

# KAIMAHI TAIOHI – YP/YPP

## (Youth Service)



Responsible to:	Youth Service Team Leader
Team:	Youth Service
Service:	Whānau Ora Service Delivery
Location:	New Plymouth/Hawera/Waitara
Directly Supervising:	Nil
Functional Relationships:	Service Delivery Teams Tui Ora kaimahi Senior Leadership Team Child Protection Coordinator Health & Safety and Quality & Risk Advisor
Committees:	As required

### POSITION SUMMARY:

The Kaimahi Taiohi will provide a wrap-around, intensive service for young people 16-19 years of age in receipt of:

- Youth Payment (YP); or
- Young Parent Payment (YPP); or, young partners of an individual in receipt of a main Work and Income benefit.

The role will support, uplift and navigate taiohi and their whānau to improve health, education, overall wellbeing and productive participation within the community. As a result of the service, taiohi will be expected to:

- a. Be engaged or remain in education, training or work-based learning
- b. Obtain or working toward at least NCEA level 2 or equivalent
- c. Have an achievable plan for employment, further education or training on exiting the service
- d. Not be in receipt of a main Work and Income benefit (excluding Jobseeker Support Student Hardship)
- e. Have their well-being improved
- f. Feel supported towards achieving their aspirations
- g. Have a positive experience with the Youth Service.

This role falls into the category of a **Core Worker** under the Children's Act 2014. A Core Worker is defined as a children's worker who:

- Is a children's worker who works in or provides a regulated service
- Has primary responsibility or authority for a child or children
- Works alone with a child or children—work must take place without a parent or guardian of the child being present
- Sees children or young people (up to the age of 17) in their clinics or office.

### REPORTING RELATIONSHIPS

Tui Ora Manager(s) / Team Leader(s)

All kaimahi will manifest through their everyday work *Ngā Ūara: Core Principles* across all internal and external stakeholder interactions:

<p><b>Wairuatanga</b> The expression of the intimate spiritual connection we have to our maunga, awa, moana, marae, tūpuna and atua. Must be maintained and nourished to help achieve wellbeing. Fundamental to the way in which we view the world.</p>	<p><b>Whanaungatanga</b> The ability to form a connection with each other through sharing experiences and being open. To understand who we are and where we come from. A way of acknowledging our uniqueness and the strength that comes from working as a group.</p>
<p><b>Kotahitanga</b> The message of unity, oneness and harmony. This principle reflects the emerging spirit of sharing and embracing each other.</p>	<p><b>Tino Rangatiratanga</b> Being and having control, oversight and responsibility for ones' actions. Inspires us to a sense of self determination.</p>
<p><b>Manaakitanga</b> The nurturing of relationships. Encouraging us to rise above personal attitudes and feelings while respecting and creating self-worth in others. Building unity through humility and the act of giving.</p>	<p><b>Tikanga O Tui Ora</b> A guide to the way in which we unite as an organisation. Our responsibility to provide care under the auspices of tō tātou maunga.</p>

Key Result Area	Expected Result
Service Delivery	<ul style="list-style-type: none"> <li>▪ Kaimahi Taiohi are expected to meet Performance Standards set by Tui Ora and informed by the Ministry of Social Development. Reduced outcomes may result in performance management, so your role is to ensure that: <ul style="list-style-type: none"> <li>– Kamahi Taiohi (full-time) will retain an average of 20 taiohi on their caseload at any one time</li> <li>– Specific long-term outcomes for Youth Service are outlined in Clause 2.1 Outcomes of Service (attached).</li> </ul> </li> <li>▪ You will be responsible for: <ul style="list-style-type: none"> <li>– Providing information to Youth Service Support Unit (YSSU) immediately about any changes to circumstances of taiohi that may impact benefit payments</li> <li>– Recommending to YSSU appropriate benefit payment redirections for costs on behalf of taiohi</li> <li>– Facilitating the application process for government financial assistance</li> <li>– Facilitating the enrolment of taiohi transitioning from the care of Oranga Tamariki</li> <li>– Completing an initial Youth Service Plan with taiohi to identify their current circumstances and determine if they and/or their child requires other services or interventions</li> <li>– Making regular contact with the taiohi, within 30 days and at least once every 90 days face-to-face to review their Youth Service Plan and track their goals</li> <li>– Supporting taiohi to participate in education, training or work-based learning to gain necessary skills</li> <li>– Facilitating access to appropriate services and other assistance, such as drug and alcohol, mental health and behavioural programme</li> <li>– Assisting taiohi with financial management, parenting and budgeting advice</li> <li>– Assisting taiohi to register and continually use MyMSD</li> <li>– Assessing whether taiohi are making the most of local housing markets and paying reasonable accommodation costs</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>– Supporting taiohi to undergo Family Reconciliation Counselling where appropriate</li> <li>– Completing an Exit Youth Service Plan with taiohi before they exit the service to support them into employment, education or work-based training.</li> </ul> <ul style="list-style-type: none"> <li>▪ Maintain positive working relationships with community services and organisations including Government Departments, particularly the Ministry of Justice, Department of Corrections, Oranga Tamariki and the Ministry of Education, schools, family, whānau, iwi, training providers and local employers.</li> </ul>
<b>Documentation</b>	<ul style="list-style-type: none"> <li>▪ Ensure all taiohi notes and documents are clear and completed within the required timeframes</li> <li>▪ Complete the Youth Service Plan on entry into the service and review every 90 days</li> <li>▪ Complete the Exit Youth Service Plan with taiohi prior to their exiting the service</li> <li>▪ Inform the Senior Kaimahi Taiohi as soon as possible if there is a barrier to meeting set timeframes.</li> </ul>
<b>Interpersonal skills</b>	<ul style="list-style-type: none"> <li>▪ Be passionate about taiohi, helping them reach their full potential</li> <li>▪ Have the ability to build effective, positive relationships with taiohi and whānau and stakeholders</li> <li>▪ Have a commitment towards undertaking quality assessments and goal planning alongside taiohi to support their aspirations</li> <li>▪ Show initiative and be self-motivated</li> <li>▪ Be a team player</li> <li>▪ Practices, promotes and creates a culture that fosters high standards of ethics and integrity; is personally trustworthy, delivers on promises and honours commitments</li> <li>▪ Maintain confidentiality at all times, except where holding information is likely to be harmful to the client or someone else.</li> </ul>
<b>Workshop/Programme Development and Facilitation</b>	<ul style="list-style-type: none"> <li>▪ Develop and/or facilitate workshops and programmes to enhance taiohi wellbeing. Specific examples of the course types include: <ul style="list-style-type: none"> <li>– Budgeting</li> <li>– Parenting</li> <li>– Driver Licence</li> <li>– Health and Wellbeing.</li> </ul> </li> </ul>
<b>Relationships</b>	<ul style="list-style-type: none"> <li>▪ Key partnerships are maintained in order to generate stronger links to foster a sense of collaboration with care providers to enhance multi-disciplinary service delivery</li> <li>▪ Establish and maintain effective working relationships with kaimahi, whānau, communities and other external contacts</li> <li>▪ Develop and use collaborative relationships to facilitate the accomplishment of whānau goals and objectives.</li> </ul>
<b>Communication/Team Work</b>	<ul style="list-style-type: none"> <li>▪ Support an inclusive and positive work environment by listening and responding appropriately in all interactions.</li> </ul>
<b>Culture</b>	<ul style="list-style-type: none"> <li>▪ Keeping the organisation’s Ngā Uara: Core Principles at the forefront of own and others’ decision making and actions: <ul style="list-style-type: none"> <li>– Upholds ethics and values</li> <li>– Demonstrates integrity</li> <li>– Promotes and defends equal opportunities, builds diverse teams</li> <li>– Encourages organisational and individual responsibility towards the community and the environment.</li> </ul> </li> </ul>
<b>Quality</b>	<ul style="list-style-type: none"> <li>▪ Risk management, quality assurance, integrity and confidentiality through all work are evidenced</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Standards are maintained to meet service level agreements/contract specifications.</li> </ul>
<b>Safe Environment</b>	<ul style="list-style-type: none"> <li>▪ Each kaimahi is expected to help maintain a safe and healthy workplace by: <ul style="list-style-type: none"> <li>– Following all company safe work, policies, procedures, rules, and work instructions</li> <li>– The proper use of all safety equipment and clothing provided (as applicable)</li> <li>– The early reporting to their manager of any pain or discomfort experienced at work</li> <li>– Taking an active role in the company’s treatment and rehabilitation plan, for an ‘early and durable return to work’ by following the company ‘Return to work –ACC’ and ‘Return to work – Non ACC Related’ procedures</li> <li>– Reporting all incidents, injuries, and hazards through the company Reportable Event procedure</li> </ul> </li> <li>▪ Working with Health and Safety Representatives, the Health &amp; Safety and Quality &amp; Risk Advisor, and managers to ensure compliance with Health and Safety requirements and the active development and promotion of a healthy work environment by: <ul style="list-style-type: none"> <li>– Actively identifying and reporting near misses or incidents</li> <li>– Supporting the Health and Safety Representative in their work area whenever required</li> </ul> </li> <li>▪ Reporting on Health and Safety events at team meetings.</li> </ul>
<b>Technology and Tools of the Job</b>	<ul style="list-style-type: none"> <li>▪ Able to apply and understand the use of technology; with demonstrable ability to use a desktop computer and related application software packages – including Microsoft office and Client Management Systems relevant to the role</li> <li>▪ Demonstrates confidence and is willing to embrace change as technology changes</li> <li>▪ Committed to maintaining the quality and accuracy of data entry.</li> </ul>
<b>Personal Development</b>	<ul style="list-style-type: none"> <li>▪ Professional/technical knowledge is maintained, and knowledge is shared with team</li> <li>▪ Appropriate technical development targets are agreed in the performance development review, and achievement is evidenced against these</li> <li>▪ A performance development plan is established annually and reviewed six-monthly</li> <li>▪ Commitment to attend the organisation’s cultural development programme.</li> </ul>
<b>Person Specification</b>	<ul style="list-style-type: none"> <li>▪ Tertiary qualification in Social Work or equivalent</li> <li>▪ A health professional registered with a health or social service professional body and with a current practicing certificate</li> <li>▪ Full, clean NZ Driver Licence.</li> </ul>
<b>Experience and Skills</b>	<ul style="list-style-type: none"> <li>▪ Two years’ experience working with at risk/vulnerable taiohi in a community setting</li> <li>▪ Able to demonstrate practical understanding of the aspirations and challenges facing Māori communities</li> <li>▪ Experience in applying Tikanga Māori as it applies in the role is desirable</li> <li>▪ Experience and understanding of care and protection practices would be beneficial</li> <li>▪ Knowledge and understanding of the issues young people face in today’s society</li> <li>▪ Knowledge of Work and Income and its products is desirable</li> <li>▪ Well-developed written and oral communication skills</li> <li>▪ A working knowledge of Client Management System is preferred</li> </ul>

- Excellent interpersonal skills and able to work as part of a team
- Excellent organisation skills and able to take responsibility for completion of tasks
- Strong work ethic, demonstration by a high level of integrity, reliability, efficiency and self-management
- Fast learner with excellent attention to detail
- Able to handle sensitive and confidential information.

**NOTE:**

You will align outcomes/deliverables as per the Service Contract requirements that relate to your role.

The foregoing paragraphs are intended to describe the duties that the appointee will be expected to undertake in this position. However, the outlined key tasks should not be regarded as a complete and exhaustive list and do not prevent the addition, alteration, or deletion of duties from time to time in accordance with the needs of Tui Ora.

Tui Ora is a service provider and as such kaimahi are required to have a flexible approach to the work they are requested to undertake (within their professional/legal scope/boundaries) to ensure client needs are met and best practice customer service is upheld at all times and to contribute to the success of Tui Ora.

Salary circa dependent upon skills and experience.

**APPROVED:**

Authorised signature:	Kaimahi signature
Name:	Name:
Position:	Position:
Date:	Date: