



developing
people's
potential

Te Whare Rapuara o Horowhenua



JOB DESCRIPTION

Vision Statement:

Working together. Developing people. Transforming Lives
Ka whanake ake te hunga me te huringa o nga oranga

This Position Description is an important guide for you to perform successfully. It is a dynamic source of information which means it will be updated from time to time to keep aligned with business needs and strategies including technological requirements or statutory changes.

Title	YOUTH COORDINATOR - RURUKU RANGATAHI (ATTENDANCE SERVICES)	
Reports to	TEAM LEADER SOCIAL SERVICES - KAIHAUTU	
Key Relationships	Internal Stakeholders <ul style="list-style-type: none"> • Management Team • Staff • Students/clients 	External Stakeholders <ul style="list-style-type: none"> • Oranga Tamariki – Ministry for Children • Education Providers, Ministry of Education • Community Support Agencies • Family/Whānau, carers • Health Services • Iwi providers • Police, Youth Justice
Purpose of the Role	To support schools to manage attendance with the aim to achieve a sustainable return to school for students who are persistently not attending by working with students and their whānau to address the root causes of non-attendance, which are often complex.	
Updated		

KEY RESPONSIBILITIES

1. SERVICE DELIVERY

Specific Responsibilities	Measures of Success
<ul style="list-style-type: none"> • Contact the schools you are responsible for in the first term to explain the service offered and how you can be reached • Receive and immediately acknowledge all referrals from schools of learners who are unjustifiably absent 	<ul style="list-style-type: none"> • Every non-enrolled case that has been open longer than six months has a plan in place to re-engage the student back into a school or legal learning environment • 90% of unjustified absence referrals are responded to within 1 school day

<ul style="list-style-type: none"> • Work with students and their families to address the root causes of non-attendance, which are often complex • Achieve a sustainable return to school for students who are persistently not attending • Inform the school when the student is returned or if you are unable to locate or return the student • Monitor the student’s attendance where necessary, liaising where appropriate with the school, whānau, and other agencies in order to identify the likely reasons for the student’s non-attendance • Notify the CIT team with as much information as you can of any school-age children found and who are not enrolled at a registered learning institution • Liaise effectively with key service providers and statutory agencies engaged with the young person to ensure they contribute to and support the plan for each young person • Risk management processes and practises which protect young people and others from harm 	<ul style="list-style-type: none"> • At least 65% of unjustified absences are closed within 22 school days • At least 65% of schools in our catchment region are registered ASA users • Young people are supported in a coordinated and consistent manner with key agency commitments stated in planning • Young people have access to all applicable resources to enhance their lives and ensure their wellbeing and safety • Longer term, the number of older students who have entrenched patterns of absence from school has reduced • Young people and their whanau are referred to appropriate services when necessary • The personal plan of each young person includes risk management planning identifying where the young person can seek help and plan for potential crisis situations
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2. ORGANISATIONAL REQUIREMENTS

Specific responsibilities	Measures of Success
<ul style="list-style-type: none"> • Functions as an active, supportive, and collaborative member of the HLC/LTTM team to deliver on the strategic direction of the organisation and implement service quality improvements • Ensures that all service requests, commitments and complaints are met with a professional customer-friendly and timely response • Practices in accordance with all relevant professional standards, codes of ethics and HLC/LTTM policies and procedures • Reports any areas of concern to Manager • Maintains records of all referrals, statistics and provides monitoring reports as required by service and organisational policy 	<ul style="list-style-type: none"> • Evidenced in individual and team work plans as well as in overall business and quality improvement plans • Professional expertise is made available to assist colleagues in a positive, proactive and professional manner • Clients and external stakeholders indicate a high level of satisfaction with responsiveness and positive resolution of issues (as evidenced in client feedback process and annual stakeholder evaluation process) • Professional accountability for practice is demonstrated • Work practice adheres to Code of Ethics for Youth Work in Aotearoa New Zealand

	<ul style="list-style-type: none"> • Demonstrates clear understanding of boundary roles and ensures management are fully informed and engaged in matters of strategic importance and potential risk • Internal and external reporting requirements are met in a timely manner and by the provision of high-quality information
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3. MEETING THE NEEDS OF MINORITY GROUPS

Specific responsibilities	Measures of success
<ul style="list-style-type: none"> • Works with young people and families from different ethnic groups in culturally appropriate and sensitive manner • Supports young people and family members with disabilities (including mental illness) in a respectful and empowering manner 	<ul style="list-style-type: none"> • Provides evidence of seeking cultural advice where necessary and taking appropriate action • Demonstrates an understanding of disability rights and the New Zealand Disability Strategy

4. HEALTH AND SAFETY

Specific responsibilities	Measures of success
<ul style="list-style-type: none"> • Complies with all HLC/LTTM Health and Safety requirements • Participate in HLC/LTTM's response to emergency events as practicable • Provide support to the OSH Officer, if directed 	<ul style="list-style-type: none"> • Actively participate in HLC/LTTM Health and Safety processes and reporting i.e. fire drills, incident reporting in People Safe, hazard identification and reporting in accordance with mandatory requirements and HLC/LTTM policy and procedures. • Applies health and safety polices to all work practices and takes personal responsibility for own health and safety requirements

5. THE TREATY OF WAITANGI COMMITMENT

Specific responsibilities	Measures of success
<ul style="list-style-type: none"> • Applies The Treaty of Waitangi principles of participation, protection, and partnership in all aspects of work and interactions 	<ul style="list-style-type: none"> • Demonstrates understanding of the principles of The Treaty of Waitangi • Demonstrates awareness of the differing cultural and spiritual beliefs amongst whānau, hapū and iwi.

Skills, Knowledge and Competencies

Minimum Skills and Knowledge Required for the Job

- Previous experience in working with rangatahi/whānau
- Experience in implementing effective strengths-based interventions and supports, for young people and their family/whānau
- Ability to apply theoretical concepts and professional knowledge base to practice
- Knowledge of social support systems and local community resources
- Ability to display written and verbal communication skills
- Computer literacy in Microsoft Word, Excel, Outlook databases
- Ability to work cross-culturally
- Demonstrate knowledge and skill around tikanga Māori, te reo and The treaty of Waitangi
- Current full driver's licence
- Willingness to undergo Police vetting and other pre-employment assessments as specified in the recruitment process

Approved by: Manager's signature
Manager – Social Services

Date:

Job Holder: Incumbent signature

Name (printed)

Date: