



COMMUNITY COLLEGES
NEW ZEALAND

Position Description: _____

Position Title: **Youth Advisor – NEET & YP/YPP**

Responsible to: College Manager

Community Colleges New Zealand provides an environment where we:

1. Recruit, support and retain our clients/students by assisting them academically, socially and professionally
2. Provide qualifications, literacy/numeracy and work readiness training, which aligns with our local tertiary and industry requirements
3. Strive to meet/exceed our contractual and performance targets
4. Live by the values 'Respect, Integrity and Responsibility' that underpin our organisation
5. Act with respect to our Code of Conduct

As each College has a relatively small team, it is important that all our employees work cohesively to support one another to provide a high level of service to our students/clients, organisation and providers. In addition to working towards these common goals the focus areas of your role within the College is:

Focus area	Guidelines
Youth Service deliverables	<ul style="list-style-type: none">• Work in accordance with the specifications in contracts held with respect to Youth Service NEET and YP/YPP.• Get young person's agreement to participate in the service.• Manage and provide ongoing support and guidance for Youth Service participants.• Provide advocacy and support for clients and students as required to ensure they have the best chance of success.• Complete needs assessments to identify current circumstances and determine if the young person and/or their child requires other services and/or interventions.• Ensure that the degree of engagement and support is tailored to the needs of the young person and their personal circumstances.• Provide an environment that is positive, respectful and encourages the young person to take responsibility for their actions while building their capacity for achieving realistic goals.
Youth Service deliverables continued	<ul style="list-style-type: none">• Meet regularly with the young person to ensure that they are meeting their obligations

	<p>and that they stay on track to achieve the outcomes.</p> <ul style="list-style-type: none"> • Facilitate the application process for government financial assistance, on occasion. • Broker and refer participants to education, training, work based training, or other developmental opportunities. • Refer the young person to other services or courses where they can overcome barriers to sustained educational, training or employment outcomes and achieve long term financial independence. • Purchase and co-ordinate budgeting services and parenting programmes. • Assist the young person with financial management and budgeting advice. • Assess whether the young person is making the most of local housing markets. • Facilitate access to appropriate services and other assistance, such as drug and alcohol, mental health, and behavioural programmes. • Support the young person to undergo Family Reconciliation Counselling where this is appropriate. • Ensure young parents are aware of the benefits of Early Childhood Education. • Assisting young people with children to register their child with appropriate agencies.
<p>Client support</p>	<ul style="list-style-type: none"> • Clients are given a friendly and thorough orientation to the College. • Contribute to the College in a way that ensures it is a positive, lively and exciting learning environment. • Be a positive role model for clients, demonstrating appropriate and professional attitudes and behaviours for them to follow. • Clients know the acceptable behaviours, expectations and their rights and responsibilities. • Recognise cultural differences so that cultural values are nurtured and clients are encouraged to develop an appreciation of cultural diversity. • Consult with College Manager on difficult situations.
<p>Focus area</p>	<p>Guidelines</p>
<p>Manage relationships</p>	<ul style="list-style-type: none"> • Develop and maintain strong relationships within your College, with other Colleges and the Service Centre. • Develop and maintain positive working relationships with existing services and organisations, including Government Departments, schools, family and whanau, iwi and community groups, training providers and

	<p>employers.</p> <ul style="list-style-type: none"> • Build robust relationships with Careers Advisors and Counsellors within high schools and training institutes and engage with NEET before leaving school or training courses. • Consult with College Manager on key decisions or difficult situations.
Health and Safety	<ul style="list-style-type: none"> • Take reasonable action to ensure your and others safety at all times.
Reporting and database management	<ul style="list-style-type: none"> • Capture and maintain client information within the Activity Reporting Tool (ART), including basic client and contact details, enrolment and needs assessment information, client plans and activity management, and achievement of service milestones and outcomes. • Maintain the administration filing system.
Other	<ul style="list-style-type: none"> • Work in accordance with the College Quality Management System and accepted best practice. • Participate as requested by the College Manager in Youth Service reviews and provide constructive input.
<p><u>Youth Service - KPI's as per MSD contract:</u></p> <ul style="list-style-type: none"> • engagement • milestones • ART 	
Additional Duties	
<p><i>The above list is not absolute and you will be expected to carry out other tasks that are in keeping with your team's objectives, your skill level and the needs of our organisation.</i></p> <p><i>There may be other skills that you are able to offer our organisation, which can be discussed with the College Manager and listed below:</i></p>	

Signed:
Employee

Date:

Signed:
For Community Colleges New Zealand Ltd.

Date:

The following pages form part of the Employment Agreement of Youth Advisers and supplement the duties described in Second Schedule.

Extracts form MSD Contracts

Pages 1, 2 and 3 refer to clients in receipt of Youth Payment or Young Parent Payment
Page 4 refers to clients who are NEET (Not employment education or training)

3 Service Content/Service Summary Youth Payment and Young Parent Payment

The Provider will deliver the following Services under this Agreement:

3.1 Intensive Case Management and Mentoring

The Provider will provide ongoing support and guidance for the Youth Service participants, purchase and co-ordinate budgeting services and parenting programmes, and broker and refer participants to education, training, work based training, or other developmental opportunities.

The Provider may also refer participants to other services or courses where these assist the young person to overcome barriers to sustained educational, training or employment outcomes and to achieve long term financial independence.

The Provider will develop and maintain positive working relationships with existing services and organisations, including Government Departments, schools, family and whanau, iwi and community groups, training providers and employers.

The Provider and the Ministry agree to maintain a close working relationship with regard to the services provided under this Agreement. The progress of the Service and issues arising with any aspect of the Service, including access to activities or services that participants may require, will be discussed in an ongoing manner with the aim of resolving any issues as soon as practicable.

While the essential elements of the service will be similar for many young people, the Provider will ensure that the degree of engagement and support is tailored to be appropriate to the needs of the young person and their personal circumstances.

The service will be delivered in an environment that is positive, respectful and encourages the young person to take responsibility for their actions while building their capacity for achieving realistic goals.

The key role of the Provider is to:

- Facilitate the application process for government financial assistance for all young people referred to their service by the Ministry, including applications for supplementary assistance
- Recommend appropriate redirection of basic costs on the young person's behalf - with accommodation, utility costs and lawful debts automatically redirected
- Facilitate any applications for hardship assistance
- Complete needs assessments to identify current circumstances and determine if the young person and/or their child requires other services and/or interventions
- Facilitate access to appropriate services and other assistance, such as drug and alcohol, mental health, and behavioural programmes

- Meet regularly with the young person to ensure that they are meeting their obligations and that they stay on track to achieve the outcomes
- Assist the young person with financial management and budgeting advice
- Assess whether the young person is making the most of local housing markets and paying reasonable accommodation costs, and assist them to reduce their costs where possible
- Support the young person to participate in education or training in order to gain the necessary foundation skills required to ensure a successful transition to independence.
- Support the young person to undergo Family Reconciliation Counselling where this is appropriate
- Ensure young parents are aware of the benefits of Early Childhood Education.

3.2 Information Capture and Reporting

The Provider will capture and maintain participant information within the Activity Reporting Tool, including basic participant contact details, enrolment and needs assessment information, participant plans and activity management, compliance with obligations and achievement of service milestones and outcomes.

This information will be used to generate the reports required under Schedule One Part B: Reporting.

3.3 Budgeting Services

Participants are required to undertake budgeting activities and comply with budgeting obligations.

The Provider will assist participants to develop money management skills and meet their budgeting obligations by:

- Supporting them to complete a budgeting programme delivered or subcontracted by the provider that meets certain minimum standards (e.g. minimum hours duration and covering core competencies); and
- Meeting regularly to review and discuss their ongoing money management and their compliance with budgeting obligations

The Provider will also advise the Ministry when the young person:

- is meeting their budgeting obligations and may be eligible for an incentive payment;
- is managing their own finances competently so they no longer require money management services; or
- has not met their budgeting obligations and does not have a good and sufficient reason or are demonstrating poor financial judgement (in this case the Ministry may initiate an activity test failure and sanction the young person).

3.4 Education, Training / Work-Based Training

Participants are required to be in education, approved training or work-based training.

The Provider will assist participants by:

- carrying out a needs assessment and developing a plan that realistically supports the young person to achieve their educational, training or work-based learning goals.
- monitoring the young person's achievement against the young person's plan and referring them to appropriate services where further support is required
- where applicable, monitoring the young person's participation in part time work to ensure it does not interfere with their educational or training achievement

The Provider will advise the Ministry when the young person:

- has completed six months (minimum) in education or training and is on track to achieving NCEA level 2 or equivalent (or higher) and may be eligible for an incentive payment; or
- has not met their education or training obligations and does not have a good and sufficient reason (in this case the Ministry may initiate an activity test failure and sanction the young person).

3.5 Parenting Services

Participants with children are required to undertake parenting education programmes and meet other related requirements.

The Provider will support these participants by:

- encouraging them to complete a parenting education programme delivered or subcontracted by the provider that meets certain minimum standards (e.g. minimum hours duration and covering core competencies);
- assisting them to register their child with a Primary Health Organisation (PHO);
- assisting them to register their child with a local WellChild provider;
- Where the young parent requires childcare to meet their obligations or to work, encouraging them to have their child enrolled in Ministry of Education approved Early Childhood Education (ECE), or where these are not available or appropriate due to the hours of operation, distance from home, or capacity issues, in other suitable childcare authorised by the Provider.

The Provider will advise the Ministry when the young parent:

- is meeting their parenting obligations and may be eligible for an incentive payment
- has not met their parenting obligations and does not have a good and sufficient reason (in this case the Ministry may initiate an activity test failure and sanction the young person).

3.6 Family Planning

The Provider will support participants to:

- engage with a family planning provider to discuss sexual health and contraception
- apply for financial assistance when cost is a barrier to contraceptive access and use

3.7 Family Reconciliation

The Provider will support participants to undergo Family Reconciliation Counselling where this is appropriate

Service Content/Services Summary NEET

The Provider will deliver the following services under this Agreement:

NEET Core Functions

The Provider will provide ongoing support and guidance for the targeted clients to help ensure they achieve sustainable education, training or work-based learning / employment outcomes.

This will include getting the client's agreement to participate in the service, and agreement to allow the sharing of client information between the Provider, Ministry, schools and other relevant agencies for the purpose of carrying out the service, enrolling the client in the service, carrying out an individual needs assessment and producing a plan for achieving realistic educational, training and employment goals.

The Provider will be responsible for active case management of its clients, monitoring of their achievement against their plan, updating the plan as appropriate, coaching and mentoring and referral to other appropriate services to help the client to overcome barriers to their participation in education, training or employment.

The Provider will broker and refer clients to appropriate full-time education, training, work placement and developmental opportunities. The Provider will make any young parents aware of the benefits of approved early childhood education (ECE) services and support them to access approved ECE or other suitable childcare while participating in education, training or work-based learning.

The Provider will develop and maintain positive working relationships with existing services and organisations, including Government Departments, schools, family and whanau, iwi and community groups, approved childcare providers, training providers and employers.

The Provider and the Ministry agree to maintain a close working relationship with regard to the services provided under this Agreement. The progress of the service and issues arising with any aspect of the Service, including access to activities or services that clients may require, will be discussed in an ongoing manner with the aim of resolving any issues as soon as practicable.

While the essential elements of the service will be similar for many clients, the Provider will ensure that the degree of engagement and support is tailored to be appropriate to the needs of the individual participants and their personal situation.

The service will be delivered in an environment that is positive, respectful and encourages the client to take responsibility for their actions and builds their capacity for achieving realistic goals.

NEET Information Capture and Reporting

The Provider will capture and maintain client information within the Activity Reporting Tool (ART), including basic client and contact details, enrolment and needs assessment information, client plans and activity management, and achievement of service milestones and outcomes. This information will be used to generate the reports required under Schedule One Part B: Reporting.