

Job Description:

Youth Coach (Fulltime)

Service:

Youth Services



LOCATION Tipu Ora, Houkotuku Street, Ōhinemutu, Rotorua	REPORTS TO Youth Service Team Leader	SALARY RANGE \$50,000 - \$58,000
	STAFFING Nil	FINANCIAL Nil

ORGANISATION

Manaaki Ora Trust is a kaupapa Māori organisation that has grown from the aspirations of Te Arawa to ensure Māori are healthy, live well and are able to access the services and support that they need. It is a leading service provider utilising kaupapa Māori approaches for the well-being of all people.

The operating model of Manaaki Ora is described as "Nga rakau e rua o Manaaki Ora" and uses the two hulled waka to describe Tipu Ora and Te Utuhina as the operating arms of the organisation that are joined by shared governance, systems and leadership Manaaki Ora board and management.

The overarching objective of the Tipu Ora Group is "tipu ora" - to grow wellbeing across the lifespan for people and whānau. Our kaupapa Māori approach strives for cultural and clinical excellence within all aspects of our operation and service delivery.

POSITION OVERVIEW

The aims of the service are to engage and support youth to achieve improved wellbeing through sustained education, training, work-based learning or employment outcomes. This will contribute to them achieving long term economic independence and so reduce the risk of long-term benefit dependency of this group.

This role will include:

- Utilising a strengths-based and social-ecological approach to service delivery.
- Strengthening youth capacity and capability through a youth development approach.
- To establish positive relationships with young people and their whānau.
- Work collaboratively with community organisations, services and agencies to better meet the needs and aspirations of young people within an integrated service delivery framework.
- Responding to youth through a strength and needs assessment.
- Foster cultural connections to whānau, hapū, iwi and or community.
- Provide intensive and individually tailored case management and advocacy which focuses on strengthening and building resilience for youth.

KEY PERFORMANCE INDICATORS

- Delivery of YP/YPP and NEET Youth Service
- Intensive Case Management
- Service Integration
- Professional Competency
- Quality & Risk
- Manaaki Ora Kaupapa
- Work place relations
- Health & Safety
- Personal and Professional Development

CORE COMPETENCIES

- Advocacy Skills: is able to effectively influence and/or negotiate positive outcomes for youth.
- Analytical Skills: Ability to assess, analyse and identify solutions in a style that is centred on the needs and aspirations of youth.
- Commitment to Quality: Ability to recognise opportunities for quality improvement at the service delivery level.
- Communication: Proven ability to interact at all levels and across a wide range of individuals and cultures with credibility, confidence and sensitivity. Excellent oral and written communication skills.
- Creative thinking: Ability to think and recognise opportunities for youth as well as the organization.
- Information Technology: Well developed IT and information systems knowledge.
- Leadership: has demonstrated leadership ability and has excellent people skills across a wide range of individuals.
- Negotiating Skills: is able to effectively influence and/or negotiate positive outcomes for the young people.
- Team Dynamics: Ability to proactively participate in a multidisciplinary team environment in all services across the

	<p>Trust to ensure successful outcomes for youth and the organisation.</p> <ul style="list-style-type: none"> • <u>Cultural Competency</u>: Has a sound knowledge of Te Ao Maori and the ability to apply to service objectives. 		
<p>PERSON SPECIFICATION/SKILLS/EXPERIENCE</p> <ul style="list-style-type: none"> • Youth work qualification and/or equivalent experience with working with young people. • Applies youth development, youth work and evidence based best practice. • Leadership skills and motivation to build positive relationships to empower others to exceed their own expectations. • A demonstrated level of maturity and leadership in how you apply yourself to working with youth. • Commitment to integrated services across the organisation. • Confident in whānau settings and/or Māori communities. • Positive working relationships with local community and knowledge of the health, education, social and other related services that whānau access, in local community. • Understand the social determinants of health, social justice and reducing inequality. • Knowledge and skill with computers, patient management system databases, and electronic reporting and monitoring. • Effective written and verbal communication skills. • Strong understanding of Tikanga Māori and a working knowledge of Te Reo. • Current and clean full drivers licence. 	<p>INTERNAL RELATIONSHIPS</p> <ul style="list-style-type: none"> • Family Start Team Leader • Pou Arahi Ihopumanawa • Social Services Manager • Other Youth Coaches • Te Utuhina Manaakitanga Staff • Tipu Ora staff <p>EXTERNAL RELATIONSHIPS</p> <ul style="list-style-type: none"> • Ministry of Social Development • Rotorua School for Young Parents • Rotorua Youth Services - Rotovegas • Rotorua Secondary Schools • Work & Income NZ • Rotorua Welding School • Te Arawa Whānau Ora • Te Roopu a Iwi o Te Arawa Budgeting services • Literacy Aotearoa • Local Iwi and trusts • Private Training Establishments • Tertiary providers 		
<p>KEY PERFORMANCE INDICATORS</p>	<p>EXPECTED OUTCOMES</p>		
<p>1.0 Delivery of the Youth Service</p> <ul style="list-style-type: none"> • Articulates and supports vision and purpose of the Ihopu Manawa framework. • Keeps Ihopu Manawa Coordinator informed of issues and new developments in delivery and operations. • Work collaboratively with the Team ensuring quality of service delivery and outcomes, in conjunction with, contract outputs. • Contributes to the growth and development of Youth Service. 	<ul style="list-style-type: none"> • Common vision of service aims and objectives shared. • All individual outputs and outcomes achieved. • Regular communication with Ihopu Manawa Coordinator on service activities and progress in achieving outputs, issues and opportunities for development. • Culture of continuous quality improvement is understood and practised. • Attends all relevant meetings and contributes to service delivery and improvement through a solution based approach which addresses gaps, trends and problematic areas. 		
<p>2.0 Case Management</p> <ul style="list-style-type: none"> • Maintains a maximum caseload of 20 young people at any one time. • Regular meetings are held with Ihopumanawa Coordinator to share advice, information and updates on the service. • Individual plans are constructed with youth that reflect the health, social, education and cultural needs of youth. The plan includes on-going review of progress. • The plan has clear linkages to appropriate support services and agencies. • Maintains a high standard of data entry into ART system which meets all contract requirements. • Works in accordance with the specifications in contracts held with respect to Youth Service NEET and YP/YPP. 	<ul style="list-style-type: none"> • Achieves individual level contracted outcomes for cases managed. • Ensure the principles of strength-based practice are evident in all aspects of service delivery. • Delivers service in alignment with Ihopumanawa framework. • Uses Manaaki Ora databases, including MedTech. 		
<p>3.0 Professional Competency</p> <ul style="list-style-type: none"> • Uses a whanau ora approach to ensure whanau receive support to meet a range of their needs. • Works closely with other Manaaki Ora and external services to provide the best possible outcomes for whanau. 	<ul style="list-style-type: none"> • Refers whanau to appropriate services, programs and supports when specialised intervention is required. • Communicates with other services both internally and externally to improve the wellness of whanau. • Provides support to other services and agencies which directly improves the circumstances of whanau. 		
<p>4.0 Professional Competency</p>			
<p>Human Resource Forms and Templates</p>	<p>Doc No: FT171</p>	<p>File Name: Youth Coach, Youth Services Job Description</p>	<p>Version: 1</p>
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<ul style="list-style-type: none"> Promotes and contributes to a work culture which facilitates team building, innovation, creativity and confidence and demonstrates Strengths-Based Practice. 	<ul style="list-style-type: none"> Contributes to a strong strengths-based and integrated team culture. Shares and disseminates evidence based knowledge/learnings to team members. Identifying gaps and recommends areas for improvement in own competency to improve how one works with young people. Ensures self is up to date with current best practice and approach is consistent with best practice recommendations
5.0 Quality & Risk	
<ul style="list-style-type: none"> All Manaaki Ora/Tipu Ora policies and procedures are complied with. Participates in quality improvement and accreditation activities 	<ul style="list-style-type: none"> Quality and risk management systems and processes are used for all aspects of business ensuring that risks are identified managed or eliminated. Works towards implementing a proactive continuous quality improvement culture which reflects current trends. Identifies quality improvement opportunities and advises Team lead of these. Participates and contributes as an integral member of Manaaki Ora.
6.0 Manaaki Ora Kaupapa	
<ul style="list-style-type: none"> Kaupapa of Manaaki Ora permeates throughout the organisation in all aspects of work practice. 	<ul style="list-style-type: none"> Leads by example to ensure Manaaki Ora Kaupapa permeates all aspects of service delivery. Supports staff to understand Manaaki Ora Kaupapa. Positive support and active promotion of Manaaki Ora services and organisation.
7.0 Work place relations	
<ul style="list-style-type: none"> Productive and harmonious relationships are promoted within all services to achieve their separate and joint service objectives, including growing the reputation and credibility of Manaaki Ora amongst all stakeholder groups. 	<ul style="list-style-type: none"> Ensures a safe workplace. Staff are supported to achieve their best. Teams are supported to achieve high performance. Promotes activities to enhance good working relationships.
8.0 Health and Safety	
<ul style="list-style-type: none"> Each individual is responsible to ensure the safety of themselves, their colleagues, clients and visitors and to comply with the Manaaki Ora/ Tipu Ora Health & Safety policies, procedures and guidelines. 	<ul style="list-style-type: none"> Ensures all staff is aware of H&S policies and procedures in conjunction with H&S Team. Take responsibility for own awareness of the Trust Health & Safety Policies and Procedures and current legislation in respect of health & safety. Adheres to the Complaints policy process. Attend all in-services and training as required by the Trust Health & Safety Committee. Where possible eliminate, isolate or minimise hazards for the health & safety of colleagues, clients and visitors. Completes documentation for any Incident/Accident/Near Miss/ for investigation and adheres to the Incident Accident policy process. Participates in health, safety and risk audits.
9.0 Personal and Professional Development	
<ul style="list-style-type: none"> Maintains and improves own professional standards and knowledge. 	<ul style="list-style-type: none"> Takes active responsibility for maintaining and improving appropriate and current knowledge and skills for the mutual benefit of the organisation and self. Accesses support from Ihopu Manawa Coordinator as needed. Utilises opportunities for continuing education for the benefit of the organisation and self. Development of a learning needs assessment and training plan to support role

CONCLUDING STATEMENT

This job description may be revised from time to time by the Group Manager in consultation with the Employee. The identified key performance indicators will be used for the purposes of performance planning and performance review along with such other performance targets as may be negotiated.