



**Presbyterian Support**  
Upper South Island

**Position Description**

# YOUTH COACH

**Department:** Family Works  
**Team:** Youth Services

**Reporting to:** Team Leader – Youth Services  
**Responsible to:** Area Manager

**Direct Reports:** N/A

## ROLE DESCRIPTION

To provide support and coordination to assist eligible young people to assess the Youth Benefit and ensure they are supported to meet the requirements of compliance with this.

<b>Key Relationships</b>	<b>Purpose of interaction</b>
<b>Internal</b> Youth Coaches Team Leader Area Manager	Meetings & collaboration Escalation of complex issues Consultation and 'responsible to'
<b>External</b> Community organisations Clients Whanāu	Advocate on behalf of clients Support & Guide Communicate client plans as required

## KEY ACCOUNTABILITIES AND EXPECTED PERFORMANCE OUTCOMES

Key Accountabilities	Expected Performance Outcomes
<p>1. To provide effective individualised support, advocacy and case management to referred young people</p>	<ul style="list-style-type: none"> <li>• Respond to referrals in a timely manner including collation of required documents for YSSU and ensuring the client is well informed during the process</li> <li>• Create a positive and respectful environment that supports the young person to have hope, work towards their goals and, where possible, take responsibility for their actions</li> <li>• Provide individualised case management, assessments, goal plans, advocacy and ongoing support in a range of settings to meet the needs of the client</li> <li>• Provision of regular meetings with the client and regular communication with family/whanau, relevant providers and other stakeholders as required for effective support</li> <li>• Develop and maintain positive working relationships with relevant stakeholders</li> </ul>
<p>2. To ensure timely and accurate administration is carried out to support the face-to-face function of the role.</p>	<ul style="list-style-type: none"> <li>• Capture and maintain client information using the relevant database. This includes maintaining client details, assessment information, evaluations, goal plans, activity management and closure and filing of completed cases.</li> <li>• Ensure progress and statistical data is recorded regularly, accurately and consistently</li> <li>• Timely collation and provision of reporting information as requested by line manager; this may include case studies or and narrative related to service delivery</li> <li>• Ensure that legal requirements of the relevant legislation are met including               <ul style="list-style-type: none"> <li>○ Where appropriate, consultation with appropriate senior staff about any areas of concern involving care and protection or risk management of a child or young person.</li> <li>○ Produce clear and relevant written records of any issues as determined by the legal requirements of the relevant Acts</li> </ul> </li> </ul>
<p>3. Actively contributes to the sustainability of PSUSI services</p>	<ul style="list-style-type: none"> <li>• Protects and promotes the PSUSI brand to ensure a positive reputation in the community</li> <li>• Is supportive of and actively contributes to fundraising and marketing initiatives where required, such as providing client stories to the Business Development team.</li> </ul>
<p>4. Stays up-to-date with advancements in field and has a focus on professional development</p>	<ul style="list-style-type: none"> <li>• Professional development opportunities are sought proactively for self</li> <li>• Development requirement are signalled in advance to line manager for approval</li> <li>• Competence and skill level are maintained to perform role to highest ability</li> </ul>

	<ul style="list-style-type: none"> <li>• Maintains a good understanding of current best practice in field of work and adapts accordingly.</li> <li>• Preparation for and attendance at monthly 1-2-1 coaching sessions and clinical supervision</li> <li>• Meets objectives set as annual performance reviews</li> </ul>
5. To continue to develop cultural practices which are inclusive of Maori cultural concepts, values, beliefs and practices, including commitment to the ongoing usage of Te Reo Maori.	<ul style="list-style-type: none"> <li>• Continued commitment to the development and achievement of PSUSI's cultural framework, Te Rauemi Atawhai</li> <li>• Where appropriate seeks assistance on cultural matters either internally or externally</li> <li>• Where appropriate, combines the value of our Maori partners to ensure the underserved in our community have their needs met across social, cultural and economic sectors.</li> </ul>
6. Actively participates and contributes to Health, Safety & Wellbeing in the workplace.	<ul style="list-style-type: none"> <li>• Ensures that a safe and healthy working environment is maintained at all times</li> <li>• Actively contributes to a safety and wellbeing conscious culture and attend H&amp;S meetings as required.</li> <li>• Complies with Health and Safety policies, regulations and legislation</li> <li>• Takes responsibility for own health and safety and ensures no action or inaction harms others in the workplace</li> <li>• Is aware and can identify hazards to which the organisation may be exposed and takes appropriate action accordingly</li> <li>• Has knowledge and is able to apply emergency procedures as required</li> </ul>
7. Attends to other duties as required	<ul style="list-style-type: none"> <li>• Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit the scope or the functions of this position. Duties and responsibilities can be amended from time to time by Presbyterian Support Upper South Island.</li> </ul>

## PERSON SPECIFICATION

### Qualifications

Essential	Desirable
<ul style="list-style-type: none"> <li>• Full, clean drivers' license</li> </ul>	<ul style="list-style-type: none"> <li>• Youth Work or relevant qualification</li> <li>• Professional registration with relevant professional body</li> </ul>

### Knowledge & Experience

Essential	Desirable
<ul style="list-style-type: none"> <li>• Demonstrated experience working with young people</li> <li>• Knowledge of relevant community networks and resources</li> <li>• Sound computer skills including the use of email, internet and Microsoft applications (Word/Excel/PowerPoint)</li> <li>• Demonstrated ability to respect and adheres to confidentiality and professional boundaries</li> </ul>	<ul style="list-style-type: none"> <li>• A working knowledge of CYP&amp;F Act and Domestic Violence Act</li> <li>• Experience in working with Maori and Pacific youth an advantage</li> <li>• Group facilitation experience</li> <li>• Mediation skills</li> </ul>

**Skills and Personal Attributes:**

- Motivated and enthusiastic to make a difference for young people and their whanāu
- Able to take responsibility, show initiative and is punctual and self-motivated
- Have an ability to positively connect with key stakeholders and foster community connections
- Highly organised with the ability to prioritise and meet expected deadlines
- Excellent interpersonal and communication skills – ability to build rapport with clients, colleagues and stakeholders and be a good listener
- Ability to manage confidential information with responsibility and integrity
- Commitment to ongoing professional development
- Ability to manage stress and handle emotional situations while retaining empathy
- Able to make sound, informed decisions based on services available and client needs
- Have self-awareness of abilities and limitations
- Creative problem solving
- A commitment to high quality of work and professionalism
- Commitment to the mission and values of Presbyterian Support Upper South Island
- Openness to and enjoyment of differences in values, beliefs and cultural practices
- Understanding of the principles of the Treaty of Waitangi