

Youth Transition House (YTH)

- Waihōpai Co-ordinator (0.7)

Job Description

Job Title: Waihōpai Kairuruku Whare - Kaupapa Rakatahi - YTH Coordinator

Version: 3.0

Reporting To: Operations Leader

Section: Next Step Training

Functional Relationships with

Internal

Operations Leader

Business Development Leader

Practice Leader

Kaitiriwā Whakahaere Tikaka (Deputy Practice Leader)

Health & Safety Co-ordinator

Coordinators of relevant services

Support Workers

Administration Staff

Other Methodist Mission Staff

External

Client Whānau/Families

External Service providers (NGO's, PHO etc)

Te Rūnanga o Ngāi Tahu, Mana Whenua and the wider Māori community

Voluntary, Disability & Whanau groups working in the Sector

Community Providers

Southern District Health Board Services

Oranga Tamariki

Ministry of Social Development (MSD)

Statutory Agencies – Police, Probation and Ministry of Justice

Purpose of the position:

To work in accordance with the philosophy and guiding principles of Methodist Mission.

To co-ordinate, develop or redevelop life-skills and life-roles of YTH clients

To promote and support best practice (including best practice models when working alongside Māori) in all aspects of service delivery

To lead the YTH team to enable them to effectively deliver services to service users and their whānau/family

To provide a focus on maintaining the YTH house environment, resources needed for service delivery in the house, and oversight of the day to day running of the house.

Accountabilities	Performance Outcomes
Case Management	<ul style="list-style-type: none"> • Every client as an individual, goal focused Plan which meets the standard required by the organisation, is developed in a timely manner and reviewed as per agency standard. For Youth Transition House Waihōpai this would be with Support Workers and at least monthly with whanau/significant others. • Case Management services occur for all service users ensuring the development, management, review and overall co-ordination of the services. Ensure support is efficient, effective and flexible to meet the changing needs of service users and standards of care are met. Attend and contribute to meetings as required. • Accurate records are maintained in an efficient and timely manner.
Service Delivery	<ul style="list-style-type: none"> • Services are client and family centered and delivered according to contracted obligations and boundaries and Mission policy and procedure. • YTH promotion and liaison occurs in the community. • Standards of care are met in terms of Ministry of Social Development (MSD) and all contractual and service specification requirements and agency policy and procedure.
Operational	<ul style="list-style-type: none"> • Statistical and Narrative Report Information is provided as requested in a timely and professional manner. • Establish and maintain good working relationships with all Methodist Mission staff. • Confidentiality is maintained in regard to all service user and staff information that the agency holds. • Oversee the co-ordination of the On-Call roster. • Be an active participant in the Leadership Team meetings and attend and contribute to agency meetings as required.
Policy & Quality	<ul style="list-style-type: none"> • Documentation is completed to Mission standard within identified timeframes to reflect contact with or on behalf of a service user. • The Mission's strengths-based model & philosophy is used in all planning, delivery and interactions. • Ensure internal processes are in place to promote best practice in accordance with Mission policy and procedure. • Ensure input into the policy, procedure and form development processes occurs in a timely manner. • Risks to the Mission are identified
Self-Management	<ul style="list-style-type: none"> • Plan and manage own work to achieve desired results on time, within budget and to required standard. • Maintain own professional development.
Health & Safety	<ul style="list-style-type: none"> • Methodist Mission health and safety polices are understood and relevant procedures applied to work activities. • Workplace hazards are identified and reported. • Any risk to the Mission is identified and reported to the Operation Leader in a timely manner.

Facility & Staff management	<ul style="list-style-type: none"> • Distribution of household tasks to all Support Workers (includes house and garden care). • Weekly review of house and office noticeboards, ensuring information is relevant and up to date. • Weekly review and co-ordination of mail. • Management of Petty Cash and Token Economy. • Ensure staff Go Card is topped up and taxi chits still valid. • Co-ordination of shopping lists and house meetings. • Shopping form/receipt signed off weekly. • Weekly checking of medication dispensing. • Key reconciliation in regards to casual staff. • Liaison with Staff Support regarding repairs and maintenance for the house, including grounds and METHODIST MISSION vehicle. • Co-ordination of fire drills, checking of smoke alarms and door alarms. • Ensure house is meeting health and safety requirements (including Emergency buckets and First Aid Kits are up to date, and that house phones have up to date contact numbers for residents and family/caregiver). • Making sure the Inventory Sheet (on entry) and Vacating A Room checklist (on exit) is completed by Support Workers. • Co-ordination of the orientation and mentoring of new staff.
Other	<ul style="list-style-type: none"> • All work undertaken complies with Mission policy, procedure, contractual requirements, internal and external standards. • Additional tasks as requested by the Senior Management team are undertaken in a timely, effective and professional manner.

Person Specification

	Preferred
Qualification	<ul style="list-style-type: none"> • Tertiary level qualification in community services, social work, foundation education, health, or similar discipline.
Experience	<ul style="list-style-type: none"> • Experience in the delivery of services in the social service sector particularly with youth.
Skills/Knowledge/Behaviour	<ul style="list-style-type: none"> • A commitment to working with young people, their whānau and networks to support the development of healthy outcomes. • Be a leading role model in the organisations transition in becoming a bicultural organisation • Professional skills in engagement, de-escalation, conflict resolution, and problem solving. • Experience in working with Māori youth and whānau • Comfortable using and understanding basic Te Reo Māori and tikaka with a willingness to develop these skills further • Able to engage and interact with, and act as a conduit between a wide range of internal and external stakeholders to build and maintain effective working relationships. • Able to engage and think at a broad level, and explore and understand trends, opportunities, and risks that could affect services. • Motivation and initiative to take responsibility for the management and delivery of multiple and conflicting priorities. • An effective leader with proven experience in networking, conflict management and in the supervision. • Excellent interpersonal skills, with the ability to achieve positive outcomes. • Able to take initiative and think outside of the box in order to take advantage of opportunities as they arise. • Proven ability to receive and pass on information accurately and in a timely manner. • Cultural awareness and best practice. • High level of oral presentation and written skills. • Contribute to the quality focus and development of the service. • Ability to problem solve and exercise a high level of judgement. • Flexible and mature. • Team player. • Ability to implement change management. • Dedication to the aims and underlying ethos of the Methodist Mission. • A current full New Zealand driver's licence. • Able to drive both manual and automatic vehicles

10. Authorisation of Job Description



Operations Leader:

Date 13 February 2020