**Job Title: Kai Takotonoa**

**Department:** Operations

**Responsible to: Team Manager Rangatahi**

**Purpose Statement:** To work as part of an integrated team providing support to Rangatahi and their whānau, helping them identify needs and achieve goals through delivery of programmes, services and referrals, and guiding them towards independence.

**Kai Takotonoa is a community based role where assignments in community teams and locations are based on the wider team skill and resourcing needs.**

**Mission:** Mauri ora ki te Mana Māori

Realising Whānau Potential

**Values: Whānaungatanga:** We are customer driven / whānau led and actively foster and form positive relationships, partnerships, alliances and connections

**Kotahitanga:** We are kaupapa driven and work with each other and others to enhance whānau potential

**Kaitiakitanga:** We exhibit custodianship and are stewards of our resources to advance the kaupapa

**Whakamana:** We are outcome focused and recognise, respect and

uphold mana

**Key Relationships: *Internal*** - Taiora, Parenting Programmes, Hauora Heretaunga and Other TToH Services

***External*** Child, Youth and Family, Rangatahi, Employers, Education and training Providers, Police, Secondary Schools, Social Support Service Providers and Agencies , Whānau support, peers and support people identified by clients, Work and Income

**VCA Role:** Core Children’s Worker

**Structure:** Refer to Structure Chart

**KEY ACCOUNTABILITIES**

***Kaupapa Te Taiwhenua o Heretaunga***

* Contribute to the delivery of effective, integrated, whānau-led services as part of a team and individually
* Work with manager and colleagues in a respectful and professional manner at all times maintaining focus on the kaupapa and doing what it takes to advance the kaupapa.
* Develop knowledge of the wider support network that TToH offers whānau, and promote whānau access to that support
* Understand and promote all aspects of the TToH Kaupapa
* Adhere to and apply TToH values in all aspects of TToH’s work
* Participate in TToH kaupapa activities, including karakia, waiata and marae noho
* Take opportunities for cultural development to advance understanding, competence and contribution to the kaupapa
* Participate in TToH systems including the Management Operating System (MOS) and Tu Kahikatoa performance system, to maintain focus and achievement of performance deliverables
* Adhere to organisational and professional quality standards and work within team to promote continuous improvement of policies, procedures and practices
* Participate in regular peer supervision and/or professional supervision
* Work in a reflective manner and take opportunities for self-development

***Whānau Ora Practice***

* Develop understanding of the communities that TToH works with
* Be responsive to whānau needs and apply a holistic approach to aligning those needs, priorities and aspirations with the care and support they are offered
* Apply Te Ao Māori world view, tikanga and TToH values, to establishing trust, building rapport, and working with whānau
* Set high expectations of success in outcomes for whānau. Empower, motivate, and build whānau capability and connectedness; support whānau toward achieving independence
* Build and maintain knowledge and understanding of TToH values and internal/external channels of care and support available for whānau
* Work collaboratively with other TToH staff to enable the provision of flexible and integrated care and support for whānau
* Build long-term relationships between TToH and whānau through contract activities, values-based support and cultural connection

***Role Specific Accountability***

***Rangatahi Specific Services***

* Engage with rangatahi to understand and identify current circumstances and eligibility to join Rangatahi Services.
* Support rangatahi to develop appropriate goals and achieve those goals.
* Develop relationships with whānau and consult with them when appropriate.
* Assist rangatahi to connect with and remain connected to whānau/support systems.
* Manage rangatahi needs and enquiries, ensuring full access to opportunities, support and entitlements.
* Link rangatahi and their whānau to appropriate support services.
* Actively manage caseloads taking account of relevant standards, contract milestones and targets.
* Develop support worker skills and maintain regular contact with Rangatahi to meet their support and need requirements.
* Ensure a consistent strengths-based approach to youth development and emphasise importance of continued education.
* Identify rangatahi educational and work readiness and ensure they access support and services required.
* Create opportunities and support Rangatahi to actively participate and engage in education, employment or training.
* Build knowledge about rangatahi development through information and research.
* Establish and maintain relationships with local Māori community, schools, community groups and other networks pertaining to your particular field.
* Provide clear notes and hand over plans to ensure fluid cover in times of staff absences.
* Provide a case management approach to delivery and monitoring of clients until the service is no longer necessary.
* Share knowledge amongst team to grow the team’s effectiveness and efficacy.
* Participate and complete allocated tasks in projects to grow Rangatahi Services.

***Assessing, Connecting and Supporting Whānau***

* Engage whānau through referrals and walk-ins using the agreed process and appropriate tools.
* Assist in Te Wairatahi and across other teams with whānau engagement.
* Identify whānau needs ensuring easy access to services and support.
* Assist whānau to manage needs in areas such as, but not limited to; health, employment, housing, education, wellbeing, and day-to-day living.
* Listen and identify the needs of whānau and prioritise work to help those with greater needs and a willingness to accept the support.
* Support whānau to develop goals, achieve those goals and, where appropriate, complete.
* Ensure the welfare of children is protected, staying alert to issues and following child protection guidelines where issues arise.
* Work with team to identify the contribution that you and other team members can make to support whānau goal achievement and independence.
* Link whānau to appropriate support and help them to connect with and remain connected to their whānau and sources of support.
* Ensure whānau get the right support for their needs, referring where your team is not able to meet needs.
* Work with whānau in a way that enhances future independence.
* Deliver whānau service in a way that is safe, welcoming, friendly, professional and non-judgmental.
* Advocate for, educate and support whānau to achieve goals, helping them find their own voice.
* Assess and observe whānau being alert to safety issues for you, whānau or others involved, conducting background checks if safety concerns arise and ensuring that safety issues are updated in information systems promptly.
* Regularly review plan, monitor progress, and follow up on agreements made to support whānau. Being alert to difficulties achieving goals or opportunities to advance goals.

***Administration and Data Management***

* Open up new whānau on multiple information systems (i.e. databases) as required.
* Enter whānau notes into assigned information systems, keeping notes appropriate, accurate, comprehensive, relevant and timely, and meeting internal and external audit standards.
* Update whānau demographics and contact details as information comes to hand.
* Use TToH systems for managing time, keeping appointments transparent.
* Report daily work and appointments at the end of each day.
* Maintain confidentiality of whānau and organisational information at all times.
* Record and provide data and/or reports relating to your role as and when required by management.

***Teamwork***

* Be a resource to the team. Work collaboratively; contribute and share knowledge, skills, abilities to achieve organisation and whānau goals
* Initiate and nurture effective working relationships with team members, experts and networks
* Manage workload in accordance with all relevant standards and contract requirements, meeting assigned milestones and targets
* Carry out assigned duties as directed by manager, remaining flexible and able to carry out different tasks or work in different teams as required
* Prioritise attendance at Team meetings to ensure consistent messaging and understanding, and delivery of care and support to whānau or colleagues
* Provide support and training to others as part of in-service training in areas of expertise

***Sector Knowledge***

* Maintain knowledge, understanding and current developments of relevant sector to inform service delivery.
* Identify and understand the local trends and barriers for whānau through engagement and feedback.
* Understand and adhere to the Vulnerable Children’s Act.

***Health and Safety***

* Work safely and keep others safe at work, maintaining familiarity with health and safety policy and procedures.
* Promote and participate in health and safety, maintaining a safe workplace, and ensuring that any safety equipment is used correctly at all times.

***Quality and Development***

* Participate with the team in continuous quality improvement processes.
* Participate in internal and external audit processes as required.
* Contribute to all service/contracted objective, targets, and outcomes.

***Other Duties***

* Carry out additional duties from time to time as requested by management.
* The key accountabilities of the role may change from time to time so that TToH is able to adapt to changes in the business environment.

***Specialised Rangatahi Delivery Areas/Units Specific Accountabilities***

Ensure Rangatahi clients have a wraparound service in the following areas:

**Extension Programme**

* Manage active case load ensuring plans for Rangatahi contain objectives relating to employment goals
* Provide guidance, encouragement and practical support to Rangatahi so they engage with appropriate support services to help them to overcome barriers to work based learning and employment
* Broker and support Rangatahi to access employment

**NEET**

* Manage active case load ensuring plans for Rangatahi contain objectives relating to education, training and employment goals
* Provide guidance, encouragement and practical support to Rangatahi so they engage with appropriate support services to help them to overcome barriers to entering education, training or work based learning
* Support Rangatahi to enter, participate and remain in education, training or work-based learning leading towards NCEA Level 1 – 3, NZQA Level 4 or equivalent

**Youth Parent Payment, Youth Payment including Young Partners**

***Ensure Rangatahi clients:***

* Access a YP/YPP benefit in a timely, professional manner
* Access a budgeting course
* Are monitored and complying with their benefit/activity obligations
* Are provided with guidance, encouragement and practical support so they engage with appropriate support services to help them overcome barriers to entering education, training or work based learning
* Enter, participate and remain in education, training or work-based learning leading towards NCEA Level 1 – 3, NZQA Level 4 or equivalent

***Ensure Young Parent Payment clients:***

* Access a parenting programme
* Enrol with a Well Child Provider
* Register their Tamariki with a Primary Health Organisation
* Make sure their child is in Early Childhood Education or other suitable childcare when they are in education or training, doing other activities related to their obligations, or working part-time

***Support Young Parent Payment clients:***

* To ensure their Tamariki are up to date with immunisations
* Ensure youth payment rangatahi are monitored to ensure they are complying with their activity obligations.

**Attendance Services**

* Work with tamariki –rangatahi and their whānau to assess what issues that are affecting their attendance at school.
* Work with tamariki –rangatahi and their whānau to develop a plan that will lead to improved attendance at school.
* Provide regular one-to-one follow up clients/whānau.
* Identifies and link tamariki – rangatahi to appropriate services to support them improve attendance at school.
* Assist rangatahi to a position where they can make effective use of their whānau and community networks.
* Work with schools and whānau to ensure that clients are enrolled at school.
* Partners with schools to identify tamariki – rangatahi whose attendance at school is of a concern.
* Provide support to schools for whānau who are currently not enrolled or engaged in education.
* Participate in relevant and appropriate sector forums.
* Conduct evaluations of attendance services regularly
* Work with internal services, schools and stakeholders to identify and recommend solutions and projects to reduce truancy

**Youth Driver Licence Mentoring Programme**

* Provide high quality driver licence mentoring and training while providing pastoral support to whānau who access the Takatū services.Driving and Technical skills
* Provide high-quality support for referred whānau/clients who want to progress their aspirations
* Instruct and mentor learning drivers who want to obtain their Learners, Restricted, Full or Endorsed licences
* Consistently role model good defensive driving skills
* Keep updated with relevant driving legislation and regulations
* Actively participate in local and national relevant driving licencing networks and relationships
* Engage, connect and support whanau through the whole process
* Keep a calm and patience temperment throughout the learning journey
* Adjust engagement skills, based on the individual client/whānau needs
* Monitors whānau/clients levels of wellbeing, ensuring that any concerns/incidents or accidents are reported and documented appropriately.
* Liasie with Te Wairatahi around referral pathways and communication channels
* Display a high standard of professionalism at all times
* Ensure documentation and notes up to date within WhānauTahi Navigator
* Record data entry on internal and external Contract Funders templates
* Coordinate Mihi Whakatau and Graduations to a high standard.
* Completion of regular monthly and quarterly reporting to a high standard.
* Provide positive messaging for whānau to improve their health and well-being and refer to relevant support services
* Encourage health-promoting behaviours
* Provide pathway support towards employment and/or education
* Encourage aspirational planning and goal setting

**Person SpecificationS**

***Essential Qualifications***

* Current and valid full driver’s license
* I Endorsed Qualification (applies to Driver License Programme only)
* Current First Aid Certificate

***Desirable Qualifications***

* Diploma in Youth Work or Social Work (or equivalent), or working towards

***Essential Knowledge and Experience***

* Experience and knowledge of current rangatahi and tamariki issues and culture
* Computer literate, able to enter data in databases
* Competent in Microsoft Office products
* Proven experience working effectively within the community
* Able to motivate, educate, empower, coach and influence whānau
* Able to work well as part of an integrated team
* Able to develop relationships, networks and communicate effectively with a wide range of stakeholders

***Desirable Knowledge and Experience***

* Social services experience
* Local community employer, education, social services and training networks
* Relevant experience in youth, social services related field

**PERSONAL ATTRIBUTES**

***Essential***

* Strong work ethic
* Able to carry out the physical aspects of the role
* Can do attitude
* Team player
* Committed to whānau
* Confident, Resilient and resourceful
* An openness to learn Tikanga and Te Reo Māori
* Honest and reliable