



TE AKA ORA CHARITABLE TRUST

## Teen Dad & Volunteers Support Worker Position Description

**Position Title:** Teen Dad & Volunteers Support Worker

**Reports to:** Chief Executive Officer through Practice Leader

**Location:** 232 Rutene Road, Gisborne and 9 Temple Street Gisborne.

**Accountability:** Practice Leader and Chief Executive Officer

**Functional Relationships:** TAO Colleagues, Whanau, Teen Parents, Police, Oranga Tamariki, Welfare, Health and other Community Agencies, other Youth Work Organisations and Local Marae and Teen Parent Community Groups

<b>Range of Specialist Areas covered by job</b>	<p>The job holder must have significant experience in most of the following areas:</p> <ul style="list-style-type: none"><li>• Case management</li><li>• Counselling, social work and/or youth development work</li><li>• Collaborative and inter-disciplinary service provision</li><li>• Service delivery information, reporting and measurement</li><li>• Cultural safety</li><li>• Conflict resolution</li><li>• Competencies with Confidentiality and Information sharing.</li><li>• Co-Ordination of Volunteers</li></ul>
<b>Qualifications</b>	<ul style="list-style-type: none"><li>• A qualification in counselling, social work or youth work is preferred</li><li>• Experience in a community organisation and inter-disciplinary services delivery team environment are also of considerable relevance</li></ul>
<b>Job Expectations</b>	<ul style="list-style-type: none"><li>• To support teen fathers to gain information and skills to prepare for the birth of their child, to parent well and to respond to their children's social, health &amp; education needs.</li><li>• To support and enhance teen fathers' life skills, ie employment or further their education.</li><li>• To reduce the likelihood of further unplanned teen pregnancies</li><li>• To reduce the likelihood of the children of young parents being placed in the care of Oranga Tamariki.</li><li>• To provide all feedback and reporting to Te Aka Ora Practice Leader.</li><li>• To provide back up support to other services provided by Te Aka Ora.</li></ul>

<b>Working Hours:</b>	Flexibility is needed within this role given that Te Aka Ora is sometimes a 24 hour, 7 day a week community wide organisation, primary work hours will take place between Monday – Friday, 8am to 4.30pm. As this position is based on a part time basis, the expectations will not exceed 20 hours per week.
-----------------------	--

**Purpose of the Position:**

- To deliver support to Teen fathers to gain information and skills to prepare for:
  - the birth of their child;
  - to parent well; and
  - to respond to their children’s social, health and education needs.
- To provide a brokerage service based on a wrap-around plan in conjunction with the Teen Parent Intensive Case Worker; with Teen Fathers and their children including opportunities for building on whanau relationships strengths and developing new strategies to deal with issues and situations which whanau identify they need support with.
- To provide programmes and community engagement events with Teen Parents in the local Tairāwhiti area.
- To provide support to the Teen House Parent, Teen Parent Intensive Case Worker and other Te Aka Ora services as required.
- To provide support and guidance for Volunteers in the community to work with Teen Parents within Te Aka Ora Services.
- To provide support to whanau within the community needing brokerage services on a voluntary capacity.

**In order to achieve this purpose:**

- The job holder must build and maintain relationships with a wide group of stakeholders, be able to work in a highly collaborative fashion, and promote the benefits of multi-disciplinary approach issues.
- The job holder must demonstrate both professional and personal confidence in the service delivery models and approaches to issues.
- The job holder should have a broad base of social work, youth work and/or counselling experience and be prepared to actively share this to aid the development of their clients, their team and their own whanau.
- The job holder must work collaboratively with their peers in order to ensure quality services are provided to clients on behalf of the organisation.
- The job holder must establish clear personal and professional boundaries to protect themselves, their clients and the organisation.
- Good time management and liaison skills

Key Tasks	Performance Indicators
<b>Key Competencies:</b>	<ul style="list-style-type: none"> <li>• <b>Interpersonal relationships:</b> Relates well to all people, builds rapport and whanaungatanga, and uses diplomacy and tact.</li> <li>• <b>Peer Relationships:</b> collaborative with peers, can represent own interest and yet be fair to others, quickly finds common ground.</li> <li>• <b>Prioritising:</b> quickly zeros in on the critical few, identifies roadblocks, and creates focus on space for individuals to reach their own conclusions.</li> <li>• <b>Approachability:</b> Build a rapport, good listener, easy to approach and talk to, sensitive to, and patient with the interpersonal anxieties of others.</li> <li>• <b>Dealing with Ambiguity:</b> can effectively cope with change, shift gears, decide and act without having the total picture, can comfortably manage risk and uncertainty</li> <li>• <b>Standing alone;</b> can be counted on when times are tough, willing to be the only champion for an idea or position, doesn't shirk personal responsibility</li> <li>• <b>Dealing with paradox:</b> very flexible and adaptable, can be compassionately tough, stand up for self without trampling others, can act differently depending upon the situation</li> <li>• <b>Political savvy:</b> sensitive to how people and organisations function, anticipates where the barriers are and plans approach accordingly, can manoeuvre through complex political situations effectively and quietly in a manner which does not bring the role or organisation into disrepute.</li> <li>• <b>Developmental:</b> provides challenging and stretching tasks and assignments, is a people builder, holds frequent development discussions</li> <li>• <b>Motivating others:</b> creates a climate where people want to do their best, empowers others, makes each individual feel their work is important, is someone people like working with</li> <li>• <b>KOPPS:</b> Understands and ensures all policies and processes as outlined in the Te Aka Ora Key Operations Policies and Procedures are adhered and maintained during and throughout service delivery.</li> </ul>
<b>Confidentiality</b>	Respect and maintain confidentiality rights and dignity at all times
<b>Treaty of Waitangi</b>	Good understanding of the Treaty of Waitangi An ability to implement the Treaty of Waitangi within your daily tasks and practice.
<b>Special Features</b>	<ul style="list-style-type: none"> <li>• The job holder must be able to work collaboratively with others, in particular staff within the Social Services Team, where there are overlapping responsibilities with this role and yet still accept accountability for their own contributions.</li> <li>• They will need to develop relationships of trust and respect and to build credibility through their ability to deliver sound, relevant advice, to tackle sensitive issues in an assertive but non-confrontational manner and to provide support to individuals and groups</li> <li>• Developing and maintaining contact with various Youth focused Networks</li> <li>• Develop and host a Teen Parent Focused Annual Event.</li> <li>• Maintain and co-ordinate a volunteers database</li> </ul>