

POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	Residential Worker
Group:	Youth Justice Services/ Care Services
Reports to:	Team Leader Operations
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 is to assist with, under the direction of the shift supervisor, the provision of day to day care of children and young people in residence. The Residential Worker will ensure they 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 people in our care.

KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
Care of tamariki and rangatahi	<ul style="list-style-type: none">- Assist in delivering a professional residential care service by:<ul style="list-style-type: none">o Providing effective supervision, care and custody of children and young people who are in our care in residence, by maintaining a constant presence and providing continuous monitoring.o Performing the duties required, in a professional manner, in accordance with relevant legislation, regulation, policies, codes of ethics/practice and in line with training provided.o Assisting young people to develop an appreciation of their own, and others culture.o Carrying out all reasonable and lawful instructions given by supervisors and other duly authorised employees of Oranga Tamariki.o Being personally proactive, identifying, managing and mitigating risks.o Residential Workers are expected to establish, positive relationships with the child/young person.o Residential Workers must not discuss personal matters about their own lives or make detrimental remarks about the child's parents or family or discuss other clients.- Model the values of Integrity, Fairness and Respect of Oranga Tamariki.- Provide positive role modelling to young people, achieved through the use of appropriate language, conduct and behaviour based on respect, fairness and integrity during interactions with young people and colleagues.- Residential Workers should maintain an appropriate level of vigilance, and as described in the job assignment/briefing and required on the shift responsibility; for example, assisting with children and young people in school time at the residence; assisting with the delivery of recreational and cultural programme activities in the residence.- Ensure that the rights and dignity of the individual young people are upheld.- Take reasonable steps to prevent:

Key Result area	Key Accountabilities
	<ul style="list-style-type: none"> ○ the child/young person from self-harming or causing serious harm to others; ○ the child/young person from absconding; and ○ the child/young person from damaging property. <ul style="list-style-type: none"> - Where required to transport children and young people, the Residential Worker must adhere to the transport policy and any vehicle used to transport a child/young person (whether it is an Oranga Tamariki vehicle or private vehicle) must be registered, warranted and appropriately insured. - Where there are problems, the Residential Worker must take whatever reasonable steps to ensure the safety of the child/young person and ensure that Oranga Tamariki is informed immediately.
Policy and guidelines	<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"> ○ Complying with Standard Operating Procedures (SOPS) for residences, as provided at residential site orientation. ○ 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. ○ 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); and ensuring there is no smoking in any vehicle in which a child/ young person is being transported regardless of who owns the vehicle. ○ Maintaining a sense of professionalism at all times as a Public Servant and as described in the Code of Conduct.
Administration and reporting	<ul style="list-style-type: none"> - Undertake administrative tasks as required for example, completion of timesheets and attachment of job assignment sheets. - Complete reports (verbally or in writing) as required by the social worker responsible for the child/young person’s case. - Ensure, where you are required to do so, that records are maintained including the use of computer information systems.
Team work	<ul style="list-style-type: none"> - Perform the required tasks on shift as directed by the supervisor. - Communicate clearly with other team members about individual residents and their needs. - Use a range of appropriate methods, as directed by the supervisor, to manage stress levels within the context of the team. - Assist in ensuring that a safe working environment is maintained

Key Result area	Key Accountabilities
	for self, colleagues and residents, by following Health and Safety policies and practising safe work methods.
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 - 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"> - NGOs - Government Agencies - NZ Police - Ministry of Justice – Principal Family and Youth Court Judges - Office of the Children’s Commissioner - Local Community Groups - Affiliated Iwi

QUALIFICATIONS & EXPERIENCE

Qualifications	<ul style="list-style-type: none"> - A recognised qualification in Sport, Recreation, Health, Youth Work, Teaching or other relevant discipline is desirable but not essential - A clean, current driver’s licence is desirable as is the ability to drive a manual vehicle.
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. - 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"> o 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 cardio-vascular fitness to participate in strenuous activity as part of planned recreation programmes with adolescents.
 - Maintain an appropriate level of health to work standing or walking 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, without causing or aggravating an injury to self or others.

Knowledge and Experience

- Previous successful experience in social services work or other relevant experience.
- Previous successful experience in working with children and young people.
- A successful record in or preparedness for the quality delivery of learning and recreational activity for young people
- Youth work or other relevant qualification.
- Ability to manage sensitive and confidential information in an appropriate manner and to maintain privacy of client information.
- Ability to become familiar with working with Acts and regulations.
- Demonstrated understanding of Māori/Pacific Island and other cultures.

Skills

- Competence in managing and supporting children and young people.
- Excellent verbal, written and interpersonal communication skills.
- Excellent listening and observation skills.
- Behaviour management/conflict resolution skills.
- Ability to communicate and build and maintain rapport with others.

- Calm and professional manner, with the ability to maintain performance under stress such as with distressed children or angry adults.
- Understanding and appreciation of cross cultural issues and concerns, in particular, knowledge of tikanga Māori, and Pacific peoples' culture.
- Positive role modelling – being consistent in behaviour, generating confidence and displaying commitment to others.
- Ethical practice and the ability to maintain professional boundaries.

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.

Competency	Description of success profile behaviour
<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.
<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</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

Competency	Description of success profile behaviour
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.	tikanga and kawa. <ul style="list-style-type: none"> - Engages effectively with family/whanau to ensure participation in decision making.
8. Integrity The ability to maintain confidences and trust, and to act in an honest, ethical and professional manner.	<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 respect and dignity. - Is committed to the values of Oranga Tamariki.