



VISION (NGĀ MOEMOEĀ)

A just, compassionate and inclusive society.

ABOUT US

Presbyterian Support is a charity, providing social services for whānau/families, youth, children and older people in Christchurch, Mid Canterbury, North Canterbury, Nelson, West Coast and Marlborough.

Our mission is to support children, young people, whānau, families and older people, to be safe, strong and connected.

HOW WE WORK (OUR VALUES)

Aroha

Giving unconditionally in words and actions to ensure others know they are loved and appreciated.

Whakawhānaungatanga

The process of establishing links and making connections. Connecting to whānau or family, including work and client 'family'.

Tikanga

Working in a way that aligns with correct procedure or custom. Understanding the right way to do things professionally and culturally.

Kaitiakitanga

We are the guardians and protectors for the earth, our organisation, ourselves, and our clients. We respect and uphold the mana of others.

Kotahitanga

Being unified in what we do and why we do it.

OUR SERVICES



Our work is about empowering people to help themselves as they face the inevitable challenges of family life and to work with them so they can flourish. Family Works provides a range of support services, including:

- » Parenting support
- » Family dispute resolution
- » Social work, counselling and psychologist services
- » Social Workers in Schools
- » Mentoring
- » Youth Service
- » Budgeting advice



Enliven Positive Ageing Services helps older people to remain healthy, well and socially connected as they age.

We offer a range of services including:

- » Day activity programmes (Harakeke Club and Tōtara Club and HomeShare)
- » Counselling and social work
- » Falls prevention education
- » Elder Care Canterbury
- » Kaiāwhina
- » East Christchurch Kaumātua service
- » Health service navigation



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.

Key Relationships	Purpose of interaction
Internal Youth Coaches Team Leader Area Manager	Meetings & collaboration Escalation of complex issues Consultation and 'responsible to'
External 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"> • Respond to referrals in a timely manner including collation of required documents for YSSU and ensuring the client is well informed during the process • 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 • Provide individualised case management, assessments, goal plans, advocacy and ongoing support in a range of settings to meet the needs of the client • Provision of regular meetings with the client and regular communication with family/whanau, relevant providers and other stakeholders as required for effective support • Develop and maintain positive working relationships with relevant stakeholders
<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"> • 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. • Ensure progress and statistical data is recorded regularly, accurately and consistently • Timely collation and provision of reporting information as requested by line manager; this may include case studies or and narrative related to service delivery • Ensure that legal requirements of the relevant legislation are met including <ul style="list-style-type: none"> ○ 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. ○ Produce clear and relevant written records of any issues as determined by the legal requirements of the relevant Acts
<p>3. Actively contributes to the sustainability of PSUSI services</p>	<ul style="list-style-type: none"> • Protects and promotes the PSUSI brand to ensure a positive reputation in the community • Is supportive of and actively contributes to fundraising and marketing initiatives where required, such as providing client stories to the Business Development team.
<p>4. Stays up-to-date with advancements in field and has a focus on professional development</p>	<ul style="list-style-type: none"> • Professional development opportunities are sought proactively for self • Development requirement are signalled in advance to line manager for approval • Competence and skill level are maintained to perform role to highest ability

	<ul style="list-style-type: none"> • Maintains a good understanding of current best practice in field of work and adapts accordingly. • Preparation for and attendance at monthly 1-2-1 coaching sessions and clinical supervision • Meets objectives set as annual performance reviews
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"> • Continued commitment to the development and achievement of PSUSI's cultural framework, Te Rauemi Atawhai • Where appropriate seeks assistance on cultural matters either internally or externally • 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.
6. Actively participates and contributes to Health, Safety & Wellbeing in the workplace.	<ul style="list-style-type: none"> • Ensures that a safe and healthy working environment is maintained at all times • Actively contributes to a safety and wellbeing conscious culture and attend H&S meetings as required. • Complies with Health and Safety policies, regulations and legislation • Takes responsibility for own health and safety and ensures no action or inaction harms others in the workplace • Is aware and can identify hazards to which the organisation may be exposed and takes appropriate action accordingly • Has knowledge and is able to apply emergency procedures as required
7. Attends to other duties as required	<ul style="list-style-type: none"> • 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.

PERSON SPECIFICATION

Qualifications

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

Knowledge & Experience

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

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