



Job Description - Youth Worker/ Kaimahi Taiohi

JOB TITLE: Youth Worker

REPORTING TO: Social Services Manager (Direct Manager)

HOURS OF WORK: 40 hours per week

Practice Lead (Professional Practice/ Oversight)

Director (Overall Accountability)

Purpose of the Position

The Youth Worker/Kaimahi Taiohi works alongside rangatahi to identify their strengths, achieve their goals and strengthen their wellbeing, safety, resilience and connections. The role provides one-to-one youth work, group programmes and Transition to Adulthood support within a welcoming multidisciplinary service. Practice is rangatahi-led, strengths-based, trauma-informed, culturally responsive and guided by Te Whare Tapa Whā and Ara Taiohi's Code of Ethics.

The level of autonomy, caseload complexity and responsibility assigned will reflect the Youth Worker's experience and demonstrated competence. Appropriate orientation, supervision and practice support will be provided. All staff are expected to recognize the limits of their competence and seek guidance when required.

Key Tasks	Specific Responsibilities	Performance Criteria
1. Rangatahi engagement, assessment and planning	1.1. Build safe, respectful and culturally responsive relationships with rangatahi and, where appropriate, their whānau. 1.2. Explain the service, consent, confidentiality, professional boundaries and the limits of confidentiality.	- Rangatahi report feeling respected, listened to and involved in decisions about their support. - Consent, assessments, support plans and case notes are appropriately documented.

	1.3. Complete strengths-based, trauma-informed and culturally responsive assessments. 1.4. Work with rangatahi to identify their strengths, needs, aspirations and risks and develop agreed support plans. 1.5. Review progress and update plans when goals, circumstances or risks change.	- Plans contain clear, rangatahi-led goals and are reviewed as needs or circumstances change. - Practice reflects Te Whare Tapa Whā, te ao Māori, tikanga Māori and strengths-based youth-development principles.
2. One-to-one Youth Work, advocacy and coordinated support	2.1 Deliver purposeful one-to-one youth work and Transition to Adulthood support aligned with agreed goals. 2.2 Support rangatahi to develop practical skills, confidence, resilience and self-advocacy. 2.3 Advocate for rangatahi and provide accurate, age-appropriate information and guidance. 2.4 Make appropriate referrals and coordinate support with whānau, Number 10 staff and external services. 2.5 Plan safe and coordinated transitions or exits from the service.	- Support provided is purposeful, responsive and connected to agreed goals. - Progress and significant changes are recorded as soon as practicable. - Referrals are appropriate, consent-based and followed up. - Rangatahi experience coordinated support and understand what will happen next. - Recognize and celebrate rangatahi strengths, progress and achievements.
3. Youth programmes and group activities	3.1 Work with the wider team to apply Number 10's 2 step programme model, plan, facilitate and evaluate safe, inclusive and culturally responsive programmes and group activities. 3.2 Work collaboratively with colleagues, rangatahi, whānau and partner agencies when appropriate. 3.3 Maintain required programme, attendance, consent and evaluation records.	- Programmes utilise the 2-Step Programme Development Model and have clear objectives, delivery plans, safety considerations and evaluative methods. - Programmes are delivered safely and are appropriate for participants. - Programme records are complete, and evaluation findings inform future programme delivery.
4. Teamwork and community relationships	4.1 Participate constructively in multidisciplinary discussions, case reviews and team meetings. 4.2 Share relevant information with colleagues in accordance with consent, privacy and professional requirements. 4.3 Maintain effective working relationships with relevant agencies, community networks and service providers.	- Relevant information is communicated clearly, accurately and as soon as practicable. - Agreed team and case-review actions are completed or barriers are raised promptly. - External relationships support effective referrals, collaboration and continuity of care.

	4.4 Contribute to agreed Number 10 projects and service-development activities.	• Commitments made on behalf of Number 10 remain within the employee's delegated authority.
5. Record keeping, privacy and reporting	5.1 Maintain accurate, objective and professional records. 5.2 Protect personal and health information and use only approved systems and information sharing processes. 5.3 Report privacy, information security and record-keeping concerns promptly.	• Records are complete, accurate and sufficient to support safe and continuous service delivery. • Records and required data are entered as soon as practicable. • Information is managed in accordance with the Privacy Act 2020, the Health Information Privacy Code 2020 and Number 10's policies.
6. Safe and ethical practice	6.1 Recognise and respond appropriately to wellbeing, safeguarding and safety concerns. 6.2 Develop safety plans and seek advice or escalate concerns when needs or risks exceed the role's competence or Number 10's service scope. 6.3 Maintain professional boundaries and practise in accordance with Ara Taiohi's Code of Ethics and Number 10's policies. 6.4 Work safely during home visits, transport and lone work, and report incidents or concerns as soon as practicable.	• Wellbeing and safety concerns are responded to, documented and escalated appropriately. • Safety plans are proportionate, current and developed with rangatahi wherever practicable. • Advice is sought when situations exceed the employee's competence, authority or service scope. • Practice demonstrates ethical decision-making, professional boundaries and compliance with Number 10's safety procedures.
7. Supervision, development and organisational responsibilities.	7.1 Attend supervision, performance reviews, training and professional development activities. 7.2 Use supervision to reflect on practice, cultural responsiveness, workload, risk and professional boundaries. 7.3 Maintain the qualifications, certifications, safety checks and driver licence requirements for the position. 7.4 Follow Number 10's health and safety requirements and contribute to a respectful, inclusive and culturally safe workplace. 7.5 Undertake other duties reasonably related to the purpose and level of the position, following discussions with the Social Services Manager.	• Supervision and required organisational meetings are attended and prepared for. • Mandatory training, checks, qualifications and certifications remain current. • Agreed professional-development and performance-review actions are completed. • Conduct is consistent with Number 10's values, policies and expected standards of behaviour.

Functional relationships

This position is closely connected with all the Social Services team and Clinical staff at Number 10. This position forms an integral part of the Number 10 (SYOSS) team.

- Director
- Managers
- Youth Workers
- Clinical- Nurses and GPs
- Students and volunteers
- Office Staff
- External organisations and services
- Community Networks (Health, Social support, Community and Youth services)

PERSON SPECIFICATION

Essential

- A minimum Level 4 qualification in youth work, health, social services or another directly relevant field.
- Experience engaging and supporting rangatahi, gained through employment, supervised placement, volunteering or other relevant practice, and awareness of factors that may affect rangatahi wellbeing.
- Ability to build respectful relationships with rangatahi and whānau and contribute to strengths-based, trauma-informed and culturally responsive support.
- Ability to communicate effectively with a wide range of people.
- Ability to work collaboratively, maintain professional competence and promptly seek guidance or escalate concerns when required.
- Commitment to applying Te Tiriti o Waitangi and Te Whare Tapa Whā in practice.
- A current full New Zealand driver licence, eligibility to work in New Zealand and ability to meet Number 10's safety-checking requirements.

Desirable

- Experience supporting rangatahi with multiple or moderate-to-complex needs.
- Experience with assessment, goal-planning, one-to-one youth work or group programmes.
- Knowledge of Southland community networks and support services.
- Current first-aid certification, or willingness to obtain it within an agreed timeframe.

Name: _____ Signature: _____ Date: _____