

KO TAKU REO

Deaf Education New Zealand

Job Description / Performance Agreement

NAME:

POSITION: Residential Youth Worker (Nights)

TENURE:

RESPONSIBLE TO: Head of Residential & Immersion
Residential Team Leaders

DIMENSIONS OF
RESPONSIBILITY: Student Wellbeing
Professional Conduct
Professional Relationships and Values

DESCRIPTION:

The Residential Youth Workers work closely and in co-operation with senior leaders, residential staff, families and whānau to encourage and teach Deaf students to live independently. They are responsible for the care and safety of residential students overnight and in the morning until other Residential Youth Workers or a Residential Team Leader arrives. Please note that there will be Residential Youth Workers who work nights in both Auckland and Christchurch.

SIGNED _____
Residential Youth Worker

DATE _____

SIGNED _____
Head of Residential & Immersion

DATE _____

DIMENSIONS OF RESPONSIBILITY

Dimension One – Student Wellbeing

Student safety and wellbeing is maintained throughout the night within the residences.

| Criteria | Key Tasks/Indicators |
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| Student wellbeing is a priority within the residences, both in day to day life and in developing independence skills for the future. | <ul style="list-style-type: none"> • Holds a high positive regard for all students, works for their best interests and listens to their needs and opinions. • Plans with students to meet their leisure and social needs through activities, clubs and groups in the wider community. • Supports the Residential Pathway to learn independence skills. • Actively supervises students and knows the location of students at all times when on shift. • Supervises students going to bed and lights out at agreed times, attends to any student waking/sick during the night, if requiring attention. |
| Student health and safety is a priority within the residences, and action is taken to ensure this. | <ul style="list-style-type: none"> • Responds to student health and safety needs, makes decisions based on meeting these needs, and seeks support from others where appropriate. • Ensures all safety and security procedures are complied with, and completed to the required standards to ensure student safety is prioritised. • Has read and understood the Fire Evacuation Procedures (as outlined in the Fire Evacuation Book), is confident to follow all emergency procedures, and ensures students are aware and follow emergency evacuations. |

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| | <ul style="list-style-type: none"> • Attends to Health and Safety matters and records as required. • Identifies risks and follows procedures for notification. • Ensures personal first-aid certificate is valid and current, follows first-aid procedures and makes sure medications are given and written in reports. |
| Communication with students is conducted in a way that respects their preferred way of communication, and with an understanding of Deaf culture. | <ul style="list-style-type: none"> • Uses NZSL to be understood by Deaf students, families/ whānau and staff, and is committed to improving the use of NZSL personally, and throughout the organisation. • Identifies each student's preferred way of communication, and respects this by communicating with them in this way whenever practical. • Is able to identify the potential challenges of being deaf in both the hearing community and the Deaf community, the problems and reaction it creates. • Connects with the Deaf community and other communities to support student's exploration of their identity. |
| Residences are safe and secure in relation to property, security and hygiene requirements. | <ul style="list-style-type: none"> • Ensures the residences are safe and secure for students. • Works unsupervised with sole responsibility at night in the residence. • Completes scheduled food preparation tasks including meal preparation (if required), setting out breakfasts, checking students have lunch for school, and checking students are appropriately clothed. • Ensures residences are cleaned every night and exceptional hygiene standards are maintained. This includes ensuring that furniture and household items are maintained to a good standard. • Attends to hygiene matters and records these as required. |

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| | <ul style="list-style-type: none"> • Ensures vehicles are used only for approved and legitimate purposes. |
| Administration practices and processes are understood, adhered to and followed accurately and in a timely manner. | <ul style="list-style-type: none"> • Accesses, reads and records accurately all relevant information about student safety and wellbeing on each shift. • Is available to transport students when required. • Is familiar with Operational Procedures and Policies and is aware of where to find these. • Completes timesheets for each shift worked and leave sheets in a timely manner. • Gains approval for spending of DEC money from the RTL or SL, providing receipts and explanation for money spent. • Completes incident reports, accidents and injury reports and property damage reports within 12-24 hours. • Ensures the Food Control Plan is followed in line with current legislation. • Demonstrates an understanding and awareness of policies and procedures related to: <ul style="list-style-type: none"> • Protected Disclosure • Staff Conduct • Treaty of Waitangi • Child and Young person protection |
| Families/Whanāu are involved in the life of the residences, including through transparent communication, feedback on students, and inclusion in activities and events. | <ul style="list-style-type: none"> • Builds/develops positive relationships with families and encourages feedback on students' needs. • Always contacts families before making a decision about a safety, education or wellbeing need of the student. • Provides feedback to families about daily life, goals, progress and activities and includes families/whanāu in the Residential setting and activities. |

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| | <ul style="list-style-type: none"> • Asks/seeks what is important to families/whānau when students are in residence. • Encourages students to connect with families and provides good communication support and ideas to make communication easier/smooother. • Has open and honest discussions with family/whānau when students are not settled and helps them to problem solve. |
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Dimension Two – Professional Conduct

The Residential Youth Worker leads professionally, in alignment with the strategic direction and in a manner that improves outcomes for all ākonga.

| Criteria | Key Tasks/Indicators |
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| Professional conduct is present throughout the organisation, creating a culture that is based on integrity and respect. | <ul style="list-style-type: none"> • Builds trusting relationships through active listening, caring for others, and demonstrating personal integrity. • Conducts themselves with exemplary practice and is a role model to others. • Manages the delicate balance between supporting and challenging others. • Encourages and participates in opportunities for professional conversations that help to share expertise and strategies. • Is open and responsive to professional conversations and feedback. |
| All departments, teams and individuals within the organisation support the strategic direction to align practice with the best interests of learners, staff and the community. | <ul style="list-style-type: none"> • Supports and models behaviours in a way that articulates, supports and furthers the organisation's mission, vision and strategic direction. • Works with Residential Team Leaders to ensure tasks and deliverables align with the strategic direction of the organisation. |

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| | <ul style="list-style-type: none"> • Works collaboratively with colleagues to embed the strategic direction into all areas of the organisation. • Assists in reviewing how personal and departmental practice aligns with the mission, vision and strategic direction, suggesting improvements and implementing change. |
| Competence in relation to change management is evident throughout the organisation. | <ul style="list-style-type: none"> • Adopts a philosophy that recognises the importance of ongoing innovation and change. • Assists in change implementation that is focussed on a smooth transition to lead to the adoption of new practices. • Contributes within areas of speciality to ensure that change is informed by best practice and communicated effectively. • Understands and harnesses that change on a large scale invariably needs a team approach to leadership. • Shows ability to communicate the rationale for any change. • Monitors the impact of the change and adjusts when needed. |
| A proactive approach to problem solving is adopted by all, as they take steps to work through problems to create solutions. | <ul style="list-style-type: none"> • Explicitly checks own assumptions. • Relates the problem to the wider vision and values of the organisation. • Actively seeks the interpretations of others. • Anticipates obstacles and how they could be overcome. • Identifies and reports any risk to appropriate people in a timely manner. |

Dimension Three – Professional Relationships and Values

The Residential Youth Worker engages in appropriate professional relationships and demonstrates commitment to professional values.

| Criteria | Key Tasks/Indicators |
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| Professional and effective relationships are established that focus on the learning and wellbeing of all ākonga. | <ul style="list-style-type: none"> Engages in ethical, respectful, positive and collaborative professional relationships with: <ul style="list-style-type: none"> Ākonga Teaching colleagues, support staff and other professionals Whānau and other carers of ākonga Agencies, external stakeholders, groups and individuals in the community Has a team-focused ethic and contributes to the corporate life of the organisation. Fosters a climate of trust, modelling collegiality by working in partnership with other staff. Transparently relays relevant information to other staff in a clear and concise manner as needed. |
| There is commitment to promoting the emotional, mental and physical wellbeing of all persons within Ko Taku Reo Deaf Education New Zealand. | <ul style="list-style-type: none"> Promotes inclusivity throughout the organisation, ensuring all learners feel they belong. Takes all reasonable steps to provide and maintain an environment that is physically, socially, culturally and emotionally safe. Takes all reasonable and practical steps to ensure the health and safety of self and others. Complies with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents are reported according to protocol. |

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| | <ul style="list-style-type: none"> • Participates in any required emergency response or exercises to ensure that essential services are able to be maintained. |
| There is respect and commitment to all heritages, languages and cultures within Ko Taku Reo Deaf Education New Zealand. | <ul style="list-style-type: none"> • Takes responsibility for growing their own confidence in culturally responsible practice. • Acknowledges and respects the languages, heritages and cultures of all. • Demonstrates commitment to the bicultural partnership in Aotearoa and a commitment to understanding of Te Tiriti o Waitangi. • Develops understanding and use of tikanga and te reo Māori. • Has a good understanding (or is committed to developing an understanding) of Deaf Culture. • Is committed to improving the use of NZSL throughout the organisation. • Appreciates, respects and affirms others and works effectively with all to create a positive and collaborative culture. |
| Staff are committed to ongoing learning, engaging in both formal and informal professional learning and development in their professional practice. | <ul style="list-style-type: none"> • Commits to developing personal skills in the use of NZSL. • Engages in the appraisal process for self, ensuring a regular cycle for review, ensuring documentation is complete, self-reflection is engaged, and that there is progress towards and/or achievement of performance indicators. • Identifies professional learning goals in consultation with colleagues and communicates these to the appraiser when establishing performance expectations. • Identifies and initiates learning opportunities to advance personal professional knowledge and skills. |

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| | <ul style="list-style-type: none"> • Participates responsibly in professional learning opportunities within the learning community. |
| Any additional tasks and/or responsibilities are completed, as requested by the Residential Team Leaders. | <ul style="list-style-type: none"> • Ensures all tasks are completed efficiently and to a high standard. • Is professional in their appearance and manner, positively representing themselves and the organisation to ensure positive perceptions from the internal and external community. • Performs additional duties in an efficient manner, to the required standard and within a negotiated timeframe. |

Professional Competencies

Essential

- Experience with, and awareness of, Deaf Culture and the Deaf community
- Knowledge of the New Zealand Education sector
- Knowledge and understanding of the core business of lifting student achievement and wellbeing
- Proficient in NZSL (or willingness to learn)
- Skill in:
 - systems, strategic planning, implementation and reporting
 - organisation and time management
- Excellent:
 - interpersonal skills, and diplomacy
 - communication skills
- Ability to:
 - support and lead change
 - see the big picture and work with details
 - think strategically, communicating and influencing at all levels
 - build and sustain high trust relationships through distributive leadership
 - lead and motivate a team and build leadership capability
 - anticipate problems and to be proactive in problem solving
 - work well under pressure

Personal Attributes

Essential

- Leads the organisation's guiding principles of 'Grow, Excel, Choose and Belong'
- Is motivated to develop a world leading service for Deaf and Hard of Hearing learners and whānau
- Demonstrates principles of equity and access in action
- Optimises quality and efficiency in work
- Respects diversity
- Is self-motivated and self-directed, taking personal accountability for work
- Understands personal strengths and limitations
- Is innovative and creative
- Is friendly, positive and approachable
- Demonstrates initiative, energy and vitality