

# POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



|                 |  |
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| Title:          | Supervisor Night Attendant             |
| Group:          | Youth Justice Services / Care Services |
| Reports to:     | Team Leader Operations                 |
| Location:       | As specified                           |
| Direct Reports: | As allocated                           |
| 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

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The purpose of this role is to lead a team within Oranga Tamariki, providing group/individual care/custody for children and young people within a residential setting.

The Night Supervision of young people in Residence and security of property and plant during the night hours.

To ensure that social work care and safety practice is delivered within a caring environment and in accordance with the requirements of the Oranga Tamariki Act 1989 and other relevant legislation, policy and identified best practice.

## KEY ACCOUNTABILITIES

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| <b>Key Result area</b>                   | <b>Key Accountabilities</b>   |
|--|---|
| <b>Support services</b>                  | <p>Enabling staff to deliver a professional residential care service focused on meeting individual needs by:</p> <ul style="list-style-type: none"><li>- Arranging and managing rosters to ensure staffing is maintained at approved levels.</li><li>- Contributing information to assist with planning and reporting for clients.</li><li>- Ensuring that staff consistently maintain the rights and dignity of the individual child or young person.</li><li>- Ensuring that interventions with Children and/or Young People are carried out in accordance with relevant legislation, regulation, Agency policies and codes of practice.</li><li>- Working with Supervisors and staff to ensure the provision of a consistent and integrated service for Children and/or Young people across all shifts.</li></ul>  |
| <b>Residential care service delivery</b> | <p>Delivering a professional residential care service by:</p> <ul style="list-style-type: none"><li>- Performing the duties of Team Leader in a professional manner, in accordance with relevant legislation, regulation, policies and codes of ethics/practice.</li><li>- Ensuring that she/he and the night staff maintain credible, formal and professional records including the use of computer information systems where available.</li><li>- Preparing and completing informative, accurate and professional nightly reports.</li><li>- Providing coaching, development and training opportunities for team members as negotiated with the Manager.</li><li>- Planning for personal training, coaching and development opportunities are discussed with the Manager.</li><li>- Ensuring that all team members are accountable for their practice through the use of supervision and performance management agreements, which are consistent with Oranga Tamariki policies and procedures.</li><li>- Being personally proactive, identifying, managing and mitigating</li></ul> |

| Key Result area  | Key Accountabilities   |
|--|--|
|  | <p>risks.</p> <ul style="list-style-type: none"> <li>- Carrying out all reasonable and lawful instructions given by the Manager or duly authorised employees of Oranga Tamariki.</li> </ul>  |
| <p><b>Supervision, security, care and custody of tamariki or rangatahi</b></p> | <ul style="list-style-type: none"> <li>- To operate as part of a team that meets the nightly needs of the Children and Young People in Residence by: <ul style="list-style-type: none"> <li>o Contributing to and/or leading group meetings and discussions with young people.</li> <li>o Contributing to all ICP's with a plan for care at night.</li> <li>o Communicating effectively with day teams to provide holistic care for young people.</li> <li>o Planning and co-ordinating the nightly operations of the team to effectively manage Children and/or Young People within the residence.</li> <li>o Leading the work of the team to ensure quality and professional standards are maintained, legislative and policy requirements are complied with.</li> <li>o Managing allocated resources effectively within budget parameters and specific delegations.</li> <li>o Using appropriate methods or seeking support for managing work priorities, personal workload and stress levels within the context of the team structure.</li> <li>o Ensuring 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>o Developing and overseeing a plan for Night staff to complete light duties, where these tasks do not disturb or impede on the supervision and care of the children and young persons.</li> <li>o Ensuring that the duties of the Night staff are carried out professionally, in a caring, manner, culturally appropriate to children and young persons.</li> </ul> </li> <li>- To effectively lead a team of Night staff who provide care and custody of Children and Young People who are in the Residence ensuring that: <ul style="list-style-type: none"> <li>o The opportunity for absconding is minimised through effective and thoughtful management of Children and Young People within the residence.</li> <li>o Non-compliant behaviours are managed through the use of appropriate interventions and punishments, which are fully consistent with the Residential Regulations 1996.</li> <li>o Children and Young People are contained within the Residence in a non-threatening, non-violent manner in accordance with the Residential Regulations 1996.</li> <li>o In consultation with duty Supervising Social Worker, admissions to the residence are well managed, meeting administrative and policy requirements.</li> </ul> </li> </ul> |

| Key Result area                               | Key Accountabilities  |
|---|---|
| <b>Being part of the Oranga Tamariki team</b> | <ul style="list-style-type: none"> <li>- To meet the security needs of the residence by;               <ul style="list-style-type: none"> <li>o Reporting maintenance requirements of grounds, buildings and plant as required to the Senior Clerk.</li> <li>o Ensuring that fire and security checks are carried out in a regular manner.</li> <li>o Ensuring that regular checks are performed throughout the Residence.</li> <li>o Notifying the Residential Supervisors of any security issues or in their absence, the Manager.</li> </ul> </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>- Perform any other duties as needed by Oranga Tamariki</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>- Residential managers and supervisors</li> <li>- Oranga Tamariki staff</li> </ul> |
|-----------------|---|

## QUALIFICATIONS & EXPERIENCE

|                       |   |
|-----------------------|---|
| <b>Qualifications</b> | <ul style="list-style-type: none"> <li>- A relevant tertiary qualification is desirable.</li> <li>- A clean, current driver's licence is essential and a willingness to drive the Ministry's vehicles.</li> </ul>   |
| <b>Experience</b>     | <ul style="list-style-type: none"> <li>- Achievement in managing social work staff.</li> <li>- Experience in, and demonstrated ability to empower others to achieve.</li> <li>- A successful record in the delivery of statutory social work services to a high standard.</li> <li>- A strong generic social work background.</li> <li>- A sound knowledge and proven ability to interpret and apply</li> </ul> |

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legislation; e.g. the Oranga Tamariki Act 1989, Guardianship Act 1968, Privacy Act 1992, and Official Information Act 1981.

- Credibility with professional staff.
- A demonstrated ability and willingness to involve staff in change management processes.
- A sound knowledge of the Ministry's computerised social work (casework) recording system.

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**Skills**

- Excellent verbal, written and interpersonal communication skills.
- Ability to communicate complex ideas to a variety of audiences and build and maintain rapport with others
- Understanding and appreciation of cross cultural issues and concerns, in particular, knowledge of tikanga Māori, and Pacific peoples' culture.
- An appreciation and acceptance of new technology, along with the ability to pass on this appreciation to others.
- Good computing skills, including the use of MS Office software (Word, Excel, Power Point and web browsers).
- Communicate fluently in the English language so as to be readily able to supervise and lead staff.
- Be able to critique and audit reports or incident records.
- Demonstrate empathy for working with children and young persons.
- Demonstrate tolerance and understanding.
- Demonstrate an ability and willingness to work with other 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 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 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.
- Demonstrate planning skills.
- Demonstrate budgeting and resource management skills.
- Demonstrate sound and accurate reporting skills.
- Demonstrate an ability to manage and supervise agreed residential outputs, projects and aspects of social work practice within fixed available resources.

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**POSITION COMPETENCIES**

| Competency  | Description of success profile behaviour   |
|---|--|
| <b>Personal attributes - excellent performance in this area contributes to the safety of others</b> |  |
| <b>Interpersonal understanding</b>  | <ul style="list-style-type: none"> <li>- 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>o Listens to and understands directly and indirectly expressed feelings.</li> <li>o Demonstrates sympathy for the concerns of others.</li> <li>o Encourages others to express themselves openly.</li> <li>o Respects other people's confidences.</li> </ul> </li> </ul>  |
| <b>Flexibility</b>  | <ul style="list-style-type: none"> <li>- 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 major changes in the organisation with a positive and constructive attitude. Adapts own approach to the demands of the work environment to ensure full effectiveness. Recognises the value of different perspectives on important issues.               <ul style="list-style-type: none"> <li>o Welcomes variety and change in work patterns.</li> <li>o Adapts easily to changes at work.</li> <li>o Modifies own behaviour in response to a situation.</li> <li>o Sees the merits of differing positions or opposing viewpoints</li> </ul> </li> </ul>                                       |
| <b>Emotional awareness</b>  | <ul style="list-style-type: none"> <li>- 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.               <ul style="list-style-type: none"> <li>o Works effectively under stress.</li> <li>o Responds calmly to others' anger or emotion.</li> <li>o Listens to personal comments without becoming defensive.</li> <li>o Takes constructive action to manage stressful situations</li> <li>o Manages own levels of stress.</li> </ul> </li> </ul> |
| <b>Self Confidence</b>  | <ul style="list-style-type: none"> <li>- Demonstrates confidence and assurance in transactions with others. Approaches new ventures with a confident 'can do' attitude. Believes in own skills, capabilities and judgement. Upholds own views in the face of opposition or criticism from others. Able to deal with setbacks in a constructive fashion and take responsibility for putting things right.               <ul style="list-style-type: none"> <li>o Seeks responsibility and freedom to act in own area.</li> <li>o Makes decisions confidently, with appropriate referral</li> </ul> </li> </ul>  |

| Competency  | Description of success profile behaviour  |
|---|---|
|   | <p>upwards.</p> <ul style="list-style-type: none"> <li>○ Takes an independent course of action when able to support own position.</li> <li>○ Confronts difficult issues or setbacks honestly.</li> <li>○ Takes personal responsibility for failures or shortcomings and learns from them.</li> </ul>  |
| <b>Commitment to the service - excellence in this area promotes high quality care for service users</b> |   |
| <b>Service User Orientation</b>   | <ul style="list-style-type: none"> <li>- 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 and is willing to focus effort on discovering their needs and attending to them. Awareness of the need to empower service users and to work in partnership with them <ul style="list-style-type: none"> <li>○ Strives to meet, and where appropriate, surpass service users’ expectations.</li> <li>○ Maintains regular contact with service users until problems are resolved.</li> <li>○ Makes self appropriately available to service users at critical periods.</li> <li>○ Assumes appropriate responsibility for addressing service user’s problems.</li> </ul> </li> </ul> |
| <b>Team Working</b>   | <ul style="list-style-type: none"> <li>- Gives commitment and support to the work of the team. Pools ideas and builds on the contributions of other team members. Works collaboratively with others within and out with the team towards a consistent approach. Gives and receives feedback constructively and often. Ensures plans are followed and that milestones and objectives are met. <ul style="list-style-type: none"> <li>○ Facilitates the open discussion and resolution of conflicting views.</li> <li>○ Consistently works to improve or maintain morale in the team.</li> <li>○ Demonstrates the ability to plan, prioritise, organise and review the progress of own and others work.</li> <li>○ Encourages participation, commitment and involvement.</li> </ul> </li> </ul>   |
| <b>Developing Others</b>  | <ul style="list-style-type: none"> <li>- Makes effective efforts to develop the skills and competencies of others. Coaches and provides specific and helpful performance feedback, on the job training and general guidance. Contributes to the training and development of others. Demonstrates a commitment to the principle of staff and personal development, ensuring that this is placed at the centre of staff supervision. Models and actively promotes a learning and open approach. <ul style="list-style-type: none"> <li>○ Encourages initiative in solving problems.</li> </ul> </li> </ul>  |

| Competency  | Description of success profile behaviour   |
|---|--|
|   | <ul style="list-style-type: none"> <li>○ Provides clear, specific and relevant performance-related feedback.</li> <li>○ Breaks difficult tasks into simpler steps to build confidence.</li> <li>○ Explores alternatives aimed at improving people's performance.</li> </ul>  |
| <p><b>Organisational accountability - excellence in this area promotes the safety of self, service users and the agency</b></p> |  |
| <p><b>Working within professional boundaries</b></p>  | <ul style="list-style-type: none"> <li>- Appreciates the significance of safe care and interprets this accurately for individual service users. Has a clear understanding of the social work task. Accepts responsibility for the work of others for whom accountable. Recognises areas of accountability and discretion within the role. Able to identify and work within the limits of the role. Has awareness of the issues of power and authority within the supervisory and the social work roles. Ensures others are aware of their roles and responsibilities. <ul style="list-style-type: none"> <li>○ Accepts responsibility and accountability for own work.</li> <li>○ Clear in defining the responsibilities of others.</li> <li>○ Proactive in underlining the significance of the contribution of others to team objectives.</li> <li>○ Demonstrates an ability to reinforce other's awareness of their roles and responsibilities.</li> </ul> </li> </ul> |
| <p><b>Leadership</b></p>  | <ul style="list-style-type: none"> <li>- Acts as leader of the group or team, providing a focus for their activity. Directs the work of others in an effective and appropriate way Motivates others by giving recognition. Ensures staff are informed about decisions. Able to tackle performance problems as they arise. <ul style="list-style-type: none"> <li>○ Aware of the use of self within the team or group</li> <li>○ Confronts staff openly and directly about performance problems.</li> <li>○ Oversees the implementation of decisions.</li> <li>○ Asserts managerial authority when required.</li> </ul> </li> </ul>   |
| <p><b>Physical and Psychological Requirements</b></p>   | <ul style="list-style-type: none"> <li>- Safely operate a keyboard and mouse for approximately 20% of work time without causing or aggravating an injury to self</li> <li>- Safely operate a manual car for approximately 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>○ the possibility of being subjected to verbal or physical abuse</li> </ul> </li> </ul>  |



| Competency | Description of success profile behaviour  |
|------------|---|
|            | <ul style="list-style-type: none"> <li>○ hearing the case histories of client including their distressing experiences</li> <li>○ the constant contact with clients who have high and complex needs</li> <li>○ carrying out a high profile function that is open to scrutiny</li> <li>○ fatigue associated with the emotional and mental demands of the role</li> <li>○ fatigue associated with 24 by 7 shift-work rosters</li> <li>○ needing to maintain own role clarity</li> <li>○ reflecting on own actions and experiences and learning from them</li> <li>○ recognising and taking care of own physical and psychological needs of safety and security</li> </ul> <ul style="list-style-type: none"> <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 70% 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 5% of work time, without causing or aggravating an injury to self or others</li> </ul> |