for service users</p>	
<p>4. Service User Orientation</p> <p>Sees 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.</p>	<ul style="list-style-type: none"> - 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.
<p>5. Team Working</p> <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</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.

Competency	Description of success profile behaviour
<p>encouragement. Works collaboratively with others within and out with the team towards a consistent approach. Gives and receives feedback constructively and often.</p>	
<p>6. Developing Others</p> <p>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.</p>	<ul style="list-style-type: none"> - 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.
<p>Organisational accountability – excellence in this area promotes the safety of self, service users and the agency.</p>	
<p>7. Leadership</p> <p>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.</p>	<ul style="list-style-type: none"> - 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.
<p>8. Working Within Professional Boundaries</p> <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. 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.</p>	<ul style="list-style-type: none"> - 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.
<p>9. Physical and Psychological</p>	<ul style="list-style-type: none"> - Safely operate a keyboard and mouse for approximately 25% of work time without causing or

Competency	Description of success profile behaviour
Requirements	<p data-bbox="751 219 1082 250">aggravating an injury to self</p> <ul style="list-style-type: none"> <li data-bbox="703 264 1398 371">- Safely operate a manual car for approximately 2.5% of work time without causing or aggravating an injury to self or others <li data-bbox="703 385 1398 492">- Lift and carry loads of varying weights on an intermittent basis without causing or aggravating injuries to self or others <li data-bbox="703 506 1398 1375">- Maintain the personal resilience to successfully deal with the issues relating to the care, protection and security of children and young people, including: <ul style="list-style-type: none"> <li data-bbox="799 631 1398 703">o the possibility of being subjected to verbal or physical abuse <li data-bbox="799 716 1398 788">o hearing the case histories of client including their distressing experiences <li data-bbox="799 801 1398 873">o the constant contact with clients who have high and complex needs <li data-bbox="799 887 1398 958">o carrying out a high profile function that is open to scrutiny <li data-bbox="799 972 1398 1043">o fatigue associated with the emotional and mental demands of the role <li data-bbox="799 1057 1398 1128">o fatigue associated with 24 by 7 shift-work rosters <li data-bbox="799 1142 1398 1178">o needing to maintain own role clarity <li data-bbox="799 1191 1398 1263">o reflecting on own actions and experiences and learning from them <li data-bbox="799 1276 1398 1375">o recognising and taking care of own physical and psychological needs of safety and security. <li data-bbox="703 1388 1398 1536">- 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 <li data-bbox="703 1550 1398 1738">- 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.
10. General Knowledge and Experience	<ul style="list-style-type: none"> <li data-bbox="703 1778 1398 1962">- Knowledge about the Vulnerable Children Act 2014, 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.