**Job Title: Te Kai Ringahora Rangatahi/Youth Peer Support Worker - Mahea**

**Department: Operations**

**Responsible to: Te Kaiarataki Hauora/Clinical Leader - Mahea**

**Purpose Statement:** To work in a multi-disciplinary team to deliver a holistic primary mental health and addiction service to tamariki/rangatahi ages 12-24 years who are experiencing a low to moderate level of distress. The service will be rangatahi and whanau-centric, safe, effective and achieve positive outcomes.

Te Kai Ringahora/Youth Peer Support Worker will offer youth peer support and work in partnership with other members of the Mahea team to empower, motivate and build the resilience of youth and support their journey towards achieving Mauri Ora.

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

Realising Whānau Potential

**Values: Whanaungatanga:** 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

**Relationships: Internal –** TToH – Oranga Hinengaro and Te Poutama Tautoko AoD Team, Social Services, Clinical and Team Managers.

 **External –** Whatever It Takes Trust (WIT), Kahungunu Executive, Emerge Aotearoa, General Practices, Oranga Tamariki, Oranga Rangatahi, Secondary Mental Health and Addiction services, Community Adolescent and Family Service (CAFs), Justice and Corrections, Maori Providers, Awhina, Birthright, Family Works, Directions, Schools/Kura, Education and Training Providers, and Other Health, Mental Health and Social Service Providers, Ministry of Social Development, Housing, NZ Police and District Courts, Forensic Mental Health, Te Wahanga Hauora Maori (Hastings Hospital).

**VCA Role:** Core Children’s Worker

**Structure:** Refer to Structure Chart

**Key GENERAL 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
* Integrate TToH nga Uaratanga (core values) into daily practices.
* 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

***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
* Comply with established health and safety policies and current NZ legislation
* Ensure adequate safety standards are maintained on the job through consultation, training and supervision
* Report all incidents/accidents and near misses in a timely fashion

***Team***

* Be a resource to the team. Work collaboratively, taking responsibility to maintain positive relationships with peers and team members; 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

***Professional Development***

* Complete all orientation and mandatory training requirements as directed
* Attend Supervision on a regular basis as per supervision contract
* Use supervision sessions appropriately to maximise value
* Participate in approved research and evaluation activities and projects as negotiated via the manager
* Participate in education and/or training courses to ensure up to date knowledge in the fields of mental health, drug and alcohol disorders and treatments, and cultural competencies, as appropriate to the role
* Take responsibility for own professional development and incorporate new knowledge into your practice

***Professional Conduct***

* Ensure all Standard Operating Procedures, Service Guidelines relevant to your work are upheld
* Establish and maintain effective networks and with peers in community services and other related agencies
* Carry out all services in a safe manner maintaining professional boundaries and working with clients in a way that preserves your wellbeing and an effective therapeutic relationship with the client
* Maintain awareness of self, monitoring own wellbeing and responses, and receiving feedback from peers, manager and supervisor in a reflective manner
* Declare and manage potential or actual conflicts of interest relating to client allocations
* Respect the rights of whānau and their families and whānau under the Code of Health and Disability Services Consumers’ Rights

***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 objectives, 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
* You may also be assigned to different work areas and teams to provide service cover and/or broaden your experience and enable priority work to be covered

**ROLE SPECIFIC Accountabilities**

***Assess, Connect and Support***

* Establish trusting and respectful relationships and connections with tamariki/rangatahi children/youth and their whanau through Whakawhanaungatanga, Manaakitanga and Whakakoha Rangatira.
* Engage with tamariki/rangatahi at locations that are safe and accessible for them while ensuring their privacy, security and confidentiality is respected and always upheld.
* Deliver practical and empathetic support to Tamariki / Rangatahi to enhance their development, resilience, and ability to self-manage.
* Work in partnership with Tamariki / Rangatahi and his/her whanau to support in their treatment and recovery.
* Participate in regular Mahea Team hui to discuss new referrals received, allocation to team members, caseload reviews and progress updates and referral pathways to secondary Mental Health and Addiction services.
* Participate with the enrolment/intake and informed consent processes for new referrals. Encourage the participation of family/whānau with the process (with consent).
* Work in partnership with the tamariki/rangatahi and his/her whanau to develop a Holistic strength-based assessment to formulate a Recovery Care Plan with achievable goals
* Develop tamariki/rangatahi Individual Care and Treatment plans based on the assessed needs and agreed interventions that will be provided by their assigned Kai Ringahora Rangatahi in partnership with his/her whanau.
* Identify when there is a mental health risk: escalation in distress, risk to self or risk to others and immediately involve the appropriate clinical input. Discussion to be held with Te Kaiarataki Hauora for guidance and appropriate crisis intervention to be provided.
* Provide culturally responsive and respectful care and treatment to rangatahi/youth (and where appropriate, their whānau) communicating and engaging effectively, and approaching situations in a manner that is non-judgemental, meaningful and relevant to them. Access Pou Taunaki or Pou Tikanga for appropriate cultural intervention and support.
* Support access to and coordination of other self-management support, culturally specific interventions, peer support and access to other internal and external health, mental health and social services support.
* Collaborate and network with other community groups, services and agencies to support the coordination and integration of care
* Participate in the transition or exit of tamariki/youth from the service and provide any additional follow up if required to ensure they are self-managing and to ensure they are aware of how to access support if required in the future.
* Update databases/client management system and complete all documentation and administration relating to clients as required by the service.
* Document case notes and provide care in accordance with service protocols.
* Actively participate in the gathering of service user feedback to support service improvement.
* Identify training needs to support quality practice and effective service delivery
* Be familiar with and work to the programme service specifications as outlined in the Mahea Service Delivery Manual.

**Person Specifications**

***Essential Qualifications***

* Hold (or be working towards) a Level 4 qualification in Mental Health and Addictions and/or;
* Any relevant qualification relating to education, health, mental health or social services
* Hold a clean, current and valid Full Driver’s License
* Children’s Worker Safety Check (including Police Vetting) with no history that would require exemption

***Essential Skills, Knowledge and Experience***

* Awareness and a commitment to understanding the implications for Maori health that are implicit in the Treaty of Waitangi
* Willingness to support and participate in the organisation’s commitment to biculturalism, multiculturalism and Rangatiratanga
* Understanding of Tikanga and Te Reo Maori
* Knowledge and experience working with tamariki/rangatahi and whanau
* Knowledge and experience working in the education, health, mental health or social services sectors
* Be able to build rapport and trust, and establish meaningful relationships with tamariki/rangatahi and whanau
* Be well connected to the tamariki/rangatahi sector through already established networks and pathway connections
* Have an ability to support tamariki/rangatahi by connecting them with appropriate tamariki/rangatahi friendly health, education, community, or social services to achieve positive outcomes
* Able to relate to a wide range of people, motivate them that will enhance their personal skills and attributes
* Able to motivate, educate, empower, coach and influence whānau
* Able to work well as part of a team – Kotahitanga
* Able to facilitate Hui involving whai ora and his/her whanau and whanau tautoko
* Excellent verbal and written communication skills
* Excellent organisation and time management skills
* Excellent skills with Microsoft Office packages
* A willingness to undertake professional development/training relevant to the position.

***Desirable Knowledge and Experience***

* Knowledge and understanding of the Whanau Ora model of care
* Established relationships with other relevant health, mental health and social services
* Knowledge of Maori Models and Frameworks would use in your psycho-social need assessments
* An understanding of the statutory requirements of the Vulnerable Children’s Act 2014, Privacy Act 2020 and the Health and Disability Service Standards, Mental Health Act 1994

***Personal Attributes***

* A passion to tautoko/support tamariki/rangatahi and their whanau to achieve their dreams and aspirations
* Empathetic
* Compassionate
* Non-judgemental
* Excellent communicator
* Self-motivated with the ability to inspire and motivate others
* A problem solver with a high level of initiative
* Committed to the Kaupapa ‘Whanau Ora’
* Adaptable/flexible
* Strong work ethic