



Position Description

# Youth Worker

Latest Revised Date: September 2024

**pathways**  
*ahakoa te aha*

**real**  
*ahakoa te aha*

## About Pathways, Real and the Wise Group

At Pathways, we provide community-based mental health and wellbeing services throughout New Zealand. We support people to live well and be part of the communities of their choice by providing a range of support services around practical daily living, leading a healthy life, employment, and housing. Pathways was established in 1989, introducing a new model of care to the mental health sector. Today, with our inspirational purpose of ‘supporting people to live full lives; hopeful and connected to what matters’, we’re continuing to lead, innovate and pioneer new ways of working.

At Pathways we believe in upholding the articles of Te Tiriti o Waitangi and recognise it as the founding document of Aotearoa. We have a rautaki Māori. This is the platform that sets our expectations and approaches for addressing equity. The articles of Te Tiriti inform how we develop and design our kawa to ensure the mana of kaimahi, tāngata whai ora, taiohi and whānau remain upheld. Te reo Māori me ona tikanga influences our organisation. This means our practices, approaches, organisational rhythms and celebrations are informed by Māori tikanga.

We believe everyone can recover and we’re here to do everything we can to support them in their recovery. Our wairua or spirit of ‘whatever it takes’ is not just a slogan on the wall for us, our employees live this spirit every day. While mental health is our priority, total wellbeing is our goal. We work to strengthen whānau. We’re all about hope, respect and providing personalised support that changes as people’s needs change. We are committed to working in a trauma informed way, recognising the impact trauma may have had on people & working with them to build resilience and protective factors. Join us on our journey of helping people live a life they love.

### Real

Real, the youth brand of Pathways, has been delivering services since 2010. At Real we believe mental wellness and wellbeing are possible for every young person. We are inspired by the dream that every young person can feel great about their future and help shape their community. We support young people to build resilience and wellbeing in youth-oriented, flexible, fun, and optimistic ways.

Real provides a range of community based and residential services nationally in partnership with Te Whatu Ora, Manatu Hauora and Oranga Tamariki. We seek to respond in ways which recognise and celebrate the mana of the young person. We help young people feel great by supporting them to build life skills, resilience, and strong connections with their whānau, friends and communities.

### The Wise Group

Pathways is part of the Wise Group, one of the largest non-government providers in Aotearoa New Zealand. The Wise Group is a family of charitable entities, all linked by a common dream – to create new opportunities for the wellbeing of people, vulnerable populations, organisations, and communities.

Being part of the Wise Group gives Pathways access to a wealth of resources and support, both from our shared business infrastructure services and from other entities in the Group.

## Position

<b>Reports to:</b>	Team Coach
<b>Location:</b>	Various locations around New Zealand
<b>Purpose:</b>	<p>To work with taiohi and their whānau in a way that recognises their developmental stage of life, helps them on their journey and maintains tino tinana (physical), hinengāro (emotional), and wairua (spiritual wellness). To provide assessment and support to taiohi using Real’s services and their whānau.</p> <p>Real youth services work closely with a range of government, non-government and community agencies such as Oranga Tamariki, Youth Justice, schools, and health centres, to provide a unique service to taiohi and their whānau. Youth Workers actively engage with taiohi in environments that are familiar to them.</p>
<b>Relationships (Internal):</b>	Pathways kaimahi, Wise Group kaimahi
<b>Relationships (External):</b>	Taiohi and their whānau, Te Whatu Ora, Oranga Tamariki, Schools, other key stakeholders, external suppliers, government, non-government and community agencies.



## Ohia nui

Inspirational Purpose

We support people to live full lives; hopeful and connected to what matters to them



## Wairua

Spirit

Ahakoā te aha  
*Whatever it takes*



## Tūmanako tangata

Character Attributes

Aroha *Loving*  
Whakahonohono *Connected*  
Harikoa *Joyful*  
Tika *Authentic*  
Manako *Hopeful*  
Māia *Courageous*  
Māhorahora *Generous*  
Pou Piripono *Reliable*

## Mātāpono Beliefs

- Te Tiriti o Waitangi drives us to be pro-equity
- Living well is our goal, mental health and addiction is our priority
- Elevating the mana of taiohi
- Whānau matter - when whānau thrive, taiohi thrive
- Taiohi are active in creating their future, their voices have magnitude
- What we do now can have lifelong impact
- Purpose is central to wellbeing; young people flourish when they are doing something they love
- Taiohi can stand in their own identity
- Supporting and creating connections for taiohi in their everyday
- Providing taiohi with spaces to land, learn and grow
- Technology is a vital aspect of taiohi connection

## Aronga matua

Focus

Front of mind,  
every day

## Wero nui

Greatest Imaginable Challenge

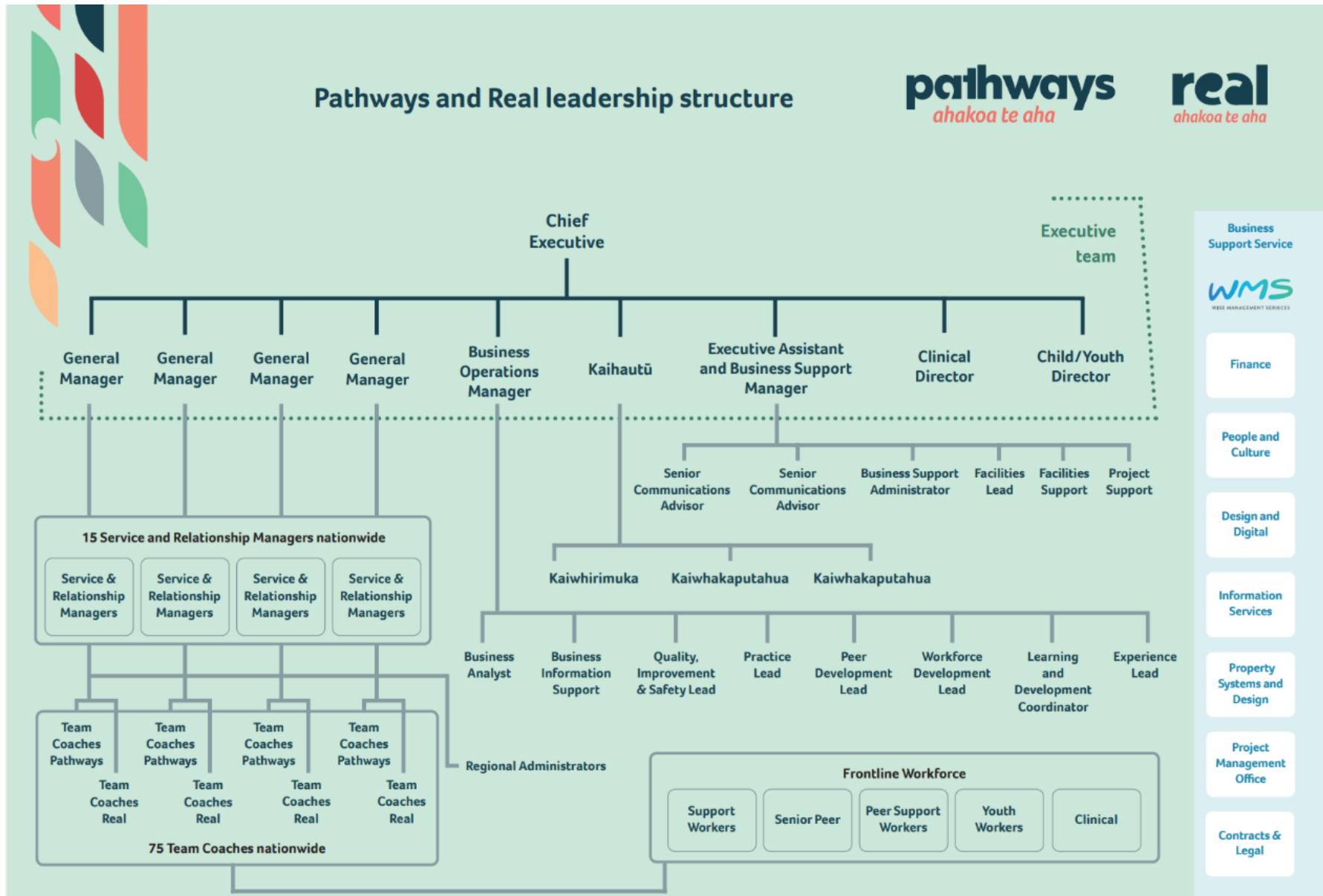
Every person using our services achieves equitable access and outcomes

**real**  
*ahakoā te aha*



December 2022

# Pathways and Real leadership structure



- Business Support Service
- WMS**  
WELL MANAGEMENT SERVICES
- Finance
  - People and Culture
  - Design and Digital
  - Information Services
  - Property Systems and Design
  - Project Management Office
  - Contracts & Legal

# Requirements of the position

Focus	Activities	Outcomes
<p>Support Taiohi to work towards wellbeing by creating a space to have their voices heard and enhance their hauora, through personal growth and self-determination.</p>	<ul style="list-style-type: none"> <li>• Create relationships and safe spaces for taiohi and their whānau to feel supported.</li> <li>• Demonstrate teamwork and be part of the Real whānau through communication, cooperation and care for taiohi.</li> <li>• Support taiohi to develop skills and independence in daily living with cooking, cleaning, shopping, and help with their wellbeing needs as appropriate.</li> <li>• Work with taiohi to plan a variety of activities and programmes individually designed to help them meet the goals that have been collaboratively established.</li> <li>• Develop taiohi strengths, hold hope and encourage people to recognise their ability to overcome adversity.</li> <li>• Support taiohi to receive appropriate support in employment and education in the community.</li> <li>• Support taiohi to learn skills to help manage their mental wellbeing.</li> <li>• Ensure taiohi have information and access to whānau support and relevant community information.</li> <li>• Ensure Real service environments are kept to the highest standard.</li> <li>• Involve whānau in service provision. Real will focus on whānau wellbeing and ensure that family are engaged and aware of where to access support.</li> <li>• Collaborate with colleagues from other health and wellbeing services</li> </ul>	<ul style="list-style-type: none"> <li>• Taiohi feel safe to express how they feel, express what they want in life.</li> <li>• A strong team foundation is created.</li> <li>• Taiohi feel empowered to live their lives in a healthy and safe manner.</li> <li>• Taiohi achieve their employment and education goals.</li> <li>• Information and support is received in a timely manner.</li> <li>• Taiohi consider their whānau are engaged and involved.</li> <li>• Whānau are engaged with services.</li> </ul>
<p>Maintain effective and accurate records</p>	<ul style="list-style-type: none"> <li>• Record and monitor progress of agreed goals using Pathways information database. (“Recordbase”).</li> <li>• Maintain timely and accurate records that concern the taiohi in “Recordbase”.</li> </ul>	<ul style="list-style-type: none"> <li>• Agreed goals are recorded and entered into the database. There will be continuity and consistency of care for people using Real services.</li> <li>• Care is co-ordinated. Collaborative and co-operative roles</li> </ul>

	<ul style="list-style-type: none"> <li>• Communicate with other health and social service providers involved in the provision of supports and ensure documentation of this timely and to a high standard.</li> <li>• Document service review outcomes.</li> <li>• Ensure Pathways and Real policies and practices relating to documentation are followed.</li> </ul>	<p>defined. Expectations known and professionally carried out.</p> <ul style="list-style-type: none"> <li>• The needs of taiohi are identified and service delivery against these are both met and documented.</li> <li>• The standard of documentation meets the Health Information Privacy Code and Pathways and Real policies and processes.</li> </ul>
<p><b>Taiohi are aware of Pathways/Real standards and policy</b></p>	<ul style="list-style-type: none"> <li>• Provide taiohi with a copy of “Your rights with Real” Code of Rights, Helplines and information on our Real Services.</li> <li>• Taiohi are fully informed and provide consent of their understanding of Pathways/Real services including information on rights and Health and Disability sector services.</li> </ul>	<ul style="list-style-type: none"> <li>• Taiohi have access to information on how to raise concerns relating to Real services.</li> <li>• Taiohi receive information about their rights and Real services, relevant to the service being used.</li> <li>• Whānau are informed about their rights.</li> </ul>
<p><b>Deliver services to the highest quality level</b></p>	<ul style="list-style-type: none"> <li>• Implement and be guided by the Real peak performing purpose in all work activities.</li> <li>• Attend and actively participate in planning meetings, service reviews and other meetings related to the care for taiohi.</li> <li>• Understand and follow Pathways and Real documented policy, process and quality systems.</li> <li>• Participate in team meetings and events that continually improve service delivery to taiohi and whānau.</li> <li>• Record and regularly update the services provided to our taiohi as required.</li> <li>• Document reportable Health and Safety events and associated documentation.</li> </ul>	<ul style="list-style-type: none"> <li>• All procedures relating to service provision do so in accordance with our documented processes.</li> <li>• Staff work according to Real’s purpose</li> <li>• Support plans, goals, risks and service interventions are documented in Recordbase and reflect individuals’ changing needs.</li> <li>• Outcome measures are used and documented in Recordbase and inform practice.</li> <li>• Whānau engagement and satisfaction with services is high</li> <li>• Reportable events such as hospitalisation, assault, drug abuse, health and safety, or incidents of a serious nature are reported to the Team Coach and documented within our Reportable Events system according to timeframes indicated within Policy.</li> </ul>
<p><b>Build and maintain relationships and develop networks</b></p>	<ul style="list-style-type: none"> <li>• Build direct relationships with Pathways and Real stakeholders.</li> <li>• Maintain positive relationships with other Wise Group team members to support quality service delivery, and synergy across the group.</li> <li>• Work in partnership with others to supplement information which is already available.</li> </ul>	<ul style="list-style-type: none"> <li>• Strong, effective, and continuing relationships with taiohi, whānau and other services and organisations.</li> </ul>

	<ul style="list-style-type: none"> <li>Consult and engage across all areas in the organisation, mental health, education and community sector and other relevant forums to promote a collective understanding.</li> </ul>	
<p><b>Contribute to the ongoing success of Real including reputation for excellence and innovation</b></p>	<ul style="list-style-type: none"> <li>Represent Real and Pathways in a professional manner at all times.</li> <li>Ensure compliance with Real and Pathway’s employment policies and ensure procedures are known and followed.</li> <li>Work positively and collaboratively with other Real and Pathways kaimahi to deliver outcomes.</li> <li>Take responsibility for undertaking assigned tasks in accordance with agreed performance standards.</li> </ul>	<ul style="list-style-type: none"> <li>Actively live Real’s values and philosophies.</li> </ul>
<p><b>Work in a culturally safe and respectful manner incorporating the principles of the Treaty of Waitangi, and being mindful of the cultural diversity of our community</b></p>	<ul style="list-style-type: none"> <li>Demonstrate knowledge and application of the articles of Te Tiriti.</li> <li>Undertake all interactions in a respectful and culturally appropriate and sensitive manner.</li> <li>Work in a culturally safe and respectful manner demonstrating awareness of Te Ao Māori and be mindful of the cultural diversity of the community.</li> <li>Seek guidance regarding tikanga and culturally specific models, approaches and behaviours from appropriate sources.</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrates behaviour that recognises and is consistent with equity principles and practices.</li> <li>Contributes to a positive team environment.</li> <li>Evidence of Te Ao Māori cultural understanding are reflected in everyday practice and future organisational planning.</li> </ul>
<p><b>Provision of other related duties within capability, as assigned by your manager</b></p>	<ul style="list-style-type: none"> <li>Performs other related duties within individual’s capability as assigned by your manager.</li> <li>Provide cover across Real services as the need is identified and request made.</li> </ul>	<ul style="list-style-type: none"> <li>“Can do” attitude - operates as a team player and willing to perform any task required to support the organisation, business partners and other key stakeholders.</li> </ul>
<p><b>Be your very best</b></p>	<ul style="list-style-type: none"> <li>Plan and attend regular uninterrupted times to meet with the Team Coach to review your 90-day plan and seek feedback on performance.</li> <li>Actively develop personal leadership skills.</li> <li>Develop a learning and personal development plan with your manager and implement this plan as agreed.</li> <li>Share knowledge gained from professional development</li> </ul>	<ul style="list-style-type: none"> <li>You are well prepared for any forums and meetings, sharing what’s working and what’s not and bringing solutions for improvement.</li> <li>Your skills are current, and your innate curiosity means that you are always seeking new learning opportunities. You demonstrate behaviour that is consistent with equitable practices.</li> </ul>



	<p>experiences.</p> <ul style="list-style-type: none"> <li>• Role model a healthy lifestyle.</li> </ul>	
<b>Think and Act as One</b>	<ul style="list-style-type: none"> <li>• Participate in creating a culture of think and act as one.</li> <li>• Actively participate in and contribute.</li> <li>• Represent Pathways, Real and the Wise Group in a professional manner at all times.</li> <li>• Provide positive and effective participation and collaboration with other parts of the Wise Group in the achievement of challenges.</li> <li>• Take responsibility for executing assigned tasks and projects in accordance with agreed performance standards.</li> </ul>	<ul style="list-style-type: none"> <li>• The Wise Group based services feel connected to each other's work and each other.</li> <li>• You are highly regarded for your contribution nationally within the organisation.</li> <li>• The service continually repositions itself to meet perceived future need.</li> <li>• Projects and tasks are completed within agreed timeframes to agreed standards.</li> </ul>
<b>Be committed to safety and wellness in the workplace</b>	<ul style="list-style-type: none"> <li>• Take responsibility for personal wellbeing and health management within the workplace.</li> <li>• Comply with legal obligations and safety and wellbeing policies and procedures.</li> <li>• Role model excellent safety and wellbeing practices by reporting identified workplace incidents, near misses and/or hazards through the safety and wellbeing system as per Wise Group safety and wellbeing policy and procedure.</li> <li>• Be committed to safety and wellbeing by following the Wise Group roles and responsibilities.</li> </ul>	<ul style="list-style-type: none"> <li>• Work practices are safe for self and others.</li> <li>• Policies and procedures are understood and followed as designed.</li> <li>• All safety and wellbeing reportable events are accurately reported within specified timeframes.</li> </ul>

## Accountabilities

<b>Authority</b>	<ul style="list-style-type: none"> <li>• The role operates within practices and procedures covered by functional precedents and policies and managerial direction.</li> <li>• Financial – Nil</li> </ul>
<b>Direct Reports</b>	<ul style="list-style-type: none"> <li>• Nil</li> </ul>

## Know how

	Essential	Preferred
<b>Practical and Technical Knowledge</b>	<ul style="list-style-type: none"> <li>• Working knowledge of Microsoft Office suite.</li> <li>• Knowledge of the Code of Health and Disability Services Consumers' Rights.</li> <li>• An understanding and commitment to the principles of mental health recovery.</li> <li>• Computer skills.</li> <li>• An understanding of Te Ao Māori and working with whānau.</li> <li>• An understanding of 'Rainbow' community diversity and inclusive practices.</li> <li>• Hold a Level 4 New Zealand Certificate in Health and Wellbeing (NZCHW), Youth Work, or a recognised equivalent or be willing to commence study towards this within three months of starting employment with Pathways and completed within two years of commencement.</li> <li>• Current First Aid practicing certificate.</li> <li>• Full, clean driver's license.</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of Te Reo Māori language and Tikanga Māori protocols.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills both written and verbal with a particular emphasis on listening skills.</li> <li>• Attention to detail, particularly regarding written documents.</li> <li>• Excellent time management, organisation, and file maintenance.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of mental health, Youth Work, Community or NGO sector.</li> <li>• Innovative with good problem-solving skills.</li> </ul>