Barnardos is New Zealand’s leading children’s charity, doing more for Tamariki Kiwi. Every year our services and people make a real and positive difference in the lives of thousands of children, young people and their whānau/families.

Our vision / moemoeā
An Aotearoa New Zealand where every tamariki/child shines bright.

Our mission/kaupapa
Be the voice and greatest fan of the next generation
Shape brighter futures via early education and targeted social services
Create insightful ways to empower tamariki/children to shine bright

Our Guiding Principles/Ngā Mātāpono
Kotahitanga – Unity
Māiātanga – Realise Potential
Mahi tōtika – Do the Right Things Well
Ata Whakarongo – Hear with Intent
Kaikōkiritanga – Progress with Purpose

Barnardos is committed to Te Tiriti o Waitangi as a founding document of New Zealand/Aotearoa

Purpose of the role:
The purpose of the role is to be responsible for the daily care of young people in Barnardos residential homes within the framework of the policies and practices of Barnardos, key agencies Oranga Tamariki and Community Based Treatment providers to achieve the best possible outcomes for the young people by providing a safe and nurturing environment in a residential facility.

Purpose of the Business Unit:
Child and Family Services through its residences provides a comprehensive and integrated residential treatment programme for tamariki/young people who have been referred by Oranga Tamariki and other organisations from throughout New Zealand. Through our work, tamariki/young people, are safe from physical and emotional harm; their capability and resilience and that of their family/whānau is strengthened; they are empowered for the future and all youth are better understood and valued in their homes and communities.
Key Result Areas

Working with Young People
Outcome: Young people are motivated, assisted and supported while in residence.

Key responsibilities include:
- Ensure young people comply with rules, routines and expectations and participate in all parts of the daily programmes
- Ensure young people are regularly monitored and assessed
- Predict and plan appropriate interventions to ensure safety, consistency and achievements for young people.
- Maintain knowledge of each young person’s safety and coping plans.
- Ensure young people reach their short and long term goals
- Ensure that all the needs of young people are met, particularly in terms of personal hygiene, diet and health including recreational and life skills.
- Develop, facilitate, monitor and evaluate programmed activities for all young people at all times during assigned duties to enhance physical, social, emotional and intellectual development of young people in residential care.
- Ensure connectedness to whānau and whakapapa is encouraged and supported, (where appropriate).
- Support young people to stand in their own Mana under Barnardos Ngā Pou e Whā.

Administration
Outcome: All required documentation is completed accurately and within required timeframes following policies and practices of Barnardos and Te Poutama Ärahi Rangitahi.

Key responsibilities include:
- End of shift reports and notes are completed for appropriate handover processes
- Any issues/incidents/accidents that require escalation are identified and notified.
- Sign-in/out book, timesheets and leave applications are completed and submitted within applicable timeframes
- Unplanned absences are notified to Team Leader in a timely manner
- All security requirements are met on ongoing basis

Relationships
Outcome: Professional relationships are maintained at all times between young people and staff
Key responsibilities include:

- Demonstrate use of appropriate language, conversation, touch, personal space and personal disclosure in all involvement with young people.
- Ensure that all relationships are built with consideration of the Barnardos mission and guiding principles and the Residential Care Regulations
- Effective functioning of the shift team is evident with a sharing of roles and tasks; planning and providing accurate and fair feedback.
- Comply with all lawful and reasonable instructions by Team Leader

Ngā Pou e Whā (Māori Strategy)

**Outcome:** All work at Barnardos is guided and informed by Ngā Pou e Whā the Barnardos Māori Strategy.

**Key responsibilities include:**

- Have a sound understanding of the principles of Ngā Pou e Whā, Te Tiriti o Waitangi and the ability to apply them to everyday practice.
- Ensure that all relationships are built with consideration of the Barnardos principles and Ngā Pou e Whā, (Māori strategy).
- Have a sound knowledge of Barnardos Tikanga and Kawa guidelines.

Health, Safety and Environment

**Outcome:** A safe and healthy working environment is maintained at all times.

**Key responsibilities include:**

- Take individual responsibility for Health and Safety practices.
- Comply with occupational health and safety legislation and regulations.
- Be familiar with and observe all safe work policies, procedures and instructions.
- Promote and participate in health and safety, maintain a safe workplace, and ensure that all equipment is used correctly at all times.
- Take responsibility for own health and safety and ensure no action or inaction on your part harms others in the workplace.

Projects or Other Duties as Required

**Outcome:** The team and function meets its purpose and strategy.

**Key responsibilities include:**

- Perform other duties which may reasonably be required which fit the role's purpose, and for which the position holder is qualified or has received adequate training or instruction.
Key Relationships
All Barnardos employees have a responsibility for developing and maintaining excellent relationships. In this role, the key relationships to be developed are as follows:

<table>
<thead>
<tr>
<th>Within Barnardos NZ</th>
<th>Outside Barnardos NZ</th>
</tr>
</thead>
<tbody>
<tr>
<td>Team Leader</td>
<td>Oranga Tamariki Social Workers</td>
</tr>
<tr>
<td>Residential staff from other residences</td>
<td>Family/whanau</td>
</tr>
<tr>
<td></td>
<td>Other government of relevant agencies</td>
</tr>
<tr>
<td></td>
<td>Management &amp; staff of recreational facilities</td>
</tr>
</tbody>
</table>

Person Specification
Qualifications (or equivalent level of learning)

<table>
<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relevant human services professional qualification or studying towards one</td>
<td>Knowledge implementation of Residential Care Regulations 2005 and Children, Young Persons &amp; their Families Act 1999</td>
</tr>
<tr>
<td>Full clean current NZ Drivers licence</td>
<td>1st Aid Certificate</td>
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</tbody>
</table>

Experience

<table>
<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
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</thead>
<tbody>
<tr>
<td>At least 1 year working with young people who present ‘challenging behaviours’</td>
<td>Understand a ‘therapeutic community’ model of residential treatment</td>
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<tr>
<td>Worked within structured environment with strong protocols and practices</td>
<td>Experienced working collaboratively in a multi-skilled team</td>
</tr>
<tr>
<td>Experienced in Te Ao Maori</td>
<td>Exposure to Kaupapa Māori and/or Whānau Ora approach</td>
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</tbody>
</table>

Knowledge

<table>
<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
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</thead>
<tbody>
<tr>
<td>Knowledgeable of Te Tiriti o Waitangi and understands implications for working in a residential programme</td>
<td>Demonstrates well developed conflict resolution skills and ability to manage pressures effectively</td>
</tr>
<tr>
<td>Able to respond to needs of young people whose culture is different from own</td>
<td>Have knowledge of Kaupapa Māori/Whanau Ora</td>
</tr>
</tbody>
</table>

Skills and Competencies

<table>
<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Able to work in a structured environment</td>
<td>Has good self-care strategies in place and understands issues faced by residential facility workers</td>
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<td>------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Communicates clear expectations and boundaries with firmness and respect</td>
<td>Has an alignment with Barnardos values, including Ngā Pou e Whā and demonstrates this in aspects of daily practice</td>
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<tr>
<td>Has the ability to talk, listen to and understand young people</td>
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<tr>
<td>Has effective written and oral communication skills</td>
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**Vulnerable Children Act 2014**  
This role is a Core Children’s Worker under the Vulnerable Children Act 2014.

**Delegations and Authority**

**Human Resources**
- No formal responsibility for staff.

**Financial – Budgetary and Expenditure Limits**
- No authority to commit to expenditure.
- **Purchase Orders**
  - No authority to approve or issue purchase orders.
- **Purchase Card (Fraedom Card)**
  - No authority to use a Purchase Card (P-Card)

**Correspondence**
- No authority to sign external correspondence

**Authorisation of Position Description**
Positions in Barnardos may change over time as the organisation evolves and priorities change. Responsibilities for this position may change as the job evolves over time and such change may be initiated as necessary by the manager of this position. all changes must be approved by the relevant Executive Leadership Team (ELT) member.

| Authorised by: | Operations Manager, Youth Services | Date authorised: | March 2017 |