



**TE AKA ORA CHARITABLE TRUST**

**Te Aka Ora House Support Staff**

**Position Description**

**Position Title:** Te Aka Ora House Support Staff  
**Reports to:** Chief Executive Officer through Practice Leader  
**Location:** 232 Rutene Road, Kaiti  
**Accountability:** Chief Executive  
**Reporting to:** Chief Executive, Executive Assistant, Operations Manager, Practice Leader

**Vision:** In everything we do, we strive to embody the qualities of Mihingaretanga – the love, faith and hope modelled by Te Karaiti

<b>Purpose:</b>	To provide support, guidance and advice that is whānau centred, improving the development, health, welfare, education and general wellbeing of young parents and their child/children	
<b>Position Vision</b>	“Tamariki and Rangatahi growing up with a strong sense of purpose and potential within healthy whanau and communities”	
<b>Aim</b>	“To provide programmes, activities and events for tamariki and rangatahi to help strengthen their health, education and social well being”	
<b>Values</b>	Tikanga, Kawa, Whakamana, Whakawhanaungatanga, Whakapono, Manaakitanga, Mana Tangata, Te Taiao  Kanohi ki te kanohi, pokohiwi ki te pokohiwi, ka whaiwhai tonu atu  <i>Face to face, shoulder to shoulder, work without end</i>	
<b>Functional Relationships:</b>	<b>Internal</b>  Te Aka Ora Staff  Residents of Te Aka Ora House	<b>External</b>  Social, health and education service providers; Government Agencies
<b>Remuneration: FTE: Rotational Shift</b>	To be discussed at final interview.  Options of 3 days on, 4 days off or 4 days on 3 days off.  Working 12 hour shifts, either day shift or night shift.	

## Delivery of Supported Housing for Young parents and Their Child/Children

The aims of providing supported housing for young parents and their child/children are to:

- Improve the safety and stability of housing for vulnerable young parents and their children by providing short term accommodation of no more than six months and support services
- Support early attachment and bonding
- Promote good health, education, and social outcomes for young parents and their children, and economic well being, independence and a future focus for young parents
- Reduce the likelihood of further unplanned teen pregnancies
- Support and enhance young parents' life skills and parenting skills
- Reduce the likelihood of the children of young parents being placed in the care of Oranga Tamariki
- Support young parents and their children to successfully transition from supported accommodation to independent living in the community

### KEY RESULT AREAS

Is accountable for	And is successful when
<p><b>Relationships</b></p> <ul style="list-style-type: none"> <li>• Establish and maintain a trusting, supportive and nurturing relationship with each young parent and their child/children based on mutual respect; and provide a nurturing home environment.</li> </ul>	<ul style="list-style-type: none"> <li>• Young parents report that they have trust and confidence in the Support Staff and feel welcome, safe and a valued addition to the whānau.</li> </ul>
<ul style="list-style-type: none"> <li>• Role model and assist the young parent in learning life skills (e.g.: budgeting, social skills, managing relationships, personal health and nutrition)</li> </ul>	<ul style="list-style-type: none"> <li>• Young parents report that they have learnt and gained practical life skills that will help them when they are 'out on their own'.</li> </ul>
<ul style="list-style-type: none"> <li>• Provide consistent emotional support to help Young Parents make improved/informed decisions and to resolve issues.</li> </ul>	<ul style="list-style-type: none"> <li>• Young Parents and their children respond to and reciprocate praise and affection and Young Parents are better able to make informed decisions in their own lives.</li> </ul>
<ul style="list-style-type: none"> <li>• Foster productive relationships with key social and health workers, key community agencies and providers; and advocate for the best interest of the parents and their child/children.</li> </ul>	<ul style="list-style-type: none"> <li>• All associated internal and external service providers report that the quality of service provided by the Support Staff is exemplary.</li> </ul>
<ul style="list-style-type: none"> <li>• Manage and meet all service contracted objectives, targets and outcomes and perform other tasks as requested by management.</li> </ul>	<ul style="list-style-type: none"> <li>• All service contracted objectives, targets and outcomes are met and Te Aka Ora is viewed favourably by the community.</li> </ul>

<p><b>House Management</b></p> <ul style="list-style-type: none"> <li>• Ensure appropriate, safe and authorised supervision of the House, its occupants and its contents at all times.</li> </ul>	<ul style="list-style-type: none"> <li>• Authorised Supervision is provided in the House on a 24 hour, 7 day per week basis, 100% of the time.</li> </ul>
<ul style="list-style-type: none"> <li>• Preserve the reputation and conduct of the household to a high standard so that it is always perceived as a 'good neighbour.</li> </ul>	<ul style="list-style-type: none"> <li>• External stakeholders report that the conduct and orderliness of the household is exceptional.</li> </ul>
<ul style="list-style-type: none"> <li>• Manage the house effectively and within budget.</li> </ul>	<ul style="list-style-type: none"> <li>• The budget is managed effectively and efficiently and within delegated authority or pre-approved by Management as required.</li> </ul>
<ul style="list-style-type: none"> <li>• Manage the interior and exterior state and condition of the House ensuring safety and minimal damage (except for fair wear and tear) at all times.</li> </ul>	<ul style="list-style-type: none"> <li>• The cost of repairs and maintenance of the House and contents is kept at a minimum.</li> </ul>
<p><b>Planning and Administration</b></p> <ul style="list-style-type: none"> <li>• Manage the referral and acceptance process to maximize the capacity or potential of young Parents to fit into the dynamics of the whānau.</li> <li>• Complete all administrative tasks associated with the position and adhere to the policies, procedures and rules of Te Aka Ora</li> <li>• Ensure that the rules of the organisation and the House are understood by the young parents throughout their occupancy.</li> <li>• Contribute to meetings, training briefings, visits and reviews as requested.</li> </ul>	<ul style="list-style-type: none"> <li>• Dynamic dysfunction in the House is minimal.</li> <li>• And the positive and functional working relationship with the Social Worker is maintained.</li> <li>• Completion of all documentation relating to occupancy is timely and accurate.</li> <li>• Rules are kept by young parents and are regularly reinforced by the Support Staff throughout the period of occupancy.</li> <li>• Routine internal audits and visits are undertaken and /or coordinated to ensure success of the service.</li> </ul>
<p><b>Supervision and Training</b></p> <ul style="list-style-type: none"> <li>• To attend regular training, supervision and coaching sessions as required.</li> <li>• Maintain safety and best practice for the Support Staff, the whānau and the organisation.</li> </ul>	<ul style="list-style-type: none"> <li>• Best Practice is employed in the House.</li> <li>• The Young Parents transition effectively into the community.</li> </ul>
<p><b>Quality and Development</b></p> <ul style="list-style-type: none"> <li>• Ensure and/or contribute to continuous quality improvement to process and procedures within the House and the wider service provided to young parents and their child/children.</li> <li>• Regularly review, plan and report against outcomes as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Continuous quality management improvement processes are being applied and reported to Management through the Operations Manager.</li> </ul>

## **GENERIC JOB REQUIREMENTS**

- Actively participate in Te Aka Ora kaupapa activities including noho marae, tikanga and te reo sessions, waiata, staff meetings etc.
- Input into the development and implementation of annual plans
- Follow and enforce organizational policies and procedures
- Ensure growth and Development of Parents and whanau within a Home and Whanau environment
- Adapt to and maintain a team & physical environment to enhance high quality performance.
- Additional requirements as per Management request.

These responsibilities may be revised from time to time by Management in Consultation with the Employee.

Key Performance Indicators will be used for the purposes of performance planning, appraisal and review along with such other performance targets as may be negotiated.

## **PERSON SPECIFICATIONS:**

### **QUALIFICATIONS**

#### **Essential:**

- A Current Full Drivers License.

#### **Desirable:**

- Diploma in Social Work *or* relevant tertiary qualification;
- Current registration with approved social workers national body or working towards;
- A sound knowledge of child abuse and child protection issues;
- A sound knowledge of health and education issues

#### **Professional Development**

- Child Matters training
- First Aid Training
- To participate with Management in performance appraisal to identify areas for professional development

### **SKILLS AND EXPERIENCE**

#### **Essential:**

- Ability and experience in working with young parents and their child/children
- Role model for good practice for parents
- Ability to work cross culturally
- Knowledge of Tikanga Māori particularly whanaungatanga
- Good written and oral communications skills
- An in-depth understanding of Māori and/or Pacific nation communities and family structures
- Clean Police Record (A Police Check clearance and a MSD Vetting process will be required to be satisfied before position is offered)
- Current First Aid Certificate
- Knowledge of, and willingness to promote the Kaupapa of Te Aka Ora (Organisational Mission, Goals, Philosophies and commitments) and Tikanga Māori

#### **Desirable:**

- Understanding of Tikanga and Te Reo Maori

### **PERSONAL ATTRIBUTES**

#### **Essential:**

- Honesty and Integrity

- Knowledge of Strength Based practice
- Caring and Empathetic
- Non-judgmental
- Reliable
- Sound decision maker
- Punctual
- Flexible
- Positive
- Committed to whānau development
- Absolutely confidential and trustworthy with Te Aka Ora Charitable Trust intellectual property and private and confidential information relating to the young parents and their child/children
- Excellent oral and written communication skills
- Good organizational and time management skills
- Possess good initiative and self motivation
- Ability to work as part of a team
- Understanding of the Principles of Te Tiriti o Waitangi
- Possess a good sense of humour and fun