Te Wānanga o Aotearoa

ARO TŪRANGA

Position Description

A wānanga provided in section 162(4)(b)(iv) of the Education Act 1989, is characterised by "teaching and research that maintains, advances and disseminates knowledge and develops intellectual independence, and assists the application of knowledge regarding āhuatanga Māori (Māori tradition) according to tikanga Māori (Māori custom)".

Tūranga *Position*	**Coach – Youth Services**	
Uepū / Wāhanga *Department*	**Tokokauneke- Mātātahi Mataora (Youth Services)**	
Takiwā *District*	**Te Puna Mātauranga(relevant Takiwā delivery)**	
Wāhi Mahi *Location*	**Relevant Takiwā**	
Whakatau ki *Reports to*	**Team Lead - Youth Services**	
Māka Pūtea *Salary Grade*	**AL6**	
Māngai Pūtea *Financial Delegation*	**N/A**	
Ngā Rōpu Whaihua *Functional Relationships*	Internal • TWoA Kaimahi • Takiwā Management	External • Rangatahi • Whānau and Communities • Iwi / Hapū • Secondary Schools • Tertiary Providers • Youth Service Providers • NGO • Government Agencies

Pūtake Tūranga - *Role Purpose*

The primary function of the Youth Coach is to provide intensive case management and wrap around support for eligible rangatahi 16 – 19 years of age that integrates a strong youth development and mentoring practice with a focus to engage, assess and support rangatahi to enter and remain in education, training or work based learning and employment.

This role is required to work within the requirements of the Ministry of Social Development (MSD) contract, Youth Service provider operational guidelines and Te Wānanga o Aotearoa (TWoA) values-led servicing.

Key Performance Indicators	Success Factors
Service Delivery – Not in Employment Education or Training (NEET)	
- Facilitate the enrolment process into Youth Service for eligible rangatahi, including obtaining their agreement to participate in the service	- All referrals are responded to within 24 hours, and enrolments processed within 5 working days
- Complete a needs assessment and produce a plan with the rangatahi for realistic educational, training and employment goals	- All needs assessments are completed in consultation with rangatahi within the first week of referral and an individualised youth service plan produced within 2 weeks and monitored at all subsequent interviews
- Confirm eligibility and risk rating of rangatahi with MSD	- Eligibility of rangatahi is confirmed by MSD
- Assist rangatahi to engage with appropriate services to help them overcome barriers to their participation in education, training, work-based learning or employment	- Portfolio of relevant support services contacts are maintained, accurate, up-to-date and utilised to support rangatahi
- Broker and support rangatahi to engage in full time education, training, work placement and developmental opportunities, including Limited Service Volunteer (LSV)	- A sound knowledge base is developed and maintained and referral is made to appropriate services for education, training work placement and developmental opportunities with 55% of rangatahi engaged in Education, Training and Employment
- Provide post placement support for rangatahi entering employment	- In-work support is provided for 182 days following employment placement to foster a sustainable employment environment
- Contact rangatahi via suitable media and face to face as appropriate	- Minimum weekly contact is made via the appropriate means and recorded in the Activity Reporting Tool (ART) with 85% of rangatahi actively engaged in youth service support
- Provide ongoing intensive case management and support for rangatahi utilising group sessions or 1:1 hui as appropriate	- Rangatahi have achieved at least NCEA level 2 or equivalent and have an achievable plan for employment, further education, or training on exiting the service
- Inform Youth Service Support Unit (YSSU) about any changes to circumstances to ensure up to date information is recorded	- Rangatahi information in ART is current, accurate and updated in accordance Provider Operational Guidelines
- Meet with rangatahi individually to review and update youth service plans 3 monthly or sooner as required	- Rangatahi review, sign and approve their individual youth service plan on a 3 monthly basis or as required
- Actively support rangatahi to gain their driver licence where eligible	- Eligible rangatahi are enrolled in an appropriate course
- Exit rangatahi at the end of the education year / end of training course year in which the rangatahi	- Rangatahi have achieved at least NCEA level 2 or equivalent and have an achievable plan for

Key Performance Indicators	Success Factors
turns 18 years of age or prior to this in accordance with the Provider Operational Guidelines	employment, further education, or training on exiting the service with 55% of rangatahi are not on a benefit 3 months after exiting the Youth Service
Service Delivery – Youth payment (YP) / Young parent Payment (YPP)	
- Assist in the application process for rangatahi to apply for Youth Payment (YP) and Young Parent Payment (YPP).	- Rangatahi are contacted within 48 hours of referral and applications for YP / YPP are completed in accordance with timeframe requirements outlined in the Provider Operational Guidelines
- Facilitate applications for hardship and supplementary assistance	- Rangatahi have the necessary support to apply for required assistance
- Complete needs assessment for rangatahi to identify their current circumstances and to determine if they and/or their child requires other services	- All needs assessments completed within the first week of referral and monitored at all subsequent interviews
- Develop an individual plan that realistically supports rangatahi to achieve their educational, training or work based learning goals to achieve long term financial independence	- Rangatahi have an individual youth service plan within 2 weeks of enrolment referral to facilitate sustained participation in education, training or work-based learning
- Assist rangatahi to engage with appropriate services to help them overcome barriers to their participation in education, training, work-based learning or employment	- Portfolio of health and social services contacts are maintained, accurate, up-to-date and available to support rangatahi
- Provide ongoing intensive case management and support for rangatahi utilising group sessions or 1:1 hui as appropriate	- Rangatahi have achieved at least NCEA level 2 or equivalent and have an achievable plan for employment, further education, or training on exiting the service with 85% of rangatahi actively engaged in youth service support
- Inform Youth Service Support Unit (YSSU) about any changes to circumstances that may affect payments and/or entitlement	- YP and YPP payments are accurate and reflect entitlement
- Refer rangatahi to budgeting services and parenting programmes and recommend entitlement to incentive payments	- Rangatahi have access to money management and parenting programmes and receive incentives as eligible
- Support rangatahi to manage their finances responsibly	- Rangatahi are compliant with budgeting obligations and have built financial capability
- Assist rangatahi to engage with appropriate services to help them overcome barriers to their participation in education, training, work-based learning or employment	- Portfolio of relevant support services contacts are maintained, accurate, up-to-date and utilised to support rangatahi
- Broker and support rangatahi to engage and enter into full time education, training, work placement	- A sound knowledge base is developed and maintained and 55% of rangatahi are engaged in

Key Performance Indicators	Success Factors
and developmental opportunities including driver licence and Limited Services Volunteers	education, training and employment for work placement and developmental opportunities
- Support rangatahi to participate and remain in education, training or work-based learning	- Rangatahi are encouraged and supported at all times to achieve at least NCEA level 2 or equivalent and have an achievable plan
- Contact rangatahi via suitable media and face to face as appropriate to monitor that activity obligations are on track obligations, compliance and outcomes are on track	- Minimum weekly contact is made via the appropriate means and recorded in the Activity Reporting Tool (ART)
- Meet with rangatahi individually to review and update youth service plans 3 monthly or sooner as required	- Rangatahi review, sign and approve their individual plan on a 3 monthly basis or as required
- Inform YPP rangatahi of approved early childhood education (ECE) services; support them to access suitable childcare while participating in education, training or work based learning	- ECE or other appropriate services are accessed as required
- Assist YPP rangatahi to register their children with Primary Health Organisations and Well Child providers	- Children of rangatahi in receipt of YPP are registered with appropriate health providers
- Actively support rangatahi and whānau to connect and engage in Family Reconciliation Counselling and family planning as appropriate	- Information is accurate and provided as required
- Exit rangatahi at the end of the education year / end of training course year in which the rangatahi turns 18 years of age (YP), or 20 years of age (YPP) or prior to this in accordance with the Provider Operational Guidelines	- Rangatahi have achieved at least NCEA level 2 or equivalent and have an achievable plan for employment, further education, or training on exiting the service with 55% of rangatahi are not on a benefit 3 months after exiting the Youth Service
Relationships	
- Develop and maintain effective and positive working relationships with rangatahi, their whānau and relevant organisations, including government departments, schools, family and whanau, Iwi and community groups, approved childcare providers, training providers and employers	- Rangatahi and their whānau are engaged and networking provides professional, positive and effective relationships with internal and external parties
- Work collaboratively with providers to achieve a rangatahi centric service	- Rangatahi Youth Service Plan demonstrates a collaborative approach with other providers to achieve goals
- Act according to a clear set of ethical principles aligned with TWoA Ngā Uara and challenge behaviour which does not meet ethical standards	- Behaviours demonstrate the highest standard of personal and organisational integrity that promotes credibility of self and TWoA

Key Performance Indicators	Success Factors
- Practice and apply Ngā Uara & Ngā Takepū within day to day duties	- It is evident throughout practice that Ngā Uara & Ngā Takepū are carried out consistently
Group Facilitation	
- Design and plan topics, content and resources for workshops relevant to rangatahi goals	- Rangatahi goal objectives are realised through relevant topics and content
- Facilitate group workshops to encourage rangatahi to engage, be inspired, connect, and assist with achievement of goals	- Workshops are delivered with rangatahi participation
- Create an inclusive environment, manage group dynamics and support rangatahi within a group to understand their common objectives	- An atmosphere is created that encourages rangatahi to contribute ideas and actively participate.
- Conduct workshop evaluations for each group facilitation to assess the facilitator and relevance of the topic and content	- Feedback from participants confirms the workshops were inclusive, relevant and appropriate
Administration & Reporting	
- Record and update information in the ART in accordance with MSD requirements	- Data is recorded accurately into ART, is available within 24 hours and meets Provider Operational Guidelines
- Complete all record keeping, administration and reporting within deadlines and to the standard required	- All files and documentation fulfils MSD and TWoA standards, are up-to-date, meet required standards and available for audit
- Update Team Lead and Aukaha Kirimana as required on youth service delivery	- The Youth Services Leadership Team are fully aware of the 'state of play', highlights, and potential risks
- Complete activity summaries	- Fortnightly activity summaries are submitted to Team Lead by the 28th of each month
- Comply with Privacy Act and TWoA Privacy Policy and all relevant legislation	- Confidentiality is maintained and legislation adhered to at all times
Health and Safety	
- Comply with all health, safety and wellness policies and procedures	- Health, safety and wellness policies and procedures are adhered to and complied with
- Recognise and address circumstances to prevent unhealthy or unsafe situations	- Risk minimisation assessment is completed and any identified mitigation action taken
- Perform any manual duties in a safe and responsible manner	- Zero harm while carrying out duties and programme delivery meets all safety standards as outlined in policy and procedures
- Report faults in accordance with policy	- Faults are reported immediately to relevant personnel
- Process risk management forms and health and safety issues accordingly	- Forms are completed that accurately reflect risks and health and safety issues

Key Performance Indicators	Success Factors
Other Duties	
- Undertake other duties as required by the employer provided the kaimahi has the required skills and qualifications	- Requests by the employer are undertaken
- Attend hui kaimahi as requested	- Hui are attended as required
- From time-to-time all kaimahi are encouraged to engage in other activities outside their assigned duties, such as (but not limited to) setting up and attending powhiri, hosting visitors, recruitment drives and supporting other kaimahi in their roles	- Positive engagement in activities that contribute to the overall functionality and operation of Te Wānanga o Aotearoa

The employee shall be required to exercise all their skills and knowledge in the achievement of the position objectives and to follow any current or future procedures and policies related to achieving the objectives.

The responsibilities and expectations outlined in this position description may alter as business needs change. In addition specific objectives and outcomes will be agreed to with the kaimahi's manager on an annual basis at performance review.



Qualifications and Experience	**Qualifications:** • Bachelor in Social Work, Education, Psychology, or similar • Certificate in Youth Work Level 4 • Full NZ Driver's Licence (Class 1) **Experience:** • 4+ years' in social services, education or similar type role • 2+ years' experience in group facilitation • 4+ years' experience working with Māori or Pasifika • 4+ years' experience providing extensive case management / mentoring rangatahi • Experience and knowledge in the use of social media to reach rangatahi **Āhuatanga Māori:** • Engages in cultural activities and has an understanding of āhuatanga Māori (values, culture and tikanga) • Understands and uses basic te reo Māori phrases, mihi and greetings (TARM level 2 or equivalent qualification) • Prepared to increase knowledge, understanding and everyday use of te reo and āhuatanga Māori and support other kaimahi in the same endeavour • Understands and demonstrates Te Wānanga o Aotearoa values in the workplace
Technical Skills Are the specialised skills and abilities required for a particular role	• Proven ability to undertake client-centric assessments • Intermediate user knowledge of Microsoft applications (i.e. Outlook, Excel, Word, PowerPoint, Publisher) • Excellent written and oral communication skills • Excellent relationship management skills • Proven success with positive outcomes for rangatahi • Proven ability to analyse, investigate and evaluate data, issues and situations • Proven ability to accurately record and document progress • Sound understanding of risk management processes and procedures • Proven ability to communicate and engage with a wide range of rangatahi and facilitate programmes and group work
Behavioural Skills and Attributes	**Building Trust** Develops, maintains and strengthens partnerships with others inside and/or outside the organisation who can provide information, assistance and support. Identifies and communicates shared interests and goals.

Behavioural Competencies are the role specific behaviours and attitudes required by kaimahi (staff) to be successful in their roles	**Customer Focused** Builds positive rapport with all external and internal customers. Is attentive and responsive to their needs and is proactive when finding solutions. Goes beyond expectations in providing exceptional support, advice or help. Represents Te Wānanga o Aotearoa in a positive light. **Drive for Results** Steers self and others to achieve or exceed results; overcomes obstacles; drives performance; and has personal commitment to excellence and a focus on attaining goals. **Motivating Others** Creates a climate in which people want to do their best; can assess each person's strengths and use these to get the best out of him or her; and promotes confidence and optimistic attitudes. **Planning** Accurately determines the length and difficulty of tasks; sets clear, realistic and measureable goals. **Relationship Management** Proactively develops and maintains effective internal and external relationships to facilitate the achievement of work goals**.** **Teamwork and Cooperation** Supports others and shows respect and positive regard for them. Puts people first, working effectively with individuals, teams, customers and staff**.** **Time Management** Uses time effectively and efficiently; concentrates efforts on the most important priorities; and independently handles several tasks at once.