

A wānanga as provided under section 398D of the Education and Training Act 2020, is characterised by “Māori, and have been instrumental in establishing; a wide diversity of teaching and intellectual endeavour that is closely interdependent; associated with higher learning; and are kaitiaki of mātauranga Māori, te reo Māori, and tikanga Māori within the tertiary education sector. A wānanga positions themselves within the networks of indigenous tertiary institutions across the world and contribute to the setting of international indigenous standards of teaching and intellectual endeavours”

Tūranga Position	Youth Coach – Secondary School	
Uepū / Wāhanga Department	Akoranga - Mātātahi Mataora (Youth Services)	
Takiwā District	Te Puna Manaaki (relevant Takiwā delivery)	
Wāhi Mahi Location	Relevant Takiwā	
Whakatau ki Reports to	Manager - Youth Services	
Māka Pūtea Salary Grade	Level 5	
Māngai Pūtea Financial Delegation	N/A	
Wā Roanga Tenure	As per letter of offer	
Ngā Rōpu Whaihua Functional Relationships	<u>Internal</u> <ul style="list-style-type: none"> • TWoA Kaimahi • Takiwā Management 	<u>External</u> <ul style="list-style-type: none"> • 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 - Secondary School is to provide intensive case management and wrap around support for eligible rangatahi (12 - 15 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. Kaimahi (staff) employed in this role are required to be police vetted and a clean police record maintained.

Key Performance Indicators	Success Factors
<p>Service Delivery</p> <ul style="list-style-type: none"> - Facilitate the enrolment process into the service for eligible rangatahi, including obtaining their agreement and legal guardian’s written consent to participate in the service - Complete a needs assessment and produce a plan with the rangatahi for realistic educational, training and employment goals - Assist rangatahi to engage with appropriate services to help them overcome barriers to their participation in education - Broker and support rangatahi to engage in full time education and extra-curricular activities that enhance their wellbeing - Contact rangatahi via suitable mediums and face to face weekly - Provide ongoing intensive case management and support for rangatahi utilising 1:1 hui, activities, or group sessions hui 	<ul style="list-style-type: none"> - All referrals from the school are responded to within 24 hours, and enrolments processed within 5 working days - 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 engagements - Portfolio of relevant support services contacts are maintained, accurate, up-to-date and utilised to support rangatahi - A sound knowledge base is developed and maintained and referral is made to appropriate services for education and developmental opportunities - Minimum weekly contact is made via the appropriate means with face-to-face contact prioritised

<p>Relationships</p> <ul style="list-style-type: none"> - Develop and maintain effective and positive working relationships with rangatahi, their whānau and relevant organisations, including government departments, schools, Iwi and community groups. - Where appropriate, work collaboratively with providers to achieve a rangatahi centric service - Act according to a clear set of ethical principles aligned with TWoA Ngā Uara and challenge behaviour which does not meet ethical standards - Practice and apply Ngā Uara & Ngā Takepū within day to day duties 	<ul style="list-style-type: none"> - Rangatahi and their whānau are engaged and networking provides professional, positive and effective relationships with internal and external parties - Rangatahi Youth Service Plan demonstrates a collaborative approach with other providers where appropriate - Behaviours demonstrate the highest standard of personal and organisational integrity that promotes credibility of self and TWoA - It is evident throughout practice that Ngā Uara & Ngā Takepū are carried out consistently
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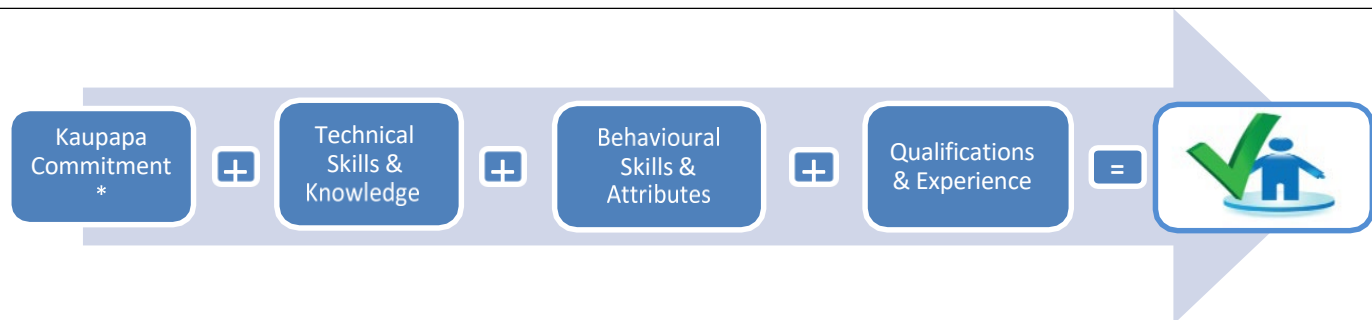
Key Performance Indicators	Success Factors
<p>Group Facilitation</p> <ul style="list-style-type: none"> - Design and plan topics, content and resources for workshops relevant to rangatahi goals - Facilitate group workshops to encourage rangatahi to engage, be inspired, connect, and assist with achievement of goals - Create an inclusive environment, manage group dynamics and support rangatahi within a group to understand their common objectives - Conduct workshop evaluations for each group facilitation to assess the facilitator and relevance of the topic and content 	<ul style="list-style-type: none"> - Rangatahi goal objectives are realised through relevant topics and content - Workshops are delivered with rangatahi participation - An atmosphere is created that encourages rangatahi to contribute ideas and actively participate. - Feedback from participants confirms the workshops were inclusive, relevant and appropriate
<p>Administration & Reporting</p> <ul style="list-style-type: none"> - Complete all record keeping, administration and reporting within deadlines and to the standard required - Update Manager Youth Services and Aukaha Kirimana on delivery each month - Comply with Privacy Act and TWoA Privacy Policy and all relevant legislation 	<ul style="list-style-type: none"> - All files and documentation fulfils TWoA standards, are up-to-date, meet required standards and available for audit - The Youth Services Leadership Team are fully aware of the 'state of play', highlights, and potential risks - Confidentiality is maintained and legislation adhered to at all times
<p>Kaupapa Matua</p> <p>Te Wānanga o Aotearoa has a unique history and operating context. Te Kaupapa Matua o Te Wānanga o Aotearoa tells our history, guides our future and shapes the unique identity of our wānanga. There is therefore an expectation that kaimahi;</p> <ul style="list-style-type: none"> - Actively familiarise themselves with Te Kaupapa Matua o Te Wānanga o Aotearoa and how this shapes and informs our actions - Uphold Te Wānanga o Aotearoa Values and Te Kaupapa Matua o Te Wānanga o Aotearoa. 	<ul style="list-style-type: none"> - Able to articulate the history, evolution and unique context of Te Wānanga o Aotearoa - Actions of kaimahi are aligned with Te Wānanga Aotearoa values and Te Kaupapa Matua o Te Wānanga o Aotearoa. - Values and Te Kaupapa Matua o Te Wānanga are applied in a manner that protects the mana of Te Wānanga o Aotearoa its vision, mission, and philosophy

<p>Kaimahi Experience</p> <ul style="list-style-type: none"> - Encourage and foster a productive environment that benefit all kaimahi. - Effectively utilise technology and automation, when possible, to provide streamlined access to capabilities and insights that positively impact the day-to-day mahi. - Support kaimahi experience and ensure that employees feel connected, empowered, well-informed and have great experiences at mahi. - Stay abreast to current trends and developments to support and nurture kaimahi experience. 	<p>Kaimahi are listened to and valued when communicated</p>
<p>Health and Safety</p> <ul style="list-style-type: none"> - Comply with all health, safety and wellness policies and procedures - Recognise and address circumstances to prevent unhealthy or unsafe situations - Perform any manual duties in a safe and responsible manner - Report faults in accordance with policy - Process risk management forms and health and safety issues accordingly 	<ul style="list-style-type: none"> - Health, safety and wellness policies and procedures are adhered to and complied with - Risk minimisation assessment is completed and any identified mitigation action taken - Zero harm while carrying out duties and programme delivery meets all safety standards as outlined in policy and procedures - Faults are reported immediately to relevant personnel - Forms are completed that accurately reflect risks and health and safety issues
<p>Information Management</p> <ul style="list-style-type: none"> - Meets the statutory responsibilities detailed in the Data, Information, and Records Management Tikanga Whakahaere 	<ul style="list-style-type: none"> - Te Wānanga o Aotearoa records are created and maintained in corporate information systems, meeting specified information management standards and legislation

<p>Other Duties</p> <ul style="list-style-type: none"> - Undertake other duties as required by the employer provided the kaimahi has the required skills and qualifications - Attend hui kaimahi as requested - 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 	<ul style="list-style-type: none"> - Requests by the employer are undertaken - Hui are attended as required - Positive engagement in activities that contribute to the overall functionality and operation of Te Wānanga o Aotearoa
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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.



<p><u>Qualifications and Experience</u></p>	<p>Qualifications:</p> <ul style="list-style-type: none"> • Bachelor in Social Work, Education, Psychology, or similar • Certificate in Youth Work Level 4 • Full NZ Driver’s Licence (Class 1) <p>Experience:</p> <ul style="list-style-type: none"> • 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 <p>Āhuatanga Māori:</p> <ul style="list-style-type: none"> • 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
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<p><u>Technical Skills</u></p> <p>Are the specialised skills and abilities required for a particular role</p>	<ul style="list-style-type: none"> • 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
<p><u>Behavioural Skills and Attributes</u></p>	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>Planning Accurately determines the length and difficulty of tasks; sets clear, realistic and measurable goals.</p> <p>Relationship Management Proactively develops and maintains effective internal and external relationships to facilitate the achievement of work goals.</p> <p>Teamwork and Cooperation Supports others and shows respect and positive regard for them. Puts people first, working effectively with individuals, teams, customers and staff.</p> <p>Time Management Uses time effectively and efficiently; concentrates efforts on the most important priorities; and independently handles several tasks at once.</p>