

POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	Escort - Casual
Group:	Youth Justice Services / Services for Children and Families
Reports to:	Social Worker Supervisor
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

Safely transporting children and young people from one location to another in accordance with the professional standards and practices required under the Oranga Tamariki Act 1989, the Ministry's Escorting a child or young person policy, the Residential Care Code of Practice and the Children, Young Persons and their Families (Residential Care) Regulations 1996, and in accordance with the professional standards and practices required in the Casuals/PVH Orientation Handbook.

KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
Transporting responsibilities relating to the child/young people	<ul style="list-style-type: none">- To pick up and deliver children and young people in a safe and appropriate manner, at times and venues designated by the social worker. This could occur on a local, national or in some cases an international basis- After briefing from the social worker as to their specific role with the child/young person, the escort should undertake the piece of work outlined in the care plan or job assignment/job sheet- Escorts and drivers must adhere to the Youth Justice policy on the transport of children and young people- The escort must ensure that they take the shortest path between the pick up and drop off point- Escorts must not engage any other persons, including their family members or friends, to assist with the minding and care of the child/young person, even if they are employed by Oranga Tamariki. If additional escorting or driving help is needed they must approach the social worker or in an emergency, the after-hours duty social worker or the police- An adult member of the child or young person's family/whānau may accompany the child or young person whilst they are being escorted, where practical, at the discretion of the Site Manager and not in the role of escort- Escorts are expected to establish, positive relationships with the child/young person<ul style="list-style-type: none">o Escorts must not take children/young people to their own homes for even short periods of timeo Escorts must not discuss personal matters about their own lives or make detrimental remarks about the child's parents or family or discuss other clients.
Physical and psychological safety of children and young people	<ul style="list-style-type: none">- Escorts should maintain an appropriate level of vigilance and as described in the job assignment /briefing- Take reasonable steps within NVCI procedures to prevent:<ul style="list-style-type: none">o the child/young person from self-harming or causing serious harm to otherso the child/young person from abscondingo the child/young person from damaging property.- Transport of children and young people must adhere to the

Key Result area	Key Accountabilities
	<p>transport policy and any vehicle used to transport a child/ young person (whether it is an Oranga Tamariki or private vehicle) must be registered, warranted and appropriately insured</p> <ul style="list-style-type: none"> - Where there are problems, the escort must take whatever reasonable steps to ensure the safety of the child/young person and ensure that Oranga Tamariki is informed immediately.
<p>Familiarisation with Policy and Guidelines</p>	<ul style="list-style-type: none"> - Accept responsibility for understanding and delivering the requirements of the job as outlined in the Casuals/PVH Orientation Handbook, including , for example: <ul style="list-style-type: none"> o complying with the Health and Safety at Work Act 2015 by taking all practicable steps to ensure own safety and wellbeing while at work and bringing safety issues to the attention of the responsible manager. o complying with requirements in respect of vehicles including paying any traffic infringements (where the employee received a parking ticket in the course of their duties they may be eligible for payment of these where an emergency situation existed) o there must be no smoking in any vehicles in which a child/ young person is being transported regardless of who owns the vehicle. o maintaining a sense of professionalism at all times as a Public Servant and as described in the Code of Conduct.
<p>Administration and Reporting</p>	<ul style="list-style-type: none"> - Undertake administrative tasks as required for example completion of timesheets. - Complete reports (verbally or in writing) as required by the social worker responsible for the child/ young person’s case.
<p>Being part of the Oranga Tamariki team</p>	<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 - 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

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| Internal | <ul style="list-style-type: none">- Caregivers- Social Workers- Oranga Tamariki Staff |
| External | <ul style="list-style-type: none">- Ministry of Social Development- New Zealand Police- New Zealand Courts- Iwi social Services- Community Groups- External Agencies |

QUALIFICATIONS & EXPERIENCE

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| Qualifications | <ul style="list-style-type: none">- A relevant tertiary qualification or experience in social work- A clean, current driver's licence is essential and a willingness to drive the Ministry's vehicles. |
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| Experience | <ul style="list-style-type: none">- Previous successful experience in working with children and young people- Able to manage sensitive and confidential information in an appropriate manner.- Ability to become familiar with working with Acts and regulations.- Escort/driver should have the ability to physically detain the child or young person if necessary.- Demonstrated understanding of Māori / Pacific Island and other cultures. |
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| Skills | <ul style="list-style-type: none">- Competence in managing and supporting children and young people- Oral and written skills- Excellent listening skills- Excellent observation skills- Behaviour management/ conflict resolution skills- Calm and professional manner, with the ability to maintain performance under stress such as with distressed children or angry adults- Positive role modelling – being consistent in behaviour, generating confidence and displaying commitment to others- Ethical practice and the ability to maintain professional boundaries. |
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POSITION COMPETENCIES

Competency	Description of success profile behaviour
<p>1. Client Focus</p> <p>The desire and willingness to understand and meet or exceed client expectations. Clients are those groups or individuals, internal or external, who use the services of Oranga Tamariki</p>	<ul style="list-style-type: none"> - Knows who the client is and talks about the importance of client focus - Demonstrates professional and courteous service. Is approachable, positive and responsive - Follows through on client enquiries, requests and complaints - Keeps client up to date on progress of projects or issues. Is open to client feedback.
<p>2. Communication</p> <p>The ability to clearly convey thoughts and ideas effectively. This may include listening, interpreting, formulating and delivering: verbal, non-verbal, written, and/or electronic messages.</p>	<ul style="list-style-type: none"> - Communicates clearly, concisely, confidently, courteously, calmly and tactfully - Listens and understands - Shares information in an open and honest way - Demonstrates basic written and oral skills, including telephone skills and ability to use email - Takes clear and accurate messages - Records/inputs information accurately and collates information appropriately.
<p>3. Teamwork</p> <p>The ability and willingness to work with others co-operatively and productively in order to achieve group objectives. This may include informal work groups, advisory groups or committees and project teams.</p>	<ul style="list-style-type: none"> - Participates willingly and co-operates with others - Respects others and does one's share of the work - Supports team decisions and is a good "team player" - Expresses positive expectations of others and genuinely values others' input, ideas and points of view - Keeps people informed and up-to-date - Shares all relevant or useful information as required.
<p>4. Relationship Management</p> <p>The ability to interact with and develop effective working relationships with a wide range of people of different types and in different situations. This includes establishing formal and informal working relationships, developing win/win relationships and assessing and responding to individual behaviour.</p>	<ul style="list-style-type: none"> - Develops and maintains positive relationships with relevant people - Is considerate and demonstrates respect and tolerance for others - Builds good rapport with people at all levels - Actively seeks opportunities to contribute to positive outcomes for clients, stakeholders, staff and colleagues - Approaches issues or disagreements with the objective of reaching win/win solutions - Develops relationships with the intent of achieving effective delivery of relevant services.

Competency	Description of success profile behaviour
<p>5. Planning and Organisation</p> <p>The ability to identify objectives and develop effective action plans to achieve them.</p>	<ul style="list-style-type: none"> - Prepares day-to-day work in advance and effectively prioritises tasks - Completes tasks in an efficient and timely manner - Follows up on tasks and monitors progress against plans and timeframes - Adopts a neat, tidy and logical approach to work.
<p>6. Problem Solving & Judgement</p> <p>The ability to apply an objective, logical reasoning process to a problem or work situation in order to develop a conclusion or recommendation. This includes logically breaking down problems into different parts, identifying key issues and their relationships, interpreting, clarifying, analysing, explaining and developing recommendations or advice.</p>	<ul style="list-style-type: none"> - Breaks problems down into simple lists of tasks - Understands simple linkages (e.g. A leads to B) Identifies the relevant issues - Draws on past experience to solve the current problem.
<p>7. Cultural Responsiveness</p> <p>The ability and desire to show cultural sensitivity, awareness and understanding of diversity. This includes reinforcing culturally sensitive behaviour, being responsive to Māori and other cultural groups, effectively relating to clients from diverse cultural backgrounds, fostering a culturally safe working environment for staff.</p>	<ul style="list-style-type: none"> - Understands and is responsive to the needs of different cultural groups in the delivery of services - Maintains effective relationships with Oranga Tamariki clients and employees and understands their perspectives and priorities - Understands the practices surrounding the Treaty of Waitangi - Interacts appropriately with Māori taking into consideration tikanga and kawa - Engages effectively with family/whānau to ensure participation in decision making.
<p>8. Integrity</p> <p>The ability to maintain confidences and trust, and to act in an honest, ethical and professional manner.</p>	<ul style="list-style-type: none"> - Is honest, trustworthy and can be relied on for confidentiality - Demonstrates professionalism at all times - Sets and adheres to personal and organisational ethical standards - Demonstrates desired behaviours and treats all people with

Competency	Description of success profile behaviour
	respect and dignity
	- Is committed to the values of Oranga Tamariki.
