

### Role Context

The Youth Community Team Leader provides leadership to the Youth Mobile Team, The Caroline Reid Family Support Service, and support to the Ngā Maihi team. They support these teams via supervision, clinical leadership, and other areas of support. They may hold a small caseload. The Youth Community Team Leader will work in conjunction with other team leaders in the Youth Services, supporting one another where needed.

### Role, Purpose and Scope of Role

The Youth Mobile service exists to provide a community-based service for young people, aged 14-24, who are experiencing acute mental distress. They assist children, young people, and their families to function within the community. Youth Mobile staff focus on monitoring Tāngata whaiora mental health and give feedback to the responsible clinicians. They assist Tāngata whaiora and their families to manage distress and work towards goals set in conjunction with the clinical team overseeing each Rangatahi. They support young people in their recovery journey.

The Caroline Reid Family Support Service (CRFSS) provides support to families where a minimum of one of the parents' experiences significant mental distress. The CRFSS team supports families to function in the community and supports parents in their recovery be parents alongside their mental distress. The CRFSS team works in collaboration with the Supporting Parents Health Children (SPHC) guidelines developed by the Ministry of Health.

The purpose of the Youth Community Team Leader position is to provide clinical and operational leadership, supervision, and work within accepted professional frameworks, supporting the development of the service alongside the Service Manager. If required, the Team Leader may act up into the Service Manager position.

### Key Relationships

Accountable / Reports to

*Manager Youth Service*

Relationships With

- Youth Mobile team
- Caroline Reid Family Support Service
- CEO & Senior Leadership Team
- Other Stepping Stone services
- Stepping Stone Administration
- SMHS
- Other health professionals
- Clients' whanau and other supports

- Community groups – e.g., youth groups, schools, sports clubs

## Core Functions of Role

- Supporting staff to engage regularly with clients for the purpose of monitoring their mental health, resolving crises, supporting Tāngata whaiora in their recovery and promoting resilience. Walk alongside staff to: Note: the TL will carry a small client load.
  - Establish and attend appointments with clients, as agreed.
  - Assess client's mental health state and family functioning as required.
  - Support Tāngata whaiora to attend other pertinent appointments – e.g., with their Case Manager, Psychiatrist, GP, WINZ, School Dean etc, as required.
  - Proactively support client in achieving the goals set and assist to collapse goals into manageable tasks. ➢ Seek to increase & support client's social functioning and engagement – e.g., sport and recreational activities, school attendance, participation in community activities.
  - Communicate frequently with the client's Case Manager.
  - Seek to engage and work together with other significant people in the client's life – e.g., parents, flatmates, school supports, employers and strengthen capacities of families.
- To have thorough and accurate individual client files, easy to follow client goal plans, and accurate statistics about work undertaken.
  - Audit service recording for accuracy, professional standards, privacy management, complies with CM plan. E.g., timeliness/time frames, incidents, risks etc.
  - Record and collate data/statistics as required at the end of each shift.
  - Write thorough, professional individual client progress notes each shift, reflecting client's mental health state, and progress on goals.
  - Access and utilise digital case management systems and record all client-related contacts.
- Leads self/staff to ensure appropriate management of workloads, and professional development.
  - Plans own study and course participation across each year, in consultation with SM.
  - Arranges and actively engages in regular external supervision.
  - Manages time - punctual for appointments, timely reports.
  - Manages week to complete Team Leader tasks.
- To role model best practice, effective and professional client work to others in the Youth Mobile, Caroline Reid and Ngā Maihi teams.
  - Role modelling to the team strategies and tools that they might also utilise in their client work and to include evidence-based family practice models.
  - Support staff with complex cases e.g., networking, CM process, community engagement, self-harm, relationship stress.
  - Support initial client engagement with the service.
  - With SM, monitor, discuss and develop quality improvement of systems as required.

- With SM know and implement a service-related Crisis Management Plan and follow up with staff re: wellbeing.
- Ongoing engagement where necessary with SM, and other relevant services.
- Implement a culture of clear communication, safety, professionalism, team functioning, all informed by SST's values and policies. Effectively coordinate staff, maintain staff wellbeing and service engagement
  - Liaise with others on shift to ensure personal safety for all members.
  - Communicate clearly with others around Tāngata whaiora wellbeing and needs.
  - Provide internal supervision to the Youth Mobile and Caroline Reid teams, including completing performance appraisals.
  - Coordinate / Facilitate Youth Community staff meetings.
  - Orientate new staff members to the service.
  - Communicate the needs of the Youth Community team with the SM.
  - Networking, as relevant to SST Youth Services.
  - Work with others across SST Youth Services to create training and professional development opportunities.
  - Provide clinical back up to the team, as required.
  - Work with HR and SM to assist in resolving any staff issues, including performance development/management as needed.
  - Take a proactive role in developing constructive working relationships across the Youth Community team.

## Working Environment and Physical Demands

Stepping Stone Trust aims to provide a safe workplace, where nobody is placed in an environment or asked to do anything which will result in physical or mental harm. Here are some of environments and potential hazards that might be encountered in this role.

*Those in **bold** represent the likely environments of this position*

Office	Residential facilities	Outdoors
Vehicle	Private home	Community

*Those in **bold** represent the likely hazards of this position*

PHYSICAL	BIOLOGICAL	TEMPERATURE
Hand and portable tools Mechanical handling Stacking and storage Transportation (car etc)	Insects Bacteria Animals (e.g. Rats)	Extremes of heat or cold Hot substances / products Fire hazard
Confined space / working at heights	<b>CHEMICAL</b>	<b>PHYSIOLOGICAL</b> (Possible catalysts for stress and / or fatigue)

Ventilation Working at heights in walkways and aisles Equipment guards Energy isolation Noise	Chemicals and other substances Mist and/or Dust Dangerous Goods <b>RADIATION</b> Infra –red, ultraviolet Microwave	Times of increased intensity or duration of workload Organisational demands of work (e.g. 24-hour availability) Tight deadlines Provision of support to others during peak periods Shift work
<b>LIGHTING</b>	<b>VIBRATIONS</b>	
Lighting levels	Vibrating platforms	
<b>ERGONOMIC</b>	<b>POWER SYSTEMS</b>	<b>EMERGENCY RESPONSE</b>
Manual handling Work station set-up	Electrical Hydraulic	Responsible for items to be secured e.g. earthquake Evacuation routes

*Those in bold represent the essential physical requirements of this position*

TYPE	FREQ.	TYPE	FREQ.	TYPE	FREQ.
Stooping	O	Sedentary – sitting	F	Lifting / manual handling	O
Pulling	O	Kneeling	O	Grasping	O
Crouching	O	Typing	F	Crawling	R
Talking	C	Reaching	O	Hearing	C
Standing	O	Repetitive hand motions	O	Fine finger motions	O
Walking	F	Pushing	O	Driving	F
Climbing	R	Other – please record:			

Note: **C** = Constantly: 67-100%; **F** = Frequently: 34 – 66%; **O** = Occasionally: 1 – 33%; **R** = Rarely: 0 – 1%

*Those in bold represent the visual requirements of this position*

Close vision	Distance vision	Colour vision
Ability to focus	No special vision requirements	

**Education and Qualifications**

The Youth Community Team Leader will need to have a minimum of 3 years' experience working with young people experiencing mental distress and their families, within a team context. Preferable is experience within a children and families mental health team. They will be a health practitioner with relevant primary graduate qualifications, such as Social Work, Occupational Therapy or Nursing, and belong to a professional body, or working towards this. This would preferably be complimented by Post Graduate qualifications in Mental Health.

**Technical or Professional Knowledge, Skills and Experience**

**Social Services**

- Experience working across a range of youth services
- Have an applied knowledge of Youth Development concepts
- Have an applied knowledge of Youth Health issues (Physical, Sexual & Mental)
- Knowledge and utility of networking in the youth context
- Proven skills in client engagement, planning and implementation
- Experience and knowledge working in a community context

**IT and Internet systems**

- Competent general knowledge of office software systems e.g. Microsoft Office (Word, Excel, Power Point), E-mail, Client/Patient Management Systems, with the ability to staff in these applications
- Confident using the Internet and cloud-based tools.

## General Competencies

<b>Alignment to Core Values</b>	<p>Alignment to the vision, mission and core values of SST</p> <ul style="list-style-type: none"><li>• <b>Faith</b> – supporting Tangata Whai ora (clients) and staff to explore belief in God as a pathway to wellness</li><li>• <b>Grace</b> – accepting and respecting people regardless</li><li>• <b>Hope</b> – every person has value, potential and new possibilities</li><li>• <b>Love</b> – being professional and showing respect in all of our relationships</li><li>• <b>Integrity</b> – practising accountability with each other and stakeholders.</li></ul>
<b>Teamwork</b>	<p>Maintains healthy team relationships especially with respect to handling conflict; aware of differences in personalities and the importance of positive relationships to achieve outcomes</p>
<b>Teachable</b>	<p>Desires to learn best practice; follows instruction. Able to adapt learned skills to the SST environment.</p>
<b>Communication</b>	<p>Develops rapport easily; addresses issues positively; competent in verbal and written communication</p>
<b>Team Fit</b>	<p>Aligns with team's values; aware of own strengths and how they affect other people in the team</p>

## Verification

We agreed that this Statement of Accountability accurately reflects the key responsibilities of the position at today's date.

Manager's Signature:

Manager's Name:

Date:

Employee's Signature:

Employee's Full Name:

Date:

This Statement of Accountability will be reviewed at least once a year during the course of the Performance Review Meetings. Any changes which need to be made will be signed off by the responsible Senior Management Team member, and People & Capability.