

Youth Worker

Position Description



real.
Because it's your life

About Real

Real is aimed at supporting young New Zealanders to grow confidence, realise their potential and achieve their dreams.

We believe that by supporting young people in a way that recognises their uniqueness, fewer will go on to need adult mental health and addiction services later in their lives.

Throughout the country our team's support young people to build life skills, resilience and strong connections with their family and whānau, friends and communities.

Visit www.real.org.nz to learn more about our services.

The chart below is Real's philosophy. It tells the story of our dream, our challenge, our focus and who we are as an organisation.



Youth Worker

- REPORTS TO:** Team Coach
- LOCATION:** Lakes, based in Rotorua
- PURPOSE:** To work with young people using our service in a way that recognises the developmental stage of their life and helps them on their journey to reach and maintain optimum physical, emotional and spiritual wellness.
- RELATIONSHIPS (INTERNAL)** Real and Pathways employees, Wise Group employees.
- RELATIONSHIPS (EXTERNAL)** Young people using our services and their families and whānau, health providers, social and education sectors, community spaces, schools.

Service Description

The Real youth service in the Lakes District works closely with schools and health centres to provide a unique service to the young people/rangatahi of the Lakes DHB region. Our team includes psychologists experienced in working with young people, working with youth workers who actively engage with young people in environments that are familiar to them, supporting the development of problem solving, life skills and resilience.

Our aim at Real is to provide wellness opportunities that enable young people to live their dreams and thrive in their communities. We believe in the positive power of friendship as a means to support young people to realise their potential; we work to strengthen young people, families and whānau by providing opportunities for participation, education and access to other supports as required.

Requirements of the position

Attitudes and attributes	Responsibilities	Outcomes
<p>Collaborative</p> <p>Have a strong belief in our inspirational dream that young people can feel great about their futures and help shape their communities.</p> <p>You believe in the ability for people to find and be the solutions to their challenges.</p> <p>You understand the importance of working 'with'</p>	<p>Planning with young people</p> <p>You work with young people planning a suite of activities and programmes individually designed to help them meet the goals that you have both collaboratively established.</p> <p>Family and whānau</p> <p>You will involve family and whānau in service provision.</p> <p>Real will build whanau wellbeing and ensure that</p>	<p>Person-centred plans</p> <p>Plans are person centred; young people supported have a sense of ownership and engagement of their goals.</p> <p>Family and whānau feel included</p> <p>Family and whānau will feel included in Real. They will get information and access to support as they require.</p> <p>Where appropriate they will</p>



<p>people and enabling them to be their very best.</p>	<p>family are engaged and aware of where to access support.</p> <p>Collaborate with colleagues from other health and wellbeing services You work closely with clinical service staff in designing personalised support plans for people and you develop strong connections with other health and social services and ensure that young people using Real are connected to these services.</p> <p>Connecting with community You will help young people and their whānau to identify, establish and participate in relevant community groups and activities.</p>	<p>participate in provision of support.</p> <p>Joined up services Services and resources are used most effectively to achieve positive outcomes for young people and their whānau, to ensure that they experience a seamless service experience.</p> <p>Young people help shape their communities</p>
<p>Wellbeing focused You pay attention to your own mental, emotional and spiritual wellbeing.</p> <p>You believe in the value of living well and exercise is good!</p> <p>You are smoke free and addiction free and look after your physical health.</p>	<p>Modelling You model a healthy lifestyle, actively encouraging others to take small steps every day to improve their overall wellbeing.</p> <p>You model resilience.</p>	<p>Young people can identify and implement actions for change</p> <p>Plans demonstrate a philosophy of total wellbeing.</p> <p>Young people are supported to take steps to improve their overall wellbeing.</p>
<p>Inspiring, innovative, motivated and trusted Real staff have a vibrant and get-up-and-go approach to life. You are enthusiastic, love your job and have a 'whatever</p>	<p>Fun, fresh and exciting You come up with creative solutions to daily problems. You help the youth you work with to develop creative solutions to their own challenges.</p>	<p>People relate with Real staff People who use Real services experience strong and trusting relationships with Real staff.</p> <p>Young people realise their strengths</p>



<p>it takes' approach to having good things happen.</p> <p>You believe in the potential of all people and show hope in all you do.</p> <p>You can motivate, inspire and create excitement about life.</p>	<p>Recognising strengths and resiliency You work with people's strengths, hold hope and encourage people to recognise their ability to overcome adversity.</p> <p>Ethical relationships You will work with people at all times with integrity, honesty and trust.</p>	<p>People using Real services can understand their unique strengths and abilities and know how to use these to continue to achieve their ambitions.</p> <p>Accountability Staff are accountable to the people they serve, to Real quality processes and for their actions that result in Real being perceived as an awesome, outcome-focused organisation.</p>
<p>Knowledgeable and connected</p> <p>You're curious and a natural learner. You apply the knowledge and skills you have every day.</p> <p>You like to connect with people and are confident in a variety of social settings.</p>	<p>Developmentally right responses You relate to people with a good understanding of developmental stages and life-issues that occur for young adults.</p> <p>Culturally right responses You are familiar with the appropriate actions required when working with Maori. This may include entry level te reo Maori, tikanga and kawa associated to local iwi and hapu and, the recognition of mana whenua and mana tangata.</p> <p>Valued relationships You actively work to build relationships with young people, their whanau and community, demonstrating a knowledge of whakapapa, the roles within whanau and community.</p> <p>You understand the importance of being amongst</p>	<p>People reaching their potential People can set goals and get what they need from Real to reach them.</p>



	young people and their whānau.	
Team Player	<p>Check in with your work mates Teamwork, collaboration, cooperation and care are the vital ingredients in your team and lead how you act with peers.</p> <p>Documentation and quality Your work is of high quality and follows Real policy and processes.</p>	<p>Team unity Teams at Real will be strong and connected reflecting our Peak Performance purpose.</p> <p>Work practices are safe for self and others.</p> <p>Policies and procedures are understood and followed as designed. All safety and wellbeing reportable events are accurately reported within specified timeframes.</p>

In addition to the Real specific role expectations, as part of Pathways and Wise Group there are some standard things we expect of all our staff.

Attitudes and attributes	Responsibilities	Outcomes
Be your very best	<p>Plan regular uninterrupted times to meet with the Service and Relationship Manager to review your 90-day plan and seek feedback on performance.</p> <p>Actively develop personal leadership skills.</p> <p>Develop a learning and personal development plan with your manager and implement this plan as agreed.</p> <p>Share knowledge gained from professional development experiences.</p> <p>Work in a culturally safe and respectful manner incorporating the principles of the Treaty of Waitangi, and be mindful of the cultural diversity of the community.</p> <p>Role model a healthy lifestyle.</p>	<p>You are well prepared for any forums and meetings, sharing what's working and what's not and bringing solutions for improvement.</p> <p>Your skills are current and your innate curiosity means that you are always seeking new learning opportunities.</p> <p>You demonstrate behaviour that is consistent with equitable practices.</p> <p>Evidence of Treaty of Waitangi principles are reflected in everyday practice and future organisational planning.</p>



<p>Think and Act as One</p>	<p>Participate in creating a culture of think and act as one.</p> <p>Actively participate in and contribute to national leadership forums and regional meetings.</p> <p>Represent Pathways and the Wise Group in a professional manner at all times</p> <p>Provide positive and effective participation and collaboration with other parts of the Wise Group in the achievement of challenges.</p> <p>Take responsibility for executing assigned tasks and projects in accordance with agreed performance standards.</p>	<p>The Wise Group based services feel connected to each other's work and each other.</p> <p>You are highly regarded for your contribution nationally within the organisation.</p> <p>The service continually repositions itself to meet perceived future need.</p> <p>Projects and tasks are completed within agreed timeframes to agreed standards.</p>
<p>Be committed to safety and wellness in the workplace</p>	<p>Take responsibility for personal wellbeing and health management within the workplace.</p> <p>Comply with legal obligations and safety and wellbeing policies and procedures.</p> <p>Role model excellent safety and wellbeing practices by reporting identified workplace incidents, near misses and/or hazards through the safety and wellbeing system as per Wise Group safety and wellbeing policy and procedure.</p> <p>Be committed to safety and wellbeing by following the Wise Group roles and responsibilities table (located on The Well).</p>	<p>Work practices are safe for self and others.</p> <p>Policies and procedures are understood and followed as designed.</p> <p>All safety and wellbeing reportable events are accurately reported within specified timeframes.</p> <p>Review performance of direct reports against safety and wellbeing responsibilities.</p>

Accountabilities

AUTHORITY

- Financial - Nil
- Operational - Nil

DIRECT REPORTS

- Nil

	Essential	Preferred
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<p>Practical and technical knowledge</p>	<ul style="list-style-type: none"> • National Certificate in Mental Health and Addiction Support Work (level 4) or National Certificate in Youth Work • A full drivers licence • An understanding of information technology in particular Microsoft Office applications • A commitment to a smoke-free lifestyle. 	<ul style="list-style-type: none"> • A current first-aid certificate • An understanding of trauma-informed care and working with young people in a solutions focussed way
<p>Experience</p>	<ul style="list-style-type: none"> • Experience working with young people in a wellbeing setting. 	<p>Experience in mental health.</p>

