



Literacy and numeracy profile:

Youth worker

This profile identifies the literacy and numeracy tasks that are part of the role of a youth worker. In this profile literacy includes reading, writing, speaking and listening.

Youth workers are employed in a wide range of agencies – from large statutory bodies to small non-government organisations (NGOs) to providers of alternative education. Tasks range from youth development activities to the provision of specialised assistance to youth involved in the justice system. Thus the skills needed and utilised will vary depending on the youth workers' roles and employing agencies.

Reading tasks

Read implies that the person reads and understands.

Read signs and short texts

- Emergency procedures
- Health and safety notices
- SMS text messages
- Social networking media
- Handwritten notes

Read charts, tables and graphs

- Population data
- Research data e.g. statistics relating to youth issues

Read forms

- Activity programmes
- Weekly plans
- Lesson plans
- Referral forms
- Activity reports
- Timesheets
- Evaluation forms from clients

Read memos, notes, notices and e-mails from

- Young people
- Supervisors
- Teachers
- Police
- Child Youth and Family (CYF)
- Own organisation
- Host organisation
- Hand over notes

Read instructions and more detailed job information

- Activity plans e.g. detailed lesson plan or monthly plans
- Minutes of meetings
- Young people's history files including:
 - case notes
 - court reports
 - psychologist reports
- Induction materials
- Code of Ethics
- Job description and employment contract
- Company rules, policies and procedures
- Intranet



Reading tasks *continued...*

Read background information related to youth work

- Relevant articles e.g. from newspapers, newsletters, the internet, magazines and journals
- Research on issues relevant to youth e.g. youth suicide, youth offending, behaviour management, sexual health, the law
- Descriptions and evaluations of programmes

Read excerpts from legislation, regulations, or reports

- Youth Development Strategy Aotearoa
- Code of Ethics for Youth Work in Aotearoa
- Relevant acts including:
 - Sale of Liquor Act 1989
 - Children and Young Persons' Act 2008
 - Mental Health Act 1999
- Law Commission material

Read training material

- Social Services ITO training material
- Company induction material
- Other documents including:
 - health and safety
 - first aid
 - conflict resolution
 - addiction

Writing tasks

Write brief notes

- Telephone messages
- Activity reports
- Referral forms e.g. to other agencies
- E-mails to:
 - young people
 - government departments
 - co-workers
 - managers
- Social networking media including:
 - Twitter
 - Facebook
 - Bebo

Complete forms

- Internal administration forms e.g. timesheets, leave and mileage forms
- Activity attendance forms
- Client detail forms
- Activity programme summaries
- Risk assessments

Write short documents

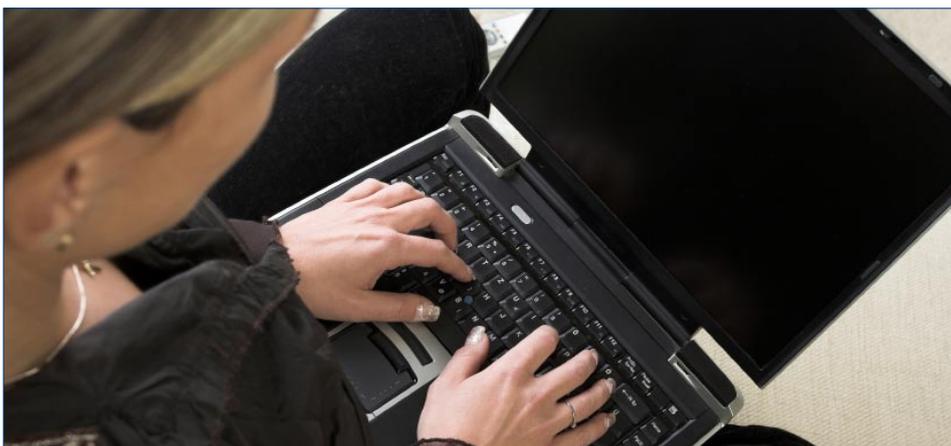
- Activity plans e.g. lesson or weekly
- Programmes e.g. monthly, semester
- Resource lists
- Letters e.g. invitations, thank you, reporting to caregivers
- Hand over and case notes
- Incident and accident reports
- Meeting minutes
- Reports e.g. monthly, quarterly
- Create forms e.g. programme evaluations
- Programme and activity flyers

Write longer more complex documents

- Funding applications
- Reports e.g. to funders, critical evaluation of programmes
- Court reports
- Planning documents
- Reflective practice and supervision requirements
- Presentations for local, national and international forums
- Programme development
- Strategic documents including policies, community development plans
- Submissions or letters to committees, government departments
- C.V.s for young people

Write for training purposes

- Take notes
- Complete unit standard assessments



Speaking and listening tasks

Listen to explanations and oral instructions from

- Young people - their stories and concerns
- Supervisors
- Colleagues
- Government officials
- Other professionals

Listen and respond to questions from

- Young people
- Colleagues
- Management committee
- Other external committees

Listen to presentations

- Internal
- Outside organisations including
 - drug and alcohol agencies
 - government departments such as Justice and Child, Youth and Family.

Discuss and agree with managers and colleagues

- How to run activities
- Who takes which role
- Who works with who
- Evaluation of activity

Ask questions

- Clarify understanding of communications from young people, parents, colleagues, supervisors, other professionals and government officials
- Order equipment or materials for activities
- Seek assistance

Participate in meetings

- Own workplace
- Involving other organisations e.g. CYF

Present and provide information to groups and individuals

- Young people on issues such as sexuality, drugs and alcohol
- Colleagues
- Management e.g. on programme progress
- Other groups e.g. on successful programmes

Communicate in a culturally appropriate manner

- Use appropriate cultural knowledge of Māori, Pacific and other languages, depending on context e.g. greetings, mihi, waiata

Interactive skills

- Respond appropriately to young people's concerns – paraphrase, empathise
- Motivate young people e.g. through telling stories that resonate
- Observe and respond to young people's body language and dynamics of groups
- Manage young people's participation
- Manage behaviour or conflict during activity
- Manage diverse interactions including
 - mentoring
 - advocacy with parents, schools, government and other agencies



Numeracy tasks

Make sense of number to solve problems

Count

- Petty cash
- Hours
- Attendance
- Record mileage

Calculate

- Hours worked from timesheets
- Times for programme activities
- Develop budgets including allowing for GST and overheads
- Manage budget (based on allowances and grants)

Reason statistically

Prepare data from workplace observations or measurements

- Activity and programme records
- Tables
- Charts
- Graphs

Analyse data to compare and explain

- Activity and programme records
- Data for reports
- Census
- Information from government departments

Interpret data to predict and conclude

- Activity and programme records
- Census data to justify programmes
- Information from government departments

Measure and interpret space and shape

- Find locations on maps using map co-ordinates e.g. A3 NW
- Estimate space needed for activities



The Social Services ITO Exchange Place, 5-7 Willeston Street, Wellington, PO Box 2637, Wellington 6140
Phone: 04 915-7830 or 0800 558 558 Fax: 04 915 7831

Workbase: the New Zealand Centre for Workforce Literacy Development 2 Vermont St, Ponsonby, Auckland,
PO Box 56571, Dominion Road, Auckland, New Zealand. Phone: 09 361 3800 Fax: 09 376 3700 www.workbase.org.nz