



TE WHĀNAU O WAIPAREIRA

KOKIRITIA | ROTO | TE KOTAHITANGA

Progressively Act in Unity

Appendix A

Job Description

YOUTH WORKER (SCHOOL SUPPORT)

Kaimahi Ingoa	
Mahi Whānau	Kōrure Whānau
Direct Report	Delegated Direct Report
Delegated Authority	Refer to Delegated Authority Policy for the relevant position.

1. Purpose of the Position:

The purpose of the **Youth Worker (School Support)** role is to work within the Whānau & School Support contract covering the West Auckland and North Shore areas. You will work closely with students, whānau, schools, the community, and other external agencies to reduce non-attendance rates and return students to school. You will also establish and maintain strong relationships, undertake referral management, and provide information to enable tracking and reporting truancy amongst schools. This position will include a strong focus on establishing and maintaining relationships at senior levels within schools.

2. Position Responsibilities:

Key Areas of Responsibility	Key Accountabilities	Key Performance Measures
Referral Management	<ul style="list-style-type: none"> • Manage all referrals once allocated. • Respond in a timely manner to all referrals. • Work with students' and their Whānau in a way that is responsive to the needs and aspirations of Māori and Pacific, their Whānau and communities in ways that value and validate the identity, language, and culture of these priority groups. 	<ul style="list-style-type: none"> • Direct Report feedback. • Upholding values of Te Kauhau Ora. • Whānau, Peer & Community feedback. • All referrals are managed and allocated in a timely manner.
Relationships	<ul style="list-style-type: none"> • Build relationships across all services of Te Whānau O Waipareira. • Actively engage with the expertise of parents and Whānau. • Develop positive relationships with rangatahi, parents, Whānau and extended Whānau groups. 	<ul style="list-style-type: none"> • Direct Report feedback. • Upholding values of Te Kauhau Ora. • Whānau, Peer & Community feedback. • Improved relationships and connection with schools and community • Increased attendance at schools

Key Areas of Responsibility	Key Accountabilities	Key Performance Measures
	<ul style="list-style-type: none"> Develop and maintain close working relationships with schools' management teams responsible for attendance. Develop strong community relationships and interagency working relationships. 	<ul style="list-style-type: none"> Rangatahi are more resilient and empowered.
Risk Management	<ul style="list-style-type: none"> Minimise exposure of associated risks. Identify and mitigate associated risks. Resolve or escalate Critical Risks immediately. Report the risks to the Team Leader on a regular basis. Maintain a risk register/schedule of associated project risks. Resolve and/or escalate risks in a timely manner. 	<ul style="list-style-type: none"> Direct Report feedback. Upholding values of Te Kauhau Ora. Whānau, Peer & Community feedback. Risks are identified and exposure minimised. Risks are reported and escalated. Risk register is maintained.
Reporting	<ul style="list-style-type: none"> Daily reportage of concerns and/or issues to Team Leader. Weekly reportage of referral rates and monitoring. Monthly reportage of trends identified from tracking and monitoring. Ensure the Attendance Service Management Manual is consistently followed. Maintain accurate records. 	<ul style="list-style-type: none"> Direct Report feedback. Upholding values of Te Kauhau Ora. All reportage is accurate and completed within required timeframe.

Key Areas of Responsibility	Key Accountabilities	Key Performance Measures
	<ul style="list-style-type: none"> Maintain integrity of data of Ministry of Education Electronic Attendance Register. 	
Administration	<ul style="list-style-type: none"> Ensure referral data and truancy database information is aligned to Whānau Tahī Navigator and that this is maintained. The rōpū consistently maintains accurate documentation pertaining to the provision of organisational responsibilities. The rōpū consistently maintains a high standard of administration services. 	<ul style="list-style-type: none"> Direct Report feedback. Upholding values of Te Kauhau Ora. A high level of administrative service is maintained across the rōpū. All reportage is accurate and completed within required timeframe.
Ad-Hoc & Other Duties	<ul style="list-style-type: none"> This job description is not exhaustive and kaimahi may be required to undertake other duties from time to time, which may not be included in this job description. 	<ul style="list-style-type: none"> Direct Report feedback. Upholding values of Te Kauhau Ora.

3. Te Whānau o Waipareira Responsibilities:

Te Kauhau Ora	Organisation Responsibilities	Position Responsibilities	Key Performance Measures
Whānaungatanga <i>Relationship Building</i>	<ul style="list-style-type: none"> Providing and maintain meaningful relationships with Whānau, staff and throughout the community. Ensure all mahi is underpinned by a Whānau Ora philosophy and approach. Ensuring opportunities and networks with all stakeholders are maximised. 	<ul style="list-style-type: none"> Build a trusting, working relationship with whānau in order to understand whānau needs and aspirations. Build harmonious working relationships and establish trust with kamahi, services, communities, and other external contacts. 	<ul style="list-style-type: none"> Direct Report feedback. Upholding values of Te Kauhau Ora. Whānau, kaimahi, & community feedback. Relationships built and evidenced with whānau & external stakeholders. Mataora Snapshot, Whānau enrolment, consents and documentation are completed and filed and entered into the client management system/Whānau Tahī.
Kawa <i>The Waipareira Way</i>	<ul style="list-style-type: none"> Commitment to conduct ourselves with dignity and humility and value always all Whānau. Cherish & Respect our diverse and rich tribal and ethnic backgrounds. Commitment to upholding all Waipareira Policies, Procedures, Practices and Values in order to measure 	<ul style="list-style-type: none"> Ability and commitment to treat and uplift our most vulnerable Whānau members of the community. Practice Whakarite Mana in the workplace: <ul style="list-style-type: none"> Adhere to role description & service specifications. Ability to work within your scope of practice, as well 	<ul style="list-style-type: none"> Direct Report feedback. Upholding values of Te Kauhau Ora. Reporting and documentation of risks is adhered to. Timely reporting and safe practices are followed. Information is recorded accurately and promptly in Whānau Tahī and in

Te Kauhau Ora	Organisation Responsibilities	Position Responsibilities	Key Performance Measures
	<p>ourselves and uplift all Whānau.</p>	<p>as providing support to other area where able.</p> <ul style="list-style-type: none"> • Comply with workplace policies and procedures on privacy and safe work conditions. 	<p>accordance with policies and procedures.</p> <ul style="list-style-type: none"> • Demonstrate understanding of contractual specifications, reportage requirements and the required outcomes of all specific service contracts. • Demonstrate a good understanding and application of relevant legislation specific to areas of responsibility.
<p>Wairuatanga</p> <p><i>Protection of Spiritual Beliefs, Health, & Wellbeing</i></p>	<ul style="list-style-type: none"> • Ensure service delivery and support is culturally and spiritually appropriate. • Ensure service delivery and support is physically and emotionally safe. • Respecting and recognising others unique spirituality, faith, beliefs, and religion and allowing opportunities for people to practise their beliefs and values. • Valuing, acknowledging, and protecting a person's standing in the community 	<ul style="list-style-type: none"> • Ensuring equality by upholding the rights of whānau to access services so that they can achieve overall health and wellbeing outcomes. • Acknowledge the right of whānau and their spiritual beliefs, health and overall wellbeing and work together with our Whānau to protect and improve it. • Acknowledge a person's spiritual beliefs and practices (if applicable) in their personal plans. 	<ul style="list-style-type: none"> • Direct Report feedback. • Whānau, kaimahi, & community feedback. • Upholding values of Te Kauhau Ora. • Demonstrate good record keeping i.e., all documentation is kept up to date, recording all relevant details pertaining to interactions with clients and whānau. • Demonstrate ability to utilise internal and external networks to access kaumātua, spiritual

Te Kauhau Ora	Organisation Responsibilities	Position Responsibilities	Key Performance Measures
	and their status in their whānau, hapū and iwi.	<ul style="list-style-type: none"> Ensure whānau have access to and/or support from chaplains, tohunga or kaumātua where necessary. 	advisors or others pertinent to whānau beliefs and wellbeing.
Te Reo Māori & Tikanga <i>Communication & Inclusion of Workplace Māoritanga</i>	<ul style="list-style-type: none"> Communicate and engage with a positive, culturally appropriate approach with all internal services and external stakeholders. Embrace and undertake cultural obligations and activities within the workplace in line with Te Ao Māori. 	<ul style="list-style-type: none"> Acknowledge cultural protocols and protecting whānau rights to follow them. Communicate safely and sensitively during everyday interactions with kaimahi, whānau, communities and other external contacts. Participation in karakia, waiata and other cultural development (as required). 	<ul style="list-style-type: none"> Direct Report feedback. Whānau, kaimahi, & community feedback. Upholding values of Te Kauhau Ora. Cultural opportunities for Māoritanga are proactively identified and practised in service delivery, as well as within the organisation, wherever relevant and able. Demonstrate understanding of tikanga and mātauranga Māori whenever appropriate.
Aroha <i>To Work With & For Others</i>	<ul style="list-style-type: none"> Perform all duties in a professional, empathetic and caring manner while demonstrating the highest Apply a positive, solution focused approach to adversity and challenging situations; utilise multiple techniques to achieve effective performance; 	<ul style="list-style-type: none"> Be responsive to whānau needs, goals and immediate circumstances Adjust approach and support for whānau as needed. Form lasting relationships with kaimahi, whānau, communities and other external contacts. 	<ul style="list-style-type: none"> Direct Report feedback. Whānau, kaimahi, & community feedback. Upholding values of Te Kauhau Ora. Demonstrate ability to understand and apply appropriate ways of consulting with and working with whānau.

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	display adaptability in the face of changing circumstances.		<ul style="list-style-type: none"> Demonstrate ability to advocate and adjust priorities according to Whānau needs.
Kotahitanga <i>Teamwork</i>	<ul style="list-style-type: none"> Work co-operatively with others in a proactive manner to achieve results. Be flexible to provide support to other kaimahi, while striving to exceed whānau expectations. Establish and maintain effective working relationships with kaimahi, whānau, communities and other external contacts. 	<ul style="list-style-type: none"> Work with whānau to develop a whānau plan that helps identify their goals and aspirations, as well as potential courses of action with timeframes. Support whānau to achieve their outcomes. Support other kaimahi, where able, to achieve their outcomes. 	<ul style="list-style-type: none"> Direct Report feedback. Whānau, kaimahi, & community feedback. Upholding values of Te Kauhau Ora. Attending hui, forums, public meetings, conferences, agency meetings and forums where required to support and advocate on behalf of whānau. Demonstrate ability to develop, monitor and adjust Whānau Plans according to their needs.
Manaakitanga <i>Continuous Care & Support</i>	<ul style="list-style-type: none"> Opportunities for staff to participate in training and education about cultural safety and awareness. This ensures that people are valued and respected regardless of age, gender, religion, ethnicity, or sexual orientation. 	<ul style="list-style-type: none"> Respect and recognise the rights of all others. Display quality and integrity in your work at all times. Support and advocate for the whānau and their family in a professional manner. 	<ul style="list-style-type: none"> Direct Report feedback. Whānau, kaimahi, & community feedback. Upholding values of Te Kauhau Ora. Display co-operative and inclusive practice alongside internal and external stakeholders to ensure that

Te Kauhau Ora	Organisation Responsibilities	Position Responsibilities	Key Performance Measures
	<ul style="list-style-type: none"> • Making other kaimahi new to the whānau feel valued and welcome in the workplace. • Continuous reflection on practice and seeking to improve & continually deliver excellent service. 		<p>collaborative support for whānau occurs.</p> <ul style="list-style-type: none"> • Understand and apply appropriate ways of consulting with and working with others.
Tautoko <i>Realizing Potential</i>	<ul style="list-style-type: none"> • Empowering others and whānau to make decisions that best benefit them holistically by ensuring that their values are supported and respected. • Demonstrate the importance through the commitment to further professional learning and development. • Develop skills pertaining to the job role through training and/or educational courses. 	<ul style="list-style-type: none"> • Ensure to undertake Professional Development sessions and further training, as agreed with Direct Report. • Provide motivation and positive, holistic support to whānau which ensures their values are supported and their social, spiritual, and emotional needs are met. 	<ul style="list-style-type: none"> • Direct Report feedback. • Upholding values of Te Kauhau Ora. • Successful training, educational courses are completed for self-development. • Ensuring enhanced opportunities for whānau are proactively identified and made available for whānau.
Whakapapa <i>Framework that Establishes our Place in the World</i>	<ul style="list-style-type: none"> • Recognising and respecting whānau cultural identity and identifying what is culturally important to them. • Ensuring cultural considerations are included in company policies and procedures. 	<ul style="list-style-type: none"> • Recognise, respect and value whānau cultural identity at all times. • Display an understanding of the importance of family, whānau links and relationships. 	<ul style="list-style-type: none"> • Direct Report feedback. • Whānau, kaimahi, & community feedback. • Upholding values of Te Kauhau Ora. • Evidence's regular reporting on the volume, quality, and

Te Kauhau Ora	Organisation Responsibilities	Position Responsibilities	Key Performance Measures
	<ul style="list-style-type: none"> Establishing a positive and supportive relationship with the wider whānau, including them in decision making. 	<ul style="list-style-type: none"> Practice an understanding of the importance of connections and ancestry when developing relationships. Ensure whānau have access to the right/support services and support them to achieve their outcomes. Link whānau to integrated internal and external wrap-around services. Ensure that client & whānau are included in developing their own assessments, goal setting, decision-making and planning of personal plans. 	<ul style="list-style-type: none"> impact of services on whānau and their experience. Provides and accesses Whānau Ora-centric support that improves whānau experience of wellbeing and increases their resilience to better manage their place in the world. Ensure cultural differences are acknowledged by respecting spiritual beliefs, cultural practices, and lifestyle choices of all people.
<p>Pōhiri</p> <p><i>Inclusion and equality</i></p>	<ul style="list-style-type: none"> To always rejoice in our Māoritanga through welcoming and embracing all others. Commitment to equality of opportunity, to equity & fairness in all aspects of our practice. 	<ul style="list-style-type: none"> Always be guided by our Whakataukī <i>“Kōkiritia i roto i te kotahitanga - Progressively act in Unity”</i> Behave in ways that ensure all others feel valued, respected, important and welcomed. 	<ul style="list-style-type: none"> Direct Report feedback. Whānau, kaimahi, & community feedback. Upholding values of Te Kauhau Ora. Demonstrate an ongoing understanding and the implementation of Māori values with respect to “Waipareiratanga”.

4. Position Specifications:

- A full clean New Zealand driver's licence is essential
- A commitment to Te Reo me ngā Tikanga Māori;
- Demonstrated facilitation, planning and coordination experience;
- Demonstrated knowledge of community and service networks in the region;
- Experienced in kaupapa Māori approaches and an empathy for own and other cultures
- Familiar with the Whānau Ora outcomes framework
- A demonstrated and proven experience of working with rangatahi and their whānau
- Problem solving experience
- Experienced in use of Microsoft products
- Well-developed written and oral communication skills
- A working knowledge of Client Management System is preferred
- Excellent interpersonal skills and able to work as part of a team
- 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
- High level of report writing and developed analytical skills are desirable
- A Social or Community Development qualification is desirable.

5. Position Relationships:

Direct Report:

- This position reports to the delegated Team Leader.

Internal Relationships:

- This position has direct internal relationships with all internal kaimahi.

External Relationships:

- This position has direct external relationships as instructed by a delegated authority.

6. Position Accountabilities:

Key accountabilities pertaining to service delivery:

- The kaimahi is accountable for the successful, integrated delivery of services as outlined above.
- The kaimahi is also responsible for ensuring that contractual obligations are fulfilled.
- The Contract Service specifications forms part of this Job Description.

SIGNATURES REQUIRED

Kaimahi Ingoa	
Signature	
Date	