

# POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	Residential Youth Worker
Group:	Youth Justice Services
Reports to:	Kaiārahi
Location:	Whakatakāpokai Residence, Auckland
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.

## BACKGROUND

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Whakatakāpokai is one of five Youth Justice Residences operating across Aotearoa that operate 24 hours a day, 7 days a week providing residential placements and programmes for rangatahi aged 13 to 19 years who have been charged with, or convicted of, an offence.

Whakatakāpokai is strongly focused on achieving positive change in rangatahi through education, skill development, vocational programmes, and therapeutic interventions and using a Māori world centric view (Te Ao Māori). Our overall goal is that tamariki and rangatahi who come into our care are positively integrated back into their community and reduce reoffending with their mana restored. The services will be for all rangatahi.

## POSITION PURPOSE

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The purpose of this role is to provide professional care and protection for rangatahi entrusted to Residential Care, ensuring that we demonstrate appropriate models of behaviour, acknowledging the personal influence on the life of the rangatahi, and that this interaction between the Residential Youth Worker and the rangatahi has a positive influence and brightens the outcome for the rangatahi in our care.

The Residential Youth Worker will deliver day-to-day care services for the rangatahi in Residence and deliver planned programmes for them within a residential setting, to meet individual youth justice and care plan objectives; with programmes that do not compromise any individual's health, safety or well-being.

## KEY ACCOUNTABILITIES

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Key Result Area	Key Accountabilities
Care of rangatahi	<ul style="list-style-type: none"> <li>- Work with whānau to manage and ensure care and security for rangatahi in the care or custody of Oranga Tamariki</li> <li>- Deliver quality services within the practice area:                             <ul style="list-style-type: none"> <li>• In accordance with the Oranga Tamariki Act 1989 and all other relevant legislation</li> <li>• In compliance with government policy and Oranga Tamariki requirements</li> <li>• In a caring and culturally appropriate manner and consistent with the Oranga Tamariki Code of Practice</li> <li>• Within the financial parameters set</li> <li>• In a professional and timely manner.</li> </ul> </li> <li>- Provide the day to day care of all rangatahi in Residence</li> <li>- Develop and implement, in consultation with Managers, Supervisors and caseworkers, a programme of recreational and cultural activities appropriate and specifically designed to meet the needs of rangatahi in the Residence at the time</li> <li>- Assist in the planning of intervention processes for rangatahi in consultation with residential staff, colleagues and/or whānau</li> </ul>

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Key Result Area	Key Accountabilities
<b>Residential care</b>	<ul style="list-style-type: none"><li>- Develop and implement evening and weekend programmes for the rangatahi in consultation with them, the Residential staff, colleagues and/or whānau</li><li>- In consultation with Kaiārahi and Rangatahi Mentors ensure that interventions and programmes for rangatahi are planned, implemented and reviewed in accordance with relevant legislation, regulation, policies and codes of ethics/practice</li><li>- In consultation with Kaiārahi and Rangatahi Mentors ensure on-going contact with whānau, iwi and other appropriate people</li><li>- In consultation with Kaiārahi and Rangatahi Mentors provide appropriate information to clients (individuals and families), professionals (within and outside the Ministry) and other people working with the rangatahi, to facilitate appropriate decision-making and to maximise successful outcomes for rangatahi</li><li>- In consultation with Kaiārahi and Rangatahi Mentors and in conjunction with the education provider, ensure that integrated programmes appropriate to the abilities and identified needs of the rangatahi in Residence are offered</li><li>- Consistently maintain the rights and dignity of the individual rangatahi.</li></ul> <ul style="list-style-type: none"><li>- Perform the duties of a Residential Youth Worker in a professional manner, in accordance with relevant legislation, regulation, policies and codes of ethics/practice</li><li>- Model Oranga Tamariki values of Integrity, Fairness and Respect</li><li>- Be personally proactive, identifying, managing and mitigating risks</li><li>- Ensure that formal and professional records are developed and maintained in a consistent and timely manner. This includes the use of computer information systems</li><li>- Plan for personal training, coaching and development opportunities are discussed with the Kaiārahi</li><li>- Assist rangatahi to develop an appreciation of their own and others culture</li><li>- Develop and maintain appropriate community, cultural and professional networks</li><li>- Carry out all reasonable and lawful instructions given by the Kaiwhakahaere, Managers, Kaiārahi or duly authorised employees of Oranga Tamariki</li><li>- Raise any issues of concern with your Supervisor as soon as practicable in relation to feelings of personal safety and client safety</li><li>- Identify and report all job-related hazards.</li></ul>
<b>Supervision</b>	<ul style="list-style-type: none"><li>- Minimise the opportunity for absconding by ensuring that the whereabouts of rangatahi are closely monitored at all times within</li></ul>

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Key Result Area	Key Accountabilities
<b>Team Operations</b>	<p>the Residence, within the community or while being escorted to another location</p> <ul style="list-style-type: none"><li>- Manage non-compliant client behaviours through the use of appropriate consequences for undesired behaviours which are consistent with Oranga Tamariki policy and the Residential Regulations 1996.</li></ul> <hr/> <ul style="list-style-type: none"><li>- Plan, assist with and supervising the completion of the daily management tasks of the Residence</li><li>- Perform the responsibilities of shift co-ordination as directed by the Supervisor and/or Shift Leader or Kaiārahi</li><li>- Communicate 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</li><li>- Utilise a range of appropriate methods for managing work priorities, personal workload and stress levels within the context of the team structure</li><li>- Ensure that a safe working environment is maintained for self, colleagues and residents, by following Health and Safety policies and practising safe work methods</li><li>- Contribute to and/or lead group meetings and discussions with rangatahi</li><li>- Undertake administrative and other tasks</li><li>- Residential Youth Workers may be required to provide a 24-hour, 7 day a week service, which may include shift work (weekends and public holidays).</li></ul>
<b>Cultural Competency</b>	<ul style="list-style-type: none"><li>- Demonstrate an understanding of, and commitment to, the Oranga Tamariki Māori cultural framework</li><li>- Learn, understand and practice Whakamana Tangata through everyday practice</li><li>- Understand and apply the principles of Te Tiriti o Waitangi</li><li>- Understand and practice s7aa of the Oranga Tamariki Act and meeting the aspirations of Māori</li><li>- Demonstrate an understanding of tikanga me te kawa o mana whenua me Tainui iwi katoa</li><li>- Participate confidently and competently in situations that involve Matauranga Māori and Te Reo Māori</li><li>- Understand and appreciate cross-cultural issues and concerns, in particular, knowledge of tikanga Māori, and Pacifika culture.</li><li>- Ensure engagement with staff, rangatahi and whānau is underpinned by cultural awareness, sensitivity, knowledge, skills and behaviours</li><li>- Commit to on-going development in cultural competence in working with Māori and other cultures</li></ul>

Key Result Area	Key Accountabilities
	<ul style="list-style-type: none"> <li>- Demonstrate active consideration of incorporating and representing Te Ao Māori in day to day work.</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 our H&amp;S reporting tool</li> <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>- Oranga Tamariki Staff</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>- NGOs</li> <li>- Government Agencies</li> <li>- NZ Police</li> <li>- Ministry of Justice</li> <li>- Local Community Groups</li> <li>- Iwi social services</li> </ul>

## QUALIFICATIONS & EXPERIENCE

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>- A recognised qualification in Sport &amp; Recreation, Health, Youth Work, Teaching, or other relevant discipline OR Other tertiary qualification with emphasis on Sport &amp; Recreation, Youth Work, Social Work, education, health, psychology or other papers providing a theoretical framework for understanding human behaviour, especially with respect to rangatahi OR Study towards a level 6 (old Level B) qualification in Social Work</li> <li>- A clean, current driver's licence is essential (including the ability to drive a manual vehicle).</li> </ul>
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### **Knowledge and Experience**

- Previous successful experience in social services work or other relevant experience
- A sound knowledge and ability to apply the Oranga Tamariki Act 1989, Children's Act 2014, Guardianship Act 1968, Privacy Act 1992, and Official Information Act 1981
- A successful record in, or preparedness for, the quality delivery of learning and recreational activity for rangatahi especially in statutory social work services is highly desirable
- Familiarity with, and an understanding of the Public Finance Act 1989, State Sector Act 1988, and Employment Relations Act 2000 is desirable.

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### **Skills**

- Ability to communicate sufficiently fluently 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
  - Demonstrate empathy for working with rangatahi
  - 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 the visions, goals, policies and practices of Oranga Tamariki
  - Demonstrate ethical practice and the maintenance of professional boundaries
  - Exhibit discretion and be able to earn the trust of rangatahi and other staff
  - Excel as a role model for staff and rangatahi
  - 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 your own ethical conduct
  - Always display common sense even in testing situations
  - Good computer skills, including the use of MS Office software (Word, Excel and web navigation).
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## POSITION COMPETENCIES

Competency	Description of success profile behaviour
<b>1. Personal attributes - excellence in this area promotes the safety of self and service users</b>	
<b>Interpersonal Understanding</b>	<p>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.</p> <ul style="list-style-type: none"> <li>- Listens to and understands directly and indirectly expressed feelings.</li> <li>- Demonstrates sympathy for the concerns of others.</li> <li>- Encourages others to express themselves openly.</li> <li>- Respects other people's confidences.</li> </ul>
<b>Flexibility</b>	<p>Ability 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.</p> <ul style="list-style-type: none"> <li>- Welcomes variety and change in work patterns.</li> <li>- Adapts easily to changes at work.</li> <li>- Modifies own behaviour in response to a situation.</li> <li>- Sees the merits of differing positions or opposing viewpoints.</li> </ul>
<b>Emotional Awareness</b>	<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>

Competency	Description of success profile behaviour
<b>Initiative</b>	<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>
<b>2. Commitment to the service - excellence in this area promotes high quality care for service users</b>	
<b>Service User Orientation</b>	<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"> <li>- Strives to meet, and where appropriate, surpass service users’ expectations.</li> <li>- Maintains appropriate contact with service users until problems are resolved.</li> <li>- Makes self-available appropriately to service users at critical periods.</li> </ul>
<b>Team Working</b>	<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. Works collaboratively, is co-operative and provides encouragement to others. Gives and receives feedback constructively and regularly.</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>



Competency	Description of success profile behaviour
<b>Developing Others</b>	<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"> <li>- Encourages initiative in solving problems and making choices.</li> <li>- Provides clear, specific and relevant feedback.</li> <li>- Breaks difficult tasks into simpler steps to build confidence.</li> <li>- Explores alternatives aimed at improving people’s performance.</li> <li>- Assumes appropriate responsibility for addressing service users’ problems.</li> </ul>
<b>3. Organisational accountability - excellence in this area promotes the safety of self, service users and the agency</b>	
<b>Leadership</b>	<p>Acts appropriately as the leader of a group or team 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"> <li>- Encourages and motivates others to make best use of their individual abilities.</li> <li>- Recognises those who have performed well.</li> <li>- Awareness of the team in relation to the organisation as a whole.</li> <li>- Demonstrates a positive expectation of team success.</li> <li>- Maintains the focus of the group on team objectives.</li> </ul>
<b>Working within Professional Boundaries</b>	<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"> <li>- Demonstrates professional curiosity.</li> <li>- Accepts responsibility and accountability for own work.</li> <li>- Recognises the limits of own authority within the role.</li> <li>- Seeks and uses professional support appropriately.</li> </ul>

Competency	Description of success profile behaviour
<b>4. Physical and Psychological Requirements</b>	<ul style="list-style-type: none"> <li>- Safely operate a keyboard and mouse for approximately 10%-15% of work time without causing or aggravating an injury to self.</li> <li>- Safely operate a manual car for approximately 2.5-5% of work time without causing or aggravating an injury to self or others.</li> <li>- Lift and carry loads of varying weights on an intermittent basis without causing or aggravating injuries to self or others.</li> <li>- 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>o the possibility of being subjected to verbal or physical abuse;</li> <li>o hearing the case histories of client including their distressing experiences;</li> <li>o the constant contact with clients who have high and complex needs;</li> <li>o carrying out a high profile function that is open to scrutiny;</li> <li>o fatigue associated with the emotional and mental demands of the role;</li> <li>o fatigue associated with 24 by 7 shift-work rosters;</li> <li>o needing to maintain own role clarity;</li> <li>o reflecting on own actions and experiences and learning from them;</li> <li>o recognising and taking care of own physical and psychological needs of safety and security.</li> </ul> </li> <li>- Maintain an appropriate level of cardio-vascular fitness to participate in strenuous activity for approximately 20% of work time as part of planned recreation programmes with adolescents.</li> <li>- Maintain an appropriate level of health to work standing or walking for approximately 55-60% of work time whilst maintaining a high level of energy and involvement with work tasks.</li> <li>- 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.</li> </ul>

Competency	Description of success profile behaviour
<b>5. General knowledge and experience</b>	
<b>Oranga Tamariki Act 1989</b>	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.
<b>Personal Commitment</b>	<p>Demonstrated evidence of commitment to and understanding of the following is required:</p> <ul style="list-style-type: none"> <li>- The vision, values, role and obligations 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> <li>- Equal employment opportunities, including a knowledge of and commitment to Oranga Tamariki policies on Lali, Gatherings, and Pathways.</li> </ul>