

## POSITION DESCRIPTION

Job title:	Youth Mentor
Responsible to:	Team Leader / Social Worker
Responsible for:	Monthly reports
Job purpose:	<p>This job exists to support the children or young people of parents / caregivers in prison or incarcerated at home, and their whanau, by providing mentoring and being a positive role model to tamariki and rangatahi.</p> <p>The Youth Mentor will work in a professional, empathetic, and culturally appropriate manner.</p>
Financial responsibilities:	\$0 delegated level of authority

### KEY RELATIONSHIPS

#### *External:*

- Whānau and their tamariki and rangatahi
- Government agencies, i.e., Police, Oranga Tamariki, Ara Poutama (Corrections).
- Non-Government organisations like The Salvation Army, Kindness Collective
- Pacific Island organisations, churches and faith-based groups, community-based services.
- Māori organisations, Marae and iwi, i.e., Waipareira Trust, Hoani Waititi and Te Kawerau ā Maki.

#### *Internal:*

- Pillars Ka Pou Whakahou Staff, Board, Contractors, and Volunteers

### KEY RESULTS AREA

The position of Youth Mentor encompasses the following major functions:

1. Support to young people.
2. Assessment, planning and reporting.
3. Relationship management.
4. Other Duties and Pillars Ka Pou Whakahou Policies.

Key Results Area	Jobholder is successful when
<p><b>1. Support to young people.</b></p> <ul style="list-style-type: none"> <li>• Establish positive, supportive relationships for tamariki and rangatahi referred by the Pillars Social Worker or Team Leader.</li> <li>• Deliver activities for tamariki and rangatahi that will develop their knowledge and skills so that they are able to confident to participate in the wider world.</li> <li>• Provide practical and empathetic support to assist a young person’s development.</li> <li>• Provide positive reinforcement for the tamariki / rangatahi so they can build confidence in their abilities.</li> <li>• Support tamariki / rangatahi to build, strengthen and maintain connections with whānau.</li> <li>• Where appropriate, facilitate opportunities for young people to develop positive peer networks.</li> <li>• Respond to the young person’s immediate needs in a crisis and escalate to the appropriate supports / services where required.</li> <li>• Ensure children and young people have opportunities and support in accordance with the Children of Prisoners Bill of Rights Charter.</li> <li>• In consultation with the Pillars Social Worker act as an advocate for tamariki / rangatahi / whānau.</li> </ul>	<ul style="list-style-type: none"> <li>• The tamariki / rangatahi is engaging positively in agreed activities to build their skills and confidence.</li> <li>• Tamariki / rangatahi move from a crisis-dominant lifestyle to one that demonstrates self-sufficiency and diminished crisis situations.</li> <li>• In liaison with the Social Worker, activities and assessments are focussed on meeting the needs / goals of the young people and whānau.</li> <li>• Tamariki / rangatahi are feeling more positive and confident about their future.</li> <li>• Positive feedback is received from the tamariki / rangatahi / whānau about the support the Youth Mentor is providing.</li> <li>• The Youth Mentor is achieving their annual number of tamariki / rangatahi to support.</li> </ul>
<p><b>2. Assessment, planning and reporting.</b></p> <ul style="list-style-type: none"> <li>• Ensure the young person’s voice, aspirations and goals are captured and considered when planning activities to engage and support the tamariki / rangatahi.</li> </ul>	<ul style="list-style-type: none"> <li>• Daily liaison with the West Auckland Social Worker to ensure this Pillars relationship works closely in the best interests of the whānau we work with in West Auckland.</li> </ul>

Key Results Area	Jobholder is successful when
<ul style="list-style-type: none"> <li>• Collaborate with the wider team, ensuring assessment, planning, closure, facilitation, and advocacy is completed with the child(ren) and family wellbeing met – providing a collaborative service model.</li> <li>• Work with Government agencies, social service providers and other professionals while the client and whānau is on the Pillars Ka Pou Whakahou journey.</li> <li>• Make any notifications to Oranga Tamariki, following consultation with the Social Worker or Team Leader.</li> <li>• Through clear case noting, record all activities / interactions with tamariki / rangatahi / whānau including closures, and all other relevant documentation in the client’s case file. Ensure the notes are appropriate, comprehensive, and objective.</li> </ul>	<ul style="list-style-type: none"> <li>• Caseload is managed effectively, so the needs of tamariki / rangatahi and whanau are being met.</li> <li>• Documentation is placed in client’s file within the agreed timeframe, including capturing young people / whānau comments.</li> <li>• Records are kept that meet the requirements of Pillars Ka Pou Whakahou, Oranga Tamariki and its funding providers.</li> <li>• Whānau / client information is managed in accordance with the Privacy Act 2020.</li> <li>• Positive feedback is received by internal and external partners on the quality and effectiveness of the Youth Mentor’s work.</li> </ul>
<p><b>3. Relationship management.</b></p> <ul style="list-style-type: none"> <li>• The service or activity provided is tamariki / rangatahi focussed and planned to take into consideration all cultural, religious, and other individual and whānau needs.</li> <li>• Develop and maintain a trusting and respectful relationship with tamariki / rangatahi / whānau with clear boundaries.</li> <li>• Communicate and work in partnership with other people involved in the young person’s life. For example, whānau, Government Agencies and other social service providers.</li> <li>• Maintain positive relationships with external partners, and in the community and social services sector.</li> </ul>	<ul style="list-style-type: none"> <li>• Positive feedback is received from the tamariki / rangatahi / whānau about the support the Youth Mentor is providing.</li> <li>• Tikanga Māori and Pillars values are upheld, with support being professional, courteous, and respectful.</li> <li>• Positive feedback is received by external partners on their relationship with the Pillars Youth Mentor.</li> </ul>
<p><b>4. Other Duties and Compliance</b></p> <ul style="list-style-type: none"> <li>• Duties are not limited to those specified, with further tasks delegated on a project or ongoing basis.</li> </ul>	<ul style="list-style-type: none"> <li>• A proactive flexible approach is undertaken to achieve Pillars Ka Pou Whakahou business objectives and client case load.</li> </ul>

Key Results Area	Jobholder is successful when
<ul style="list-style-type: none"> <li>Comply with all Pillars Ka Pou Whakahou policies and procedures, including Health and Safety and Code of Ethics.</li> <li>Abide by Pillars Ka Pou Whakahou vision, mission, and all values.</li> <li>Complete ongoing learning and development, including annual performance review, professional development plans and feedback sessions.</li> <li>Participate in staff meetings, peer support and inhouse training.</li> <li>Participate and cooperate in all team activities, including Children of Prisoner’s week, fundraising and public relations events.</li> </ul>	<ul style="list-style-type: none"> <li>Awareness of Health and Safety requirements and procedures, reporting any accidents incidents or near misses. Keeping the team safe.</li> <li>Awareness and compliance with all Pillars Ka Pou Whakahou policies.</li> <li>Positively present Pillars Ka Pou Whakahou, promoting their vision, mission, and all values.</li> <li>Keep abreast of new developments by attending appropriate courses, conferences, and training. Sharing knowledge with wider Pillars Ka Pou Whakahou team.</li> </ul>

## PERSON SPECIFICATION

### *Qualifications:*

Essential	Desirable
<ul style="list-style-type: none"> <li>Full drivers’ licence</li> </ul>	<ul style="list-style-type: none"> <li>New Zealand Certificate in Youth Work (or similar)</li> <li>A New Zealand qualification in education, social services, mental health or related field.</li> </ul>

### *Knowledge / Experience:*

Essential	Desirable
<ul style="list-style-type: none"> <li>Experience in a social work setting, advocating for clients within a social service or provider organisation.</li> <li>Working with Māori tamariki / rangatahi / whānau and awareness of other cultures.</li> <li>Working with vulnerable children, their families and government agencies.</li> <li>Knowledge and practice of the Privacy Act 2020.</li> </ul>	<ul style="list-style-type: none"> <li>Te Tiriti o Waitangi and issues affecting Māori wellbeing.</li> <li>Māori models of practice and cultural competencies.</li> <li>Knowledge of Aotearoa criminal justice system.</li> </ul>

**Key Skills / Attributes / Job Specific Competencies**

Expert level	<ul style="list-style-type: none"> <li>• Relationship and trust builder</li> <li>• Empathetic</li> <li>• Cultural Awareness</li> <li>• Interpersonal skills</li> <li>• Communication skills – oral and written</li> <li>• Listening</li> <li>• Attention to detail</li> <li>• Influencing and advocacy</li> <li>• Team player</li> <li>• Time management</li> <li>• Analytical</li> <li>• Resilient</li> </ul>
Competent level	<ul style="list-style-type: none"> <li>• Computer literate</li> <li>• Highly organised</li> <li>• Adapt quickly to changing priorities and tight deadlines</li> <li>• Self-awareness</li> <li>• Self-confident</li> <li>• Continuous learning and improvement</li> <li>• Self-starter (working independently)</li> <li>• Conflict resolution skills</li> <li>• “Charity heart” – Pillars Ka Pou Whakahou relies heavily on volunteer contribution at all levels of the organisation.</li> </ul>
Awareness	<ul style="list-style-type: none"> <li>• Criminal justice system</li> </ul>

Approved by

**Employee Name**

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Job Title

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Signature

*Date*

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**On behalf of Pillars  
Ka Pou Whakahou  
Name**

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Job Title

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Signature

*Date*

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