YOUTH TRANSITION - RANGATAHI MENTOR

NORTH CANTERBURY

# Position Description

Responsible To: Manager, Community Wellbeing North Canterbury Trust (CWNCT)

Position Purpose: The purpose of this role is to provide a gradual and supported transition for young people from care, to help them get a good start to their adult lives.

The role will assist young people in the development of skills and knowledge over time, support them to develop and learn from their experiences with a focus on building and strengthening a network of support, which can endure into their futures.

The role requires a rangatahi-led approach that empowers the young person to have more say and increasing responsibility for themselves.

Relationships: **INTERNAL**

* + - Manager - CWNCT
    - Clinical Team Leader - CWNCT
    - Operations Team Leader - CWNCT
    - Other CWNCT Team members

EXTERNAL

* + - Te Runanga o Ngai Tahu
    - Whānau and carers
    - Oranga Tamariki
    - Other statutory and NGO agencies

**Report To:** **CLINICAL**

* + - Clinical Team Leader, Community Wellbeing North Canterbury Trust (CWNCT)

**Direct Reports:** NIL

**Hours of Work:** 37.5 hours per week (Full Time)

**Location:** 200 King Street, Rangiora & other venues as required

**Appendices** A Schedule of key accountabilities and expected standards

B Appointee Specification

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# The Transition Support Service focuses across three distinct stages:

## **Preparation**

Whilst the young person is still in care the Statutory Social Worker is the lead worker and the Transition Support Worker’s main focus is on building a relationship with the young person, supporting implementation of the transition plan and connecting the young person to opportunities to broaden their networks of support and confidence.

## **Active-Transition**

As the young person leaves care the Transition Support Worker becomes the key support role and maintains proactive contact and support with young people to the age of 21 years. This will involve helping them to navigate the services and supports they need.

## **Post-care support**

Young adults can request advice and assistance to the age of 25 years. Should they require face-to-face support this will be delivered by a Transition Support Worker.

Some young adults with higher needs may require on-going proactive support for a longer period and the Transition Worker may hold a coordination role whilst ensuring appropriate adult services are in place and the young adult is receiving the support they need.

# Key Accountabilities & Expected Standards

## Assessment and Planning

* During the time that the young person is still in care or custody, the Statutory Social Worker holds the primary accountability for assessment and planning. The Transition Worker will support the implementation of the Transition plan and develop a trusting relationship with the young person.
* Lead any assessment and planning processes, post-care.
* Ensure young person’s voice, aspirations and goals in assessment and transition planning, supporting participation, implementation, review and ownership of plans with young people.

## Support to young people

* After a young person leaves care, the Transition Support Worker has primary responsibility for maintaining contact with the young person and continuing to provide them proactive support and assistance, including assessment, planning and review where relevant.
* Maintain regular proactive contact with young people, as set out in their transition plan.
* Provide practical and empathetic support to assist young people’s development and increasing responsibility.
* Continue to support the young person to understand their past and provide opportunities to heal from past trauma.
* Provide reassurance for young people concerning their future and positive reinforcement to build confidence in their own abilities.
* Provide practical support to develop the skills and confidence for increased independence (e.g. grocery shopping, taking public transport).
* Support young people to build, strengthen and maintain connections with whānau, hapū, iwi and a broader network of supportive adults.
* Facilitate opportunities for young people to develop positive peer networks.
* Respond to the young person’s immediate needs in a crisis and escalate to appropriate supports / services where required.

## Access to services/resources

* Identify culturally responsive services and supports to meet the needs of young people, broker, advocate or navigate access to services alongside the young person where necessary.
* Collaborate with other agencies / services that have a role in the young person’s life, ensuring everyone is aware of their roles, responsibilities and that this makes sense to the young person.
* Identify gaps and barriers in service provision and responsiveness that need to be addressed at a higher level and escalate those needs to Oranga Tamariki.
* Inform and support young people to access their full entitlements from Oranga Tamariki and universal services and facilitate access to financial support where required.
* Assist young people to negotiate a support arrangement with their caregiver should they wish to remain in or return to care to the age of 21.

## Relationship Management and Liaison

* Develop and maintain a trusting and respectful relationship with young people with clear boundaries.
* Develop and maintain strong and effective working relationships with Oranga Tamariki to enable a collaborative approach to supporting young people.
* Communicate and work in partnership with other people involved in the young person’s life – e.g., whānau, caregivers, social workers and other professionals.
* Maintain strong networks in the community and social services sector.
* Attend fortnightly transition panel hui.

## Quality

* The Transition Support Worker will evidence the following “Real Skills” in their practice.
* Working with service users
* Working with Māori
* Working with family/whānau
* Working within communities
* Challenging stigma and discrimination
* Law, policy and practice
* Professional and personal development.
* Recognise and appreciate cultural differences and ethnic diversity and to respond in a responsible and empathetic manner.
* Provide a culturally responsive practice ensuring that the Transition Support Service is representative of the young people being served.
* Participate in training programmes provided as required for the role.

## Case Management

* Provide support that reflects empowering and strength-based practice.

## Administration and Information Management

* The Transition Support Worker will record notes and data in a factual manner according to the record keeping guidelines; all relevant information will be recorded in the client management system.

# Health & Safety Commitment

The Trust is committed to achieving the highest level of health and safety for its employees. All employees are expected to identify and report on, take responsibility for, and resolve issues that may cause harm to themselves or others in the organisation. You are expected to always work safely, and to actively participate in health and safety programmes in your area. It is expected that you will report all accidents, incidents or potential hazards to your manager or Team Leader.

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# Appointee Specifications

The Transition Support Worker needs to be passionate about working with youth and able to hold high aspirations for young people. They need to be non-judgemental, resilient and persistent in their approaches to providing support. We would also expect that Transition Support Worker would have the following qualification and skills:

* experience working with rangatahi or vulnerable people
* ability to build rapport and trust with rangatahi and whānau
* ability to build and maintain positive relationships with professionals to support access to services for young people
* an understanding of the impact of trauma, adolescent brain development and youth development approaches
* an understanding of disability, mental health, substance abuse and the impact these can have on a young person’s life
* cultural competency and demonstrable knowledge and skill about kaupapa Māori, te reo Māori, Te Tiriti -o Waitangi and Pasifika protocols
* behaviour management / conflict resolution skills.

## Key relationships

This is a relationship-based support role and strong relationships are at the core of delivering effective transition support. Whilst the ability to build and maintain trusting relationships with young people is vital it is also expected that the Transition Support Worker would maintain collaborative relationships with the young person’s Oranga Tamariki social worker, caregivers, whānau and a range of community and government support agencies that are relevant to the young person’s transition plan.

## Qualifications

Trained social worker, youth worker or professional in education health or human services.

## Other Information

This role requires some travel around the Waimakariri and Hurunui Districts, for which Trust Pool Cars are available.