



**Position Description for:** \_\_\_\_\_

**Position Title:** Youth Coach

**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 are:

Focus area	Guidelines
<b>Youth Service deliverables</b>	<ul style="list-style-type: none"> <li>• Work in accordance with the specifications in Ministry of Social Development (MSD) Youth Service contracts for Not in Education, Employment or Training (NEET) and Youth Payment, Young Parent Payment (YP/YPP). Refer to Appendix A.</li> <li>• Obtain consent from the young person to participate in the relevant service.</li> <li>• Complete an Initial Youth Service Plan as per Appendix A.</li> <li>• Manage and provide ongoing tailored support and guidance for Youth Service participants to ensure they have best chance of success.</li> <li>• Broker and refer participants to education, training, work based training, or other developmental opportunities.</li> <li>• Contact the young person regularly to ensure that they are meeting their obligations and are working towards achieving positive outcomes. Contact is at least monthly and more frequently for clients with higher need.</li> <li>• Keep client Youth Service Plans up to date and complete Exit Plans as required, aiming to promote positive outcomes.</li> <li>• Refer the young person to appropriate services to assist in overcoming barriers to sustained educational, training or employment outcomes and achieve long term financial independence, e.g. drug and alcohol, mental health and behavioural programmes.</li> <li>• 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.</li> </ul>

Focus area	Guidelines
<b>Youth Service deliverables continued</b>	<p><b>YP/YPP clients only:</b></p> <ul style="list-style-type: none"> <li>• Facilitate the application process for government financial assistance, when required.</li> <li>• Support the young person to undergo Family Reconciliation Counselling where this is appropriate.</li> <li>• Assist the young person with financial management and budgeting advice.</li> <li>• Assess whether the young person is making the most of local housing markets.</li> <li>• Co-ordinate budgeting services and parenting programmes.</li> <li>• Ensure young parents are aware of the benefits of Early Childhood Education.</li> <li>• Assisting young people with children to register their child with appropriate agencies.</li> </ul>
<b>Client support</b>	<ul style="list-style-type: none"> <li>• Be a positive role model for clients, demonstrating appropriate and professional attitudes and behaviours for them to follow.</li> <li>• Ensure clients know their rights and responsibilities.</li> <li>• Comply with Community College Youth Coach limits and boundaries as specified in Quality Central.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Capture and maintain client information within the Activity Reporting Tool (ART), including basic client and contact details, enrolments, Youth Service plans, activities, and achievement of service milestones and qualification outcomes.</li> <li>• Maintain Youth Service Tracker to ensure it is accurate and current.</li> <li>• Follow Community College's policies and procedures to ensure client data is protected from unauthorised access.</li> </ul>
<b>Manage relationships</b>	<ul style="list-style-type: none"> <li>• Develop and maintain strong relationships within your College, with other Colleges and the Service Centre.</li> <li>• Develop and maintain positive working relationships with existing services and organisations, including Youth Service Support Unit (YSSU), Oranga Tamariki, government departments, schools, family and whanau, iwi and community groups, training providers and employers.</li> <li>• Build robust relationships with Careers Advisors and Counsellors within high schools and training providers and engage with high risk NEET before leaving school or other training.</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Take all practicable steps to ensure safety of yourself and others at all times.</li> <li>• Comply with Community Colleges Child Protection and other Health and Safety policies and procedures.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Work in accordance with the Community College's Quality Management System (Quality Central).</li> <li>• Participate in professional development as requested by the College Manager.</li> <li>• Consult with College Manager on key decisions or difficult situations.</li> </ul>

• **Youth Coach KPIs:**

• **Engagement**

Keep Youth Service Plans up-to-date  
Keep overdue contacts to a minimum

• **Milestones**

Maximise client engagement in education and other milestones

• **ART**

Maintain an accurate and up-to-date client database

• **Tracker**

Maintain an accurate and up-to-date Youth Service Tracker

• **Client capacity/target numbers**

NEET clients \_\_\_\_\_

YP/YPP clients \_\_\_\_\_

**Additional Duties**

*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.*

*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 have reviewed this position description and I understand all my duties and responsibilities.**

Signed: .....

Date: .....

**Employee**

Signed: .....

Date: .....

**For Community Colleges New Zealand Limited**

**Appendix A: The following contains extracts from MSD contracts that define the role and responsibilities of the Youth Coach within Youth Service**

**Youth Payment and Young Parent Payment Service Delivery**

**1. Intensive Case Management and Mentoring**

- (a) The Provider will deliver on-going, tailored support and guidance for each young person including the:
  - (i) purchase and co-ordination of budgeting services and parenting programmes (where applicable); and
  - (ii) brokerage and referral of young people to education, training, work based learning, or other developmental opportunities.
- (b) The Provider may also refer a young person to other services or courses where these will assist that young person to overcome barriers to sustained education, training or employment outcomes and to achieve long term financial independence.
- (c) The Provider will develop and maintain positive working relationships with existing services and organisations, including Government departments, particularly local Work and Income Service Centres, the Ministry of Justice, Department of Corrections and the Ministry of Education, schools, family and whanau, iwi and community groups, training providers and employers in their area.
- (d) The Provider and the Purchasing Agency agree to maintain a close working relationship with regard to the Services provided under this Outcome Agreement. The progress of the Service and issues arising with any aspect of the Service, including access to activities or services that young people may require, will be discussed in an on-going manner with the aim of resolving any issues as soon as practicable.
- (e) 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 each young person and their personal circumstances.
- (f) 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.
- (g) The key role of the Provider is to:
  - (i) Provide information to the Youth Service Support Unit immediately about any changes to the young person's circumstances that may affect their payments/entitlements;
  - (ii) Recommend appropriate redirection of basic costs on the young person's behalf - with accommodation, utility costs and lawful debts automatically redirected;
  - (iii) Facilitate the application process for government financial assistance for all young people in Service, including applications for supplementary assistance;

- (iv) Facilitate the enrolment of a young person transitioning from the care of Oranga Tamariki;
- (v) Complete an initial Youth Service Plan with the young person to identify their current circumstances and determine if they and/or their child requires other services and/or interventions. The initial Youth Service Plan must be signed by the young person as confirmation that it was completed with them;
- (vi) Meet regularly with the young person, contacting within each 30 days. Meet once every 90 days face-to-face, to review their Youth Service Plan and to assist the young person to meet their obligations as set out in clauses 6.1 to 6.4 and stay on track to achieve the outcomes. All 90 day reviews of the Youth Service Plan must be signed by the young person as confirmation that the review was completed with them;
- (vii) Support the young person to participate in secondary or tertiary education, training or work-based learning in order to gain the necessary foundation skills required to ensure a successful transition to independence;
- (viii) Facilitate access to appropriate services and other assistance, such as drug and alcohol, mental health, and behavioural programmes;
- (ix) Assist the young person with financial management and budgeting advice;
- (x) Assist the young person to register and continually use MyMSD;
- (xi) 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;
- (xii) Support the young person to undergo Family Reconciliation Counselling where this is appropriate;
- (xiii) Ensure young parents are aware of the benefits of approved Early Childhood Education (ECE) services and enrolment with Well Child and a Primary Health Organisation; and
- (xiv) Complete an Exit Youth Service Plan with the young person prior to them exiting the Service to support them into employment or further education or training. The Exit Youth Service Plan must be confirmed by the young person that it was completed with them.

### **1.1 Secondary and Tertiary Education, Training / Work-Based Learning**

- (a) Each young person is obligated to be in secondary or tertiary education, approved training or work-based learning.
- (b) The Provider will assist each young person to meet this obligation by:
  - (i) completing an initial Youth Service Plan with the young person that realistically supports their sustained participation in education, training or work-based learning to achieve their goals, including achieving NCEA Level 2 or higher;

- (ii) meeting regularly with the young person, contacting within each 30 days and once every 90 days face-to-face, to monitor the young person's participation in education, training or work-based learning, their achievement against the young person's goals and referring them to appropriate services where further support is required; and
  - (iii) where applicable, monitoring the young person's participation in part time work to ensure it does not interfere with their educational or training achievement.
- (c) The Provider will advise the Purchasing Agency when the young person:
- (i) 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
  - (ii) has not met their education or training obligations and does not have a good and sufficient reason (in this case the Purchasing Agency may initiate a youth activity obligation failure and sanction the young person).

## **1.2 Budgeting Services**

- (a) A young person is required to complete budgeting activities and comply with budgeting obligations.
- (b) The Provider will assist each young person to develop money management skills and meet their budgeting obligations by:
  - (i) supporting the young person to complete a budgeting programme that is either subcontracted by or delivered by the Provider that meets certain minimum standards as set out in the Youth Service Operational Guidelines; or
  - (ii) completing at least two unit standards in personal financial management on the New Zealand Qualifications Framework; and
  - (iii) meeting regularly with the young person, at least once every 90 days face-to-face, to review and discuss their on-going money management and their compliance with budgeting obligations.
- (c) The Provider will advise the Purchasing Agency when the young person:
  - (i) is meeting their budgeting obligations and may be eligible for an incentive payment;
  - (ii) is managing their own finances competently so they no longer require money management services; or
  - (iii) 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 Purchasing Agency may initiate a youth activity obligation failure).

### **1.3 Parenting Services**

- (a) A young person with a child / children is required to complete a parenting education programme and comply with other parenting-related obligations.
- (b) The Provider will assist each person to meet their obligations by:
  - (i) ensuring the young person completes a parenting education programme, or refresher training, delivered or subcontracted by the Provider that meets certain minimum standards as set out in the Youth Service Operational Guidelines;
  - (ii) assisting the young person to enrol their child / children with a Primary Health Organisation (PHO);
  - (iii) assisting the young person to enrol their child /children with a local Well Child provider;
  - (iv) ensuring the young person's child /children is / are attending an approved early childhood education programme or other suitable childcare (that is safe and appropriate) while they are in education, training or work-based learning or part-time work; and
  - (v) meeting regularly with the young person, at least once every 90 days face-to-face, to review and discuss their parenting role and their compliance with parenting obligations.

### **1.4 Family Planning**

- (a) The Provider will support a young person to:
  - (i) engage with a family planning provider to discuss sexual health and contraception; and
  - (ii) apply for financial assistance when cost is a barrier to contraceptive access and use.

### **1.5 Family Reconciliation**

The Provider will support a young person to undergo Family Reconciliation Counselling where this is appropriate.

### **1.6 Limited Service Volunteer Programme (LSV)**

The Provider will support a young person to enrol and participate in LSV where this is appropriate.

### **1.7 Drivers Licence**

The Provider will support a young person to obtain their driving licences, learners and restricted and to participate in driving lesson.

## **2 Information Capture and Reporting**

- 2.1** The Provider will capture, upload and maintain information about the young person within the Activity Reporting Tool, all client details including contact details and ethnicity, enrolment, Youth Service Plan and activity management details, compliance with obligations and achievement of milestones and outcomes.
- 2.2** This information will be used to generate the reports required.

### **NEET Service Delivery**

- 1** The Provider will deliver on-going, tailored support and guidance for each young person to ensure they achieve sustainable education, training or work-based learning, or employment outcomes. This will include:
- (a) Enrolment of young people, including:
    - (i) facilitate the enrolment of a young person transitioning from the care of Oranga Tamariki;
    - (ii) getting the young person's agreement to participate in the Service, and uploading that consent to the Activity Reporting Tool;
    - (iii) getting the young person's informed agreement to allow the sharing of their information between the Provider, Ministry, schools and other relevant agencies for the purpose of carrying out the Service and uploading that consent to the Activity Reporting Tool; and
    - (iv) enrolling the young person in the service within 90 days of accepting the referral including uploading the enrolment consent form to the Activity Reporting Tool.
  - (b) Active intensive case management, coaching and service brokerage, including:
    - (i) completing an initial Youth Service Plan with the young person within 30 days of their enrolment that realistically supports the young person's sustained participation in education, training or work-based learning or pathway to employment. The Youth Service Plan will include:
      - a. identification of current circumstances and determine if the young person (and their child if applicable) requires other services and/or interventions;
      - b. a plan for achieving realistic educational, training and employment goals with an outcome of achieving NCEA Level 2 or higher; and
      - c. be signed by the young person as confirmation that the Youth Service Plan was completed with them;
    - (ii) meeting regularly with the young person, each 30 days and once every 90 days face-to-face, to review their Youth Service Plan, including monitoring the young person's participation in education, training, work-based learning or employment, and achievement against their goals. All reviews of the Youth Service Plan must be signed by the young person as confirmation that the review was completed with them;
    - (iii) coaching, youth mentoring and referring the young person to other appropriate services where further support is required, to help them overcome barriers to their participation and achievement in education, training, work-based learning or employment; brokering and referring young people to appropriate full-time education, training, work placement and developmental opportunities; and



- (iv) completing an Exit Youth Service Plan with the young person prior to them exiting the Service to support them into employment or further education or training. The Exit Youth Service Plan must be confirmed by the young person that it was completed with them.

- 1.1** The Provider will make any young parent aware of the benefits of enrolment in Well Child, a Primary Health Organisation and 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.
- 1.2** The Provider will develop and maintain positive working relationships with existing services and organisations, including Government Departments, particularly local Work and Income Service Centres, the Ministry of Justice, Department of Corrections and the Ministry of Education, schools, family and whanau, iwi and community groups, training providers and employers in their area.
- 1.3** The Provider and the Purchasing Agency agree to maintain a close working relationship with regard to the Services provided under this Outcome Agreement. The progress of the Service and issues arising with any aspect of the Service, including access to activities or services that young people may require, will be discussed in an on-going manner with the aim of resolving any issues as soon as practicable.
- 1.4** 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 individual and their personal situation.
- 1.5** The Service will be delivered in an environment that is positive, respectful and encourages the young person to take responsibility for their actions and builds their capacity for achieving realistic goals.

## **2 Employment**

- 2.1** In Work Support is to be made available immediately for those clients that achieve a sustainable employment outcome. It is important for the Provider to keep in regular contact with the participant to ensure if issues arise relating to their work or ability to stay at work they can be quickly handled to enable the client to stay in the job. The first four weeks are particularly crucial.
- 2.2** In Work Support will be for a period of up to 182 days (providing the youth remains in employment). During this time the Provider will support the needs of both the youth and the employer, where appropriate, to create a sustainable employment environment and potentially assist the youth to undertake on the job training and development opportunities. Opportunities for advancement and career planning need to be encouraged.
- 2.3** When job offers are made, the provider will assist youth to deal with employment matters with employers, in terms of communicating to ensure both parties have clear understanding of the job expectations and conditions, including:
  - (a) position description, employment agreement and employee rights

- (b) working conditions – health and safety, working environment,
- (c) pay – wages / salary; probation period
- (d) hours of work
- (e) skills development – induction, industry specific skills and training
- (f) career pathway – performance incentive, promotion, other position within company
- (g) further training – industry qualifications, apprenticeships

**2.4** The provider will support each youth for 182 days after they commence employment to ensure their retention of employment and increased likelihood of gaining a long term career. This will assist youth with the transition from unemployment to work, by ensuring that they receive timely and ongoing assistance as appropriate and requisite support to adjust to working life.

**2.5** The provider will facilitate meetings with youth and employers (as appropriate), to discuss:

- (a) the employer’s upcoming needs and how the youth can help
- (b) workload, highs and lows, work-related challenges, personal issues impacting employment, suggested solutions to social barriers that impede job retention
- (c) any performance issues are discussed with the employer in a constructive “plan to fix it” way.

**Limited Service Volunteer Programme (LSV)**

The Provider will support a young person to enrol and participate in LSV where this is appropriate.

**Drivers Licence**

The Provider will support a young person to obtain their driving licences, learners and restricted and to participate in driving lesson.

**3 Information Capture and Reporting**

**3.1** The Provider will capture, upload and maintain information about the young person within the Activity Reporting Tool, all client details including contact details and ethnicity, enrolment, Youth Service Plan and activity management details, compliance with obligations and achievement of milestones and outcomes.

**3.2** This information will be used to generate the reports required.