

# Youth Worker

Position Description



**real.**  
Because it's your life

## About Real

**“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. We believe that everyone can shape their own future and live well.”**

### **Creating wellness and wellbeing**

The focus of Real is about loving life. Young people want to experience wellbeing in all aspects of their lives. Real is focused on helping young people build confidence, resilience and wellbeing.

### **The positive power of friendship**

Real services include components of young people helping others, focus on including the friends of young people using services and support people to build and maintain positive relationships with their friends.

### **Young people have mana**

Real recognises the needs for services to be developed specifically for the changing needs of young people. Service development will understand and respond to the ‘worlds’ that young people inhabit (school, community, job seeking, social, whānau etc) and will focus on supporting a young person’s active participation in these worlds. Real respects that young people can take charge of their own lives and futures.

### **Fun, creative and hopeful**

Real is vibrant and personalised – it responds to the uniqueness of the young people it supports.

### **The importance of family, whānau and community connections**

Real supports and strengthens families and whānau connections. Real works collaboratively with all aspects of the social and education sectors that young people and their families have contact with. Real is part of young people’s communities and will be visible in their environments (schools, community spaces, online spaces).

### **Keeping it real**

Real is honest and transparent with young people. The language used is understandable, the decisions made occur with consultation and communication, the ease of access and re-access is simple. Real is easy for people to understand and is a relaxing experience of service provision.

### **Young people can realise their own potential**

Real has a preventative focus. Real strives to enable young people to live their lives well without the ongoing need for adult mental health services. Responding to trauma, supporting social connections and healthy development, growing confidence and strengthening familial and social bonds will result in young people pro-actively taking charge of their lives and their wellbeing.



## The Real service is supported by Pathways Health Limited, part of the Wise Group.

The Wise Group is a family of charitable companies and is one of the largest providers in the New Zealand mental health sector. Our work spans across health and wellbeing services, education and training, software development, philanthropy and employment.

Working together means the entities in the Wise Group can work collaboratively – sharing knowledge and expertise to create fresh possibilities for the wellbeing of people and communities.

Pathways is the founding member of the Wise Group. Pathways was formed in 1989 by a group of community organisations and individuals concerned about the homelessness of people in the Waikato with mental illness. Pathways is registered as a charitable company.

With the recognition that people do recover and their needs change, Pathways has continued to evolve and develop a wide range of innovative support choices, looking for inspiration from people using Pathways' services, employees and families, and to examples of best practice elsewhere in New Zealand and internationally.

Today Pathways provides mental health and wellness choices in regions around New Zealand and is one of the largest mental health service providers in the country. The face of mental health services in New Zealand today is vibrant and exciting, and Pathways' journey is far from over.

## Peak Performance

Peak Performance is about enabling individuals and organisations to continuously exceed their best in the pursuit of an inspiring purpose. It's about becoming the best we can be. 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.

**Inspirational dream:**  
Young people are the  
leaders in building strong  
compassionate communities

**Spirit:**  
Loving  
Life

**Focus:**  
Keeping  
it Real

Fun  
Creative  
Hopeful  
Motivated  
Vibrant  
Connected

**Greatest imaginable  
challenge:** Everyone wants  
Real in their community

**Real beliefs** **Ngā uara a Real**  
I am valued E kaingākauria mai ana ahau  
I am accepted E tautokona mai ana ahau  
I am cared about E arohaina mai ana ahau  
I have a voice E whaireo ana ahau  
I have opportunities to succeed He pae tawhiti oku hei whai iā tata mai  
I am being heard E rangona mai ana ahau  
I am healthy and well E pakari ana taku hauora  
I am contributing E whaiorou ana ahau  
I am thriving E ora rawa atu ana ahau

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Real is the youth brand of Pathways

**real.**

# Youth Worker

**REPORTS TO:** Team Coach

**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. To provide assessments and treatment to young people using Real’s services and their families and whānau.

**RELATIONSHIPS (INTERNAL)** Real and Pathways employees, Wise Group employees.

**RELATIONSHIPS (EXTERNAL)** Young people using our services and their families and whānau  
 Social and education sectors  
 Community youth spaces  
 Schools  
 District Health Board  
 Non-government health organisations  
 Clinical and support staff, mental health services  
 Primary health providers & GP’s  
 Community NGO’s and counsellors

## Service Description

The Real youth service works closely with, Oranga Tamariki, Youth Justice schools and health centres to provide a unique service to the young people/rangatahi in the region. Our team includes youth workers who actively engage with young people in environments that are familiar to them. We believe in the positive power of friendship as a means to support young people to realise their potential.

## Requirements of the position

Attitudes and attributes	Responsibilities	Outcomes
<p><b>Get cracking</b>            Real staff have a vibrant and get-up-and-go approach to life. You are enthusiastic, love your job and have a ‘whatever it takes’ approach to having good things happen.</p> <p><b>Physical exercise</b></p>	<p><b>Thinking green</b>            Real promotes sustainability in all its actions - you think and act green and remain committed to conservation.</p> <p><b>Check in with your work mates</b></p>	<p>Real is recognised as a <b>sustainable organisation</b> where all staff are committed to environmental, organisational and social sustainability.</p> <p><b>Team unity</b></p>



You believe in the value of living well and exercise is good!

You are smoke free and addiction free and look after your physical health.

**Mindfulness**

You pay attention to your own mental, emotional and spiritual wellbeing.

**Working with**

You believe in the ability for people to find and be the solutions to their challenges. You understand the importance of working 'with' people and enabling them to be their very best.

**Motivational**

You can motivate, inspire and create excitement about life. You believe in the potential of all people and show hope in all you do.

**Think in fresh and exciting ways**

You're innovative and can come up with creative solutions to daily problems. You help the youth you work with to develop creative solutions to their own challenges.

**Awesome communication skills**

You use your fantastic communications skills in all aspects of your life to strengthen relationships and connections.

Teamwork, collaboration, cooperation and care are the vital ingredients in your team and lead how you act with peers.

**Planning with people**

You work with people planning a suite of activities and programmes individually designed to help them meet the goals that you have both collaboratively established.

**Ethical relationships**

You will work with people at all times with integrity, honesty and trust.

**Developmentally right responses**

You relate to people with a good understanding of developmental stages and life-issues that occur for young adults.

**Recognising strengths and resiliency**

You work with people's strengths, hold hope and encourage people to recognise their ability to overcome adversity.

**Family and whānau**

You will involve family/whānau in service provision. Real will build whanau wellbeing and ensure that family are engaged and aware of where to access support.

**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

Teams at Real will be strong and connected reflecting our Peak Performance purpose.

**People reaching their potential**

People can set goals and get what they need from Real to reach them.

**People relate with Real staff**

People who use Real services experience strong and trusting relationships with Real staff.

**People realising their strengths**

People using Real services can understand their unique strengths and abilities and know how to use these to continue to achieve their ambitions.

**Family and whānau feel included**

Family and whānau will feel included in Real. They will get information and access to support as they require. Where appropriate they will participate in provision of support.

**Accountability**

Staff are accountable to the people they serve, to Real quality processes and for their actions that result in Real being perceived as a real awesome, outcome-focussed organisation.

**Work practices are safe for self and others**

Policies and procedures are understood and followed as designed. All safety and wellbeing reportable events



	<p>and social services and ensure that young people using Real are connected to these services.</p> <p><b>Documentation and quality</b> Your work is of high quality and follows Real policy and processes.</p> <p><b>Be committed to safety and wellness in the workplace</b> Take responsibility for personal wellbeing and health management within the workplace. Comply with legal obligations and safety and wellbeing policies and procedures. 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</p>	<p>are accurately reported within specified timeframes.</p>
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## Accountabilities

### AUTHORITY

- Financial - Nil
- Operational - Nil

### DIRECT REPORTS

- Nil

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



	<ul style="list-style-type: none"><li>• A commitment to a smoke-free lifestyle.</li></ul>	
<b>Experience</b>	<ul style="list-style-type: none"><li>• An ability to work shift work and rosters.</li></ul>	

