

# POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	Domestic Worker
Group:	Youth Justice Services / Care Services
Reports to:	Team Leader/ Senior Administrator
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

The purpose of the role of the Domestic Worker is to provide a high quality and responsive domestic cleaning service.

The safety of and outcomes for children and young persons in our care is paramount. In undertaking the duties of Domestic Worker you 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
<b>Delivery of Services</b>	<ul style="list-style-type: none"><li>- Deliver quality domestic services within the Residence in accordance with the Oranga Tamariki Act 1989 and all other relevant legislation:<ul style="list-style-type: none"><li>o In compliance with Government policy and Ministerial requirements;</li><li>o In a caring and culturally appropriate manner and consistent with the Code of Practice within Oranga Tamariki;</li><li>o In a professional and timely manner.</li></ul></li></ul>
<b>Operational</b>	<ul style="list-style-type: none"><li>- Provide a professional cleaning service within the residence in all areas including toilet, bathroom and kitchen areas.</li><li>- Develop and maintain a laundry service. This includes laundering and minor repair of residents' personal clothing, staff uniforms and general laundry.</li><li>- Ensure the laundry machinery and equipment is maintained</li><li>- Stock control of all cleaning, laundry and linen supplies including bed and bathroom linen.</li><li>- Ensure that all tools, equipment and liquids/cleaners etc., are controlled and out of harm's way in terms of accessibility to children and young persons.</li><li>- Maintain laundry statistics as required.</li><li>- Write reports as required by Supervisor, including incident, monthly or any other report that relates to work responsibility which would meet evidence purposes if required.</li><li>- Relate and communicate well with stakeholders, team members, other staff, management, external suppliers.</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>- From time to time, you may be required to perform other reasonable duties as requested by your manager</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</li></ul>

Key Result area	Key Accountabilities
	<p>our H&amp;S reporting tool</p> <ul style="list-style-type: none"> <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 procedures, policies, guidelines, and standards of integrity and conduct</li> <li>- Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work.</li> </ul>

## KEY RELATIONSHIPS

<b>Internal</b>	<ul style="list-style-type: none"> <li>- Residential Staff and Management</li> <li>- Other Oranga Tamariki Staff</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>- External Suppliers</li> </ul>

## QUALIFICATIONS & EXPERIENCE

<b>Experience and Knowledge</b>	<p>The ideal appointee will have a competent working knowledge of the following:</p> <ul style="list-style-type: none"> <li>- 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.</li> <li>- 2-5 years' experience working in a commercial cleaning and/or laundry setting.</li> <li>- Cleaning standards for commercial and residential premises.</li> <li>- Maintenance of commercial cleaning and laundry equipment.</li> <li>- Health and safety standards applicable for cleaning and laundry services.</li> <li>- Stock control.</li> </ul> <p>Demonstrated evidence of commitment to the following is required:</p> <ul style="list-style-type: none"> <li>- The vision, purpose and values of Oranga Tamariki.</li> <li>- Treaty of Waitangi, Te Punga and Puao-te-Ata-tu.</li> <li>- Working with clients and colleagues in a culturally sensitive and appropriate manner.</li> </ul>
<b>Skills and Abilities</b>	<p>The appointee will be able to:</p> <ul style="list-style-type: none"> <li>- Demonstrate empathy for working with children and young persons.</li> <li>- Demonstrate tolerance and understanding.</li> <li>- Demonstrate an ability and willingness to work with a range of staff from other vocations e.g. social workers, teachers, advisors, clinical staff etc.</li> <li>- Demonstrate ethical practice and the maintenance of</li> </ul>

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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.
- Good communication and reasonable written skills.

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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 appointee is expected to, at all times, consider and work towards the safety and positive outcomes of the children and young persons.

The appointee will:

- 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.

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## **POSITION COMPETENCIES**

<b>Competency</b>	<b>Description of success profile behaviour</b>
<b>(i) Personal attributes – excellence in this area promotes the safety of self and service users.</b>	
<b>Interpersonal understanding</b> 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.	<ul style="list-style-type: none"><li>- Demonstrates patience and tolerance when others are expressing themselves.</li><li>- Demonstrates sympathy and understanding for the feelings and concerns of those viewed negatively by other people.</li></ul>

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Competency	Description of success profile behaviour
<p><b>Flexibility</b></p> <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"> <li>- Modifies own behaviour in response to a situation.</li> <li>- Sees the merits of differing positions or opposing viewpoints.</li> </ul>
<p><b>Emotional awareness</b></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"> <li>- Manages strong emotions and responds constructively to the source of problems.</li> <li>- In highly stressful situations, keeps own feelings in check, takes constructive action and calms other people down.</li> <li>- Has a variety of mechanisms for dealing with stress, can recognise when to use them and does so.</li> </ul>
<p><b>Tenacity</b></p> <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"> <li>- Balances and manages contradictory demands.</li> <li>- Takes more than one action to overcome obstacles, undeterred by setbacks.</li> <li>- Tackles problems head on, without shirking the difficult decisions.</li> </ul>
<p><b>Initiative</b></p> <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"> <li>- Looks ahead and anticipates what needs to be done.</li> <li>- Takes action before being asked or required by circumstances.</li> <li>- Seeks appropriate assistance when limits of own capabilities are reached.</li> <li>- Confronts difficult issues or setbacks straightforwardly and honestly.</li> </ul>
<p><b>Self confidence</b></p> <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.</p>	<ul style="list-style-type: none"> <li>- Seeks responsibility and freedom to act in own area.</li> <li>- Makes decisions confidently, with appropriate referral upwards.</li> <li>- Takes an independent course of action when able to support own position.</li> </ul>

<b>Competency</b>	<b>Description of success profile behaviour</b>
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 for putting things right.	<ul style="list-style-type: none"> <li>- Confronts difficult issues or setbacks honestly.</li> <li>- Takes personal responsibility for failures or shortcomings and learns from them.</li> </ul>
<b>(ii) Commitment to the service - excellence in this area promotes high quality care for service users</b>	
<p><b>Team working</b></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 encouragement. Works collaboratively with others within and without the team towards a consistent approach. Gives and receives feedback constructively and often.</p>	<ul style="list-style-type: none"> <li>- Establishes positive relationships with team members.</li> <li>- Shares all relevant or useful information.</li> <li>- Actively supports team decisions.</li> <li>- Contributes fully to team workload.</li> </ul>
<p><b>Planning and organising</b></p> <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"> <li>- Makes decisions about priorities and tasks.</li> <li>- Anticipates likely difficulties and makes contingency plans.</li> <li>- Organises personal time and resources to focus on the achievement of results.</li> </ul>
<b>(iii) Organisational accountability – excellence in this area promotes the safety of self, service users and the agency.</b>	
<p><b>Working within professional boundaries</b></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. Able to contribute to safe caring by promoting a culture of openness.</p>	<ul style="list-style-type: none"> <li>- Accepts responsibility and accountability for own work</li> <li>- Recognises the limits of own authority within the role.</li> </ul>