

Position Description

Position Title: Youth Development Coach – Youth Services

Service: Education and Training

Reports to: Youth Development LEAD

Overview:

Visionwest Community Trust has been offering community-based services to people in West Auckland since the 1980's. The Trust was formally incorporated as the Friendship Centre Trust in 1988 in response to a growing desire of the Glen Eden Baptist Church to help those in need in the local community. The Trust started out small with a drop-in center at the Glen Eden Railway Station as a place where friendships were formed. The Trust responded to the needs present in the community and grew to be one of the largest community based Trusts in West Auckland. Today, Visionwest provides services to communities in Auckland, Waikato, Bay of Plenty and Christchurch.

Visionwest Community Services include:

- Community and Supportive Housing
- Kindergarten
- Budgeting Service
- Baptist Home Healthcare
- Counselling Centre
- Foodbank
- Education & Training Centre
- Whanau Centre

Education and Training Centre Overview:

Visionwest Training Centre provides free quality education and training within a Christian context. Visionwest is registered as a Private Training Establishment (PTE) with NZQA and is credited to deliver training to youth and adults in NCEA, work skills and foundation learning. Programmes are designed to support the holistic development of students and to build pathways into the workforce or further training. As a Christian based organisation we believe transformation is possible when learning is supported by grace, love and care.

Purpose of the Position:

This position is a part of the Ministry of Social Development's Youth Services national contract. Visionwest is not a Youth Services provider. The aim of the Service is to engage and support the young people to achieve improved well-being through sustained education, training, work-based learning or employment outcomes. This will contribute to them achieving long-term economic independence and so reduce the risk of long-term benefit dependency of this group.

As a result of the Service, young people can be expected to be engaged or remain in education, training or work-based learning. They will have obtained or are working toward at least an NCEA level 2 or equivalent qualification. A key point is for them to have an achievable plan for them to achieve these outcomes. This position will support them to not be in receipt of a main Work and Income benefit (except for Jobseeker Support Student Hardship),

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improved wellbeing, feel supported towards achieving their aspirations and have a positive experience with the Youth Service.

Relationships:

External:

- NEET and YP/YPP clients and their whanau
- Community and Agency networks
- Social Workers and support agencies
- Other Youth Service Training Providers and relevant agencies e.g. TEC, NZQA
- Police Youth Aid
- Other external agencies and community groups

Internal:

- Head of Community Services and Development
- Operations Department, HR Department, Finance, Matapuna Whanau Centre,
- Education and Training Centre Management, Staff and Volunteers
- Staff and Volunteers of Visionwest Community Trust and Glen Eden Baptist Church

Accountabilities	Responsibilities	Key Performance Indicator
Proactive engagement with young person to facilitate Quality Client Journey	Case management of a mixed caseload	<ul style="list-style-type: none"> • Each Youth Development Coach will support a caseload of no less than 20 and no more than 25 young people. • The caseload will comprise a mix between NEET¹ and YP/YPP²
	High engagement through Intensive Case Management	<ul style="list-style-type: none"> • Complete an Initial Youth Service Plan • Meet regularly with the young person within each 30 days (weekly) • Review their Youth Service Plan (YSP) each 90 days period (must be signed off by young person).
Provider a service that will achieve a Quality Client Journey for young people and will meet contractual outcomes for youth beneficiaries.	Youth Payment / Young Parent Payment our key role (YP/YPP)	<ul style="list-style-type: none"> • Enable Youth Development coaches to provide intensive case management and mentoring. • Coordination of budgeting services and parenting programmes • Brokerage and referral of young people to education, training, work-based learning, or other developmental activities.
	Intensive Case Management and Mentoring	<ul style="list-style-type: none"> • Deliver ongoing tailored support and guidance for each young person including: <ul style="list-style-type: none"> ○ Budgeting services

¹ NEET refers to young people who are Not in Employment Education or Training

² YP and YPP refers respectively to Young Payment and Young Parent Payment beneficiary clients

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		<ul style="list-style-type: none"> ○ Parenting programmes (where applicable) ○ Brokerage and referral of young people to education, training, work-based learning or other
	Secondary & Tertiary Education, Training / Work-Based Learning	<ul style="list-style-type: none"> ● Each young person is obligated to be in secondary or tertiary education, approved training or work-based learning.
	Budgeting Services	<ul style="list-style-type: none"> ● A young person is required to complete budgeting activities and comply with budgeting obligations. ● Assist each young person to develop money management.
	Parenting Services	<ul style="list-style-type: none"> ● A young person with a child/children is required to complete a parenting programme and comply with other parenting obligations.
	Family Planning	<ul style="list-style-type: none"> ● Engage with a family planning provider to discuss sexual health and contraception; and ● Apply for financial assistance when cost is a barrier to contraceptive access and use
	Family Reconciliation	<ul style="list-style-type: none"> ● Engage with a family planning provider to discuss sexual health and contraception; and ● Apply for financial assistance when cost is a barrier to contraceptive access and use
	Limited Service Volunteer Programme (LSV)	<ul style="list-style-type: none"> ● Visionwest will support a young person to enroll and participate in LSV where this is appropriate.
	Driver Licence	<ul style="list-style-type: none"> ● Visionwest will support a young person to obtain their driving licences, Learners and Restricted, to participate in driving lessons.
Provider a service that will achieve a Quality Client Journey for young people and will meet contractual outcomes for NEET clients.	Not in Employment, Education or Training our Key Role: (NEET)	<ul style="list-style-type: none"> ● Deliver ongoing, tailored support and guidance for each young person to ensure they achieve sustainable education, training or work-based learning, or employment outcomes.
	Enrolment of young people	<ul style="list-style-type: none"> ● From care of Oranga Tamariki ● Participation in Youth Service ● Within 90 days of acceptance
	Active intensive case management	<ul style="list-style-type: none"> ● Completing Initial Youth Service Plan within 30 days ● Identification of circumstances and planning for realistic education, training and employment goals ● Regular quality engagement with the young person

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		<ul style="list-style-type: none"> • Delivery of service in a positive, respectful environment, and encourages the young person to take responsibility of their actions and builds their capacity to achieving realistic goals.
	Employment	<ul style="list-style-type: none"> • In Work Support to support clients that achieve sustainable employment; • Assist clients with employment matters with employers • Support for clients 182 after they commence employment; • Convene and facilitate meetings with employers and client to support client In Work.
Reporting	Connection with Youth Service Support Unit (YSSU)	<ul style="list-style-type: none"> • Each Youth Development Coach will keep in regular contact with the YSSU most often through email or the Activity Reporting Tool (ART).
	Information capture.	<ul style="list-style-type: none"> • Youth Development Coaches will capture, upload and maintain information about the young person within the Activity Reporting Too, all client details including contact details and ethnicity, enrolment, Youth Service Plan and activity management details, compliance with obligations and achievement of milestones and outcome.
General tasks	Other tasks as required, that are within capabilities, to support the management and the efficient operation of the Training Centre and Visionwest Community Trust.	Support for students, such as assisting in taking to appointments, when requested by management
Health and Safety	<p>Follow Health and Safety Policy and Procedures.</p> <p>Promptly report accidents, incidents, near misses, injuries and hazards to management.</p>	Actively contributing to a safe working environment for oneself and others.

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	<p>Assist in ensuring all hazards and injuries are recorded/reported correctly.</p> <p>Record any incidents in on-site incident register and inform H&S advisor.</p> <p>Delegate for Operations and Compliance Manager at H&S meeting – ETC representative.</p>	
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Qualifications and experience

- Sound knowledge of basic administration duties with the desire to develop a career as an Administrator
- Confident using Microsoft office suites with a strong emphasis on data entry
- Proven customer service skills with experience working with people from a wide variety of cultures

Skills, Knowledge, Abilities:

- Excellent time management
- Meticulous attention to detail
- Excellent communication skills with the ability to relate well to young people and their families
- A calm demeanour with the ability to problem solve and cope with frequent interruptions and the “out of box situations” which arise, while still keeping up with the day to day admin tasks
- A willingness to grow in skills and knowledge
- Proactive, flexible and self-motivation
- Able to work independently and as part of a team
- Able to work effectively with a wide range of people from different backgrounds and ethnicities
- A commitment to the vision, mission and values of Vision Community Trust, and an ability work within the objectives as set out in the Trust Deed:

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Objectives of Visionwest Community Trust

- a. *To encourage a spirit of Christian compassion within local communities and actively promote the message of Christianity – love, hope, mercy and kindness – through the act of providing various social care and welfare services for the under-privileged, the needy, and the disadvantaged;*
- b. *To provide direction and resources, whether financial or otherwise, in order to meet the social, emotional, physical and educational needs of the people in the West Auckland area generally (and beyond);*
- c. *To establish such service centres, programmes and facilities which will enable the provision of appropriate social services to local communities, including but not limited to; kindergarten and childcare facilities; home care services; health care services; provision of temporary and permanent accommodation and housing; educational development; counselling services; employment training services and financial services and support;*
- d. *To assist those who experience financial and emotional hardship; and those who are disadvantaged in society;*
- e. *To alleviate the difficulties of those experiencing hardships, including financial hardship and to bring relief through whatever means are available to the Trustees;*
- f. *To initiate, establish and administer any social services for the people of local communities (including children, the destitute, and the elderly) who, for any reason, are in need of care and assistance.*
- g. *To carry out such other charitable purposes within New Zealand as the Board shall determine after consultation with the Elders’ Board.*

Mission Statement: “Building Hope Together”



I have read and understand the Position Description for **Youth Development Coach** and accept it.

Name:

Signature:

Date:

Any of the accountabilities, reporting relationships, or other matters, which are specified in this position description, may from time to time be altered by the Trust/ Visionwest Community Trust following consultation with you.

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