

Job Description

Job Title:	Youth Worker - He Kākano Āhau
Date:	November 2021
Responsible to:	Community Health & Wellbeing Manager
Location:	Hokianga
Job Status:	Permanent
No. of reports:	Nil
Delegated Financial Authority:	Nil

Background

Hauora Hokianga is a recognised Māori Health provider offering a range of health and social services under the governance of Hokianga Health Enterprise Trust. It is a comprehensive and fully integrated healthcare service, endeavouring to provide quality services for all the residents of Hokianga in accessible locations and at no cost at the point of need.

Hauora Hokianga's vision describes our direction and defines the impact we intend to have. It provides the focus around which we organise ourselves and our activities. The ways in which we work are our values.

Business Group – Community Health & Wellbeing

The work of the Community Health and Wellbeing Team is to provide holistic and whānau ora based Primary care across 10 clinics throughout Hokianga, and are supported by a wide range of wrap around specialist services to enhance the physical and emotional wellbeing of our people.

Background to the position

He Kakāno Āhau is an initiative to expand access and choice for young people (12 to 24 years) experiencing any form of distress. The key is in early detection, comprehensive assessment and intervention that is delivered in space and way that is comfortable and culturally appropriate. This will include seamless navigation and support into other services when required. The approach will work with communities to increase knowledge and enable the community to respond to distress. Taitamariki (young person) Advisory group will be formed to ensure the service is led by taitamariki preferences and needs. Reducing stigma and normalising the need for help then returning to normal life will be the strength of this service.

The Service will consist of six (6) Primary Youth Mental Health teams across the Northland DHB geographic area. This role employed by Hauora Hokianga will be based at Hokianga Hospital and will cover the Hokianga region.

Each team will each consist of:

- A **Youth Worker** (this position)
- A **Senior Mental Health and Addictions Clinician** who will provide clinical oversight for the assessment (pre and most measures), treatment plan and reviews as well as delivering evidence informed therapy/treatments as agreed in the treatment plan.
- A **Primary Mental Health Coordinator** will be part of the response team. They will coordinate incoming referrals, assessment, interventions, and outgoing referrals, facilitate community skill development, school exclusion interventions, overseeing and linking the network of providers and services and coordinating of packages of care.

Job Purpose

This position will provide taitamariki support and whānau support. They will support taitamariki to identify and achieve their goals and aspirations for the future and improve their connectedness to pro-social peers. The Youth Worker will identify opportunities for taitamariki to engage and connect with peers, whānau, mentors, their identity, as well as other activities, education, and employment opportunities. There will be one constant Youth Worker for the taitamariki and their whānau as they move through this process. Having one point of contact this seeks to nest taitamariki and their whānau at the centre of the system, and is holistic, responsive, and consistent with a Māori youth development approach. The Youth Worker will facilitate a Youth Advisory Group to ensure the service is led by taitamariki preferences and needs.

Key Accountabilities

The requirements set out below provide a clear framework of the key requirements, but do not in any way limit the boundaries of activity the role is responsible for.

Other duties may be allocated by the Community Health and Wellbeing Manager in accordance with the job purpose and objectives of this role.

<i>Accountability Area</i>	<i>Description</i>
Taitamariki success	<ul style="list-style-type: none"> • Youth work to be guided by the Code of Ethics for Youth Work in Aotearoa New Zealand. • Build and maintain meaningful and sustainable relationships with taitamariki and their whanau. • Support cultural and personal learning. • Work closely with internal and external stakeholders to share information. • Support taitamariki to stay connected to whānau, peers, community, and engage with education, training and employment. • Facilitate a taitamariki advisory group to ensure the service is led by taitamariki preferences and needs. • Capture and share taitamariki youth voice and insights to inform service improvement.

<p>Strengthening taitamariki support and capacity</p>	<ul style="list-style-type: none"> • Utilise proven and effective taitamariki engagement methodology and tools. • Continuously improve and develop taitamariki engagement tools that are fit for purpose. • Provide support and information for taitamariki to build capacity and resilience. • Provide advocacy for taitamariki when dealing with providers and services.
<p>Quality</p>	<ul style="list-style-type: none"> • Utilise proven and effective taitamariki engagement methodology and tools. • Continuously improve and develop taitamariki engagement tools that are fit for purpose. • Provide support and information for taitamariki to build capacity and resilience. • Provide advocacy for taitamariki when dealing with providers and services.
<p>Health and Safety</p>	<ul style="list-style-type: none"> • Demonstrate a good understanding of Health and Safety in the healthcare environment • Model Health and Safety focussed behaviours and engagement at all levels • Provide an environment in which the team work with confidence to achieve service and organisational objectives • Ensure active involvement at all levels in the identification and management of Health & Safety • Respond to Health and safety issues promptly, assessing and undertaking appropriate corrective actions, and completing the in-house reporting procedures in a timely manner • Ensure corrective actions to work practice are communicated to the team effectively and in a timely manner • Liaise with the Community Health and Wellbeing Manager and the Health and Safety Co-ordinator

Key Relationships

All employees have a responsibility for managing relationships in some or all of the key sectors we interface with. In this role, key relationships are expected to be developed, as follows:

Internal

<i>Who</i>	<i>For what purpose</i>
General	<ul style="list-style-type: none"> • Approachable and reliable team player who contributes positively to the overall high performance of the organisation • Establish and maintain constructive, effective working relationships at all levels to facilitate collaborative working and the provision of integrated advice and support • Seek collegial input and support for own development, well-being and input to best practice • Prepare well for and attend meetings relevant to the role and delivery of essential services • Model the behaviours expected from others • Respond in a timely and professional manner to gain traction and engage others with the needs of the Youth Worker role and taitamariki in your care • Contribute to the culture, development and continuing performance improvement of Hauora Hokianga • Undertake other reasonable duties as required relating to the function of the Community Health and Wellbeing Team and Hauora Hokianga
Health Improvement Practitioner Community Development Primary Mental Health team Clinical team Community Health Nurses	<ul style="list-style-type: none"> • Enable others to understand the Youth Worker role and how your input can help them deliver more effectively for taitamariki • Work collaboratively to provide integrated advice and ensure appropriate support • Provide a positive contribution to the functioning of the Community Services Team and the wider organisation • Ensure delivery of high-quality engagement and positive options for taitamariki • Develop good relationships, maintain effective records and ensure referrals are appropriately documented and responded to • Ensure good communications – language, tone and content appropriate to recipient

Senior Managers Other internal stakeholders	<ul style="list-style-type: none"> • Identify best channels for engagement and delivery of taitamariki-focused information and support • Provide timely and appropriate input / feedback to enable well-informed management decisions • Recognise and respond to the need for input, support and advice from managers and those in other work areas
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External

<i>Who</i>	<i>For what purpose</i>
<ul style="list-style-type: none"> • He Kakano Ahau teams within Te Tai Tokerau • Northland Youth Health Services • Local education providers • Health Improvement Partners (HIP) and Health Coaches (HC) within the rohe • Local iwi providers • Secondary Mental Health Services 	<ul style="list-style-type: none"> • A close working relationship with all youth providers in your community is essential to this role. • work closely with the other members and teams within Northland and have some flexibility around geographical areas as will be working alongside the He Kākano Hau team that covers all of Whangarei, Bream Bay, Kaipara. An integrated and collaborative spectrum of services is key.

Person Specification

Education/qualifications

Essential

- Started Youth Worker training pathway.
- Full and current Drivers Licence.

Desirable

- Professional qualification in youth work.

Experience, skills and knowledge

Essential

- Demonstrable experience in Taitamariki and Community engagement.
- Demonstrable experience in facilitation of events.
- Experience in the development of partnerships and relations.
- Passionate about taitamariki.
- Ability to use initiative.
- Creative engagement with taitamariki.
- Ability and motivation to work outside of the box and looking at alternative ways of working to achieve better outcomes for whanau.

- Ability to work closely with communities when planning and delivering service.
- Strong communication skills, both written and verbal.
- Has the necessary skills to handle confidential or controversial information with sensitivity, discretion, and professionalism, understanding that all such knowledge remains confidential to the organisation and, within the organisation used only for the purpose originally collected.
- Excellent organising and time management skills.
- Knowledge and proficiency with Microsoft Office applications, particularly Word, Outlook, and Excel.
- Skills in facilitation of groups.
- Strong interpersonal and relationship building skills.
- Excellent organisational and time management skills, and ability to prioritise and manage conflict.
- Recognises clients' rights to be treated as an individual and with equity.
- Ability to act with sensitivity to residents right to privacy and confidentiality.
- Demonstrates a sound understanding of and respect for the social, cultural and spiritual norms of others.

Desirable

- Good knowledge of local community networks and services for taitamariki
- Understanding of local Māori and Te Reo Māori tikanga

Core Hauora Hokianga Competencies

Hokianga Health has established core competencies for all roles across the organisation and all employees are expected to model these behaviours and values which enable us to work at our best.

<i>Competency Descriptor</i>	<i>Expected Behaviour</i>
<p>Customer Focus: Provides excellent service to meet internal resident and external client needs. Understands the needs of the resident/client and looks for ways to provide added value.</p>	<ul style="list-style-type: none"> • Recognises the importance of valuing customers and provides excellent service to meet internal resident, external client and stakeholder needs • Listens and proactively seeks to understand the expectations and needs of the resident/client • Ability to deliver effectively under pressure, expressing sound clinical judgment and maintaining excellent customer service at all times • Looks for ways to provide added value • Proactively seeks resident, client and stakeholder feedback • Fosters good relationships with residents, clients and stakeholders through consultation and partnership

<p>Communication: Demonstrates an understanding of the views of others and communicates in a genuine and practical manner using appropriate language.</p> <p>Actively listens to views and concerns of others. Adapts communication approach to fit situation. Conveys and receives information effectively and builds positive working relationships.</p>	<ul style="list-style-type: none"> • Excellent communication skills, written and oral, with the ability to communicate clearly, concisely and in plain language • Communicates in a professional manner with key stakeholders at all levels • Actively listens and observes non-verbal cues to inform communication approach • Positive attitude, a pleasant disposition, be innovative and creative • Self-aware and approachable • Represent the team to the wider community
<p>Collaboration: Willingness and ability to work in a cooperative and helpful manner with others (as opposed to independently). Focuses on team goals as well as your own and to actively assist team members to achieve common goals. Shares collective responsibility for all aspects of the team's objectives.</p>	<ul style="list-style-type: none"> • Excellent influencing and persuading skills • Treats others with respect and dignity • Able to work effectively and independently as part of a multi-disciplinary team • Supports others in the team and has consideration for their needs and skills • Identifies and promotes opportunities for collaboration and works with others regardless of functional boundaries
<p>Continuous Improvement: Sets and meets challenging goals, creating own measures and consistently seek ways of improving performance. Aware of own shortcomings and opportunities for improvement and takes charge of personal development.</p>	<ul style="list-style-type: none"> • Makes suggestions for improvements to current ways of working • Routinely works to improve efficiency, the quality of clinical practice, and service delivery • Keeps own skills up-to-date and continues to update and develop a depth and breadth of knowledge
<p>Innovation: Identifies novel approaches for completing work more effectively or efficiently and works within the established system to push for a smarter, better way.</p>	<ul style="list-style-type: none"> • Works to develop new approaches when problem-solving; seeks ideas, input and suggestions from others as appropriate • Suggests new ways to improve the quality of products or services – continuous improvement • Identifies new ideas, solutions, or directions in dealing with daily situation
<p>Action Orientation: Performs work with energy and drive; values planning, but is able to take quick, decisive action when an opportunity presents itself.</p>	<ul style="list-style-type: none"> • Well-developed problem-solving skills, with the ability to develop pragmatic solutions with successful outcomes • Sets realistic targets and achieves results, overcomes obstacles, accepts responsibility • Establishes and applies appropriate standards, and sets clear responsibilities • Informs and supports a results-oriented environment, and follows through on actions

<p>Planning and Organising: Organises own time effectively, creates own work plan/s and timelines. Prioritises and prepares in advance to ensure realistic timeframes. Visualises the sequence of actions needed to achieve a specific goal, how to estimate the resources required and identify potential risks and mitigations.</p>	<ul style="list-style-type: none"> • Excellent organisational skills, prioritising and managing time in a fast paced / busy environment • Provides work on time and to required standard • Plans a wide range of simple tasks or a small number of complex ones • Workload delivered within deadlines and to agreed standards • Supports clearly structured orientation to new staff to engage well, enable good integration to the team, and enable effective, confident work practices
<p>Agility and Flexibility: Adapts and works effectively in different situations and able to carry out a range of tasks, remaining calm and level headed under pressure. Remains positive and puts challenges in perspective.</p>	<ul style="list-style-type: none"> • Reliable and flexible in response to work priorities, issues and pressures • Agile and adaptable, with a positive outlook • Receptive and contributes to new ideas and approaches and adapts accordingly • Handles conflicting priorities and deals with the unexpected.

Changes to Job Description

From time to time it may be necessary to consider changes in the job description in response to the changing needs of the organisation and nature of our work environment– including changes to our annual plan. Such change may be initiated as necessary by the manager / people leader of this job and any changes will be discussed with the Job holder before being made.

This Job Description may be reviewed as part of the preparation for performance planning for the annual performance review.

Performance and Appraisal Measures

Undertakes an initial formal appraisal at three months and, if satisfactory, thereafter, annually.

Agreed:

	<i>Employee</i>	<i>Manager/People Leader</i>
Signature		
Date		