



FOR CAREERS IN:

**Health and
Wellbeing**

**Disability and
Aged Support**

**Social
Services**

**Cleaning and
Pest Control**

INSPIRING HEROES


GUIDE FOR CAREERS ADVISORS



**ENABLING
CAREERS**



Careerforce
te toi pūkenga



"I ABSOLUTELY LOVE MY JOB BECAUSE I GET TO WORK WITH SUCH AN AMAZING ARRAY OF BEAUTIFUL PEOPLE, ALL WITH SUCH DIFFERENT DISABILITIES AND DIFFERENT CHALLENGES."

"I LOVE HELPING PEOPLE HEAL AND GROW TO BUILD A LIFE WORTH LIVING."

"UNABLE TO FIND A JOB TEACHING, I ANSWERED AN ADVERTISEMENT FOR A CLEANING POSITION. I QUICKLY MOVED FROM CLEANER TO TRAINER AND GENERAL MANAGER"

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Get to know

Careerforce

Who we are

Careerforce is the industry training organisation for New Zealand's health and wellbeing sectors. The trainees and apprentices we support are working with New Zealand's most vulnerable, both young and old.

Our key objectives are to:

- introduce students to the career opportunities and pathways available in the health and wellbeing sectors.
- build strong relationships with schools, students and employers.
- enable students who want to make a difference in their community by supporting them through the Gateway programme.

Our values

Kaitiakitanga – Upholding responsibilities

- We are committed to benefiting the communities we serve and protecting the wellbeing of future generations.

Kotahitanga – Connecting people

- We are all united in our common goal to improve the health and wellbeing of New Zealanders and everything we do is focused towards this goal.

Manaakitanga – honouring others and ourselves

- We provide an environment where everyone is comfortable and can participate in a meaningful way.

Who would enjoy Careerforce training

The health and wellbeing sectors provide a variety of exciting career opportunities for people. These include:

- disability, mental health or aged care support work.
- youth work.
- diversional therapy or rehabilitation assistance.
- social services work or employment support.
- and many more...

These careers are ideal for students who want to:

- have a rewarding career.
- help others reach their full potential.
- do something that matters.
- follow their passion.

Gateway

Careerforce Gateway packages enable schools to provide their students with opportunities to access structured workplace learning. Where possible, Careerforce has aligned Gateway packages to the Vocational Pathways.

It is recommended that Gateway Coordinators and Careers Advisors tailor their student's programmes to meet the student's individual areas of interest and ensure that they meet the workplace's (employment) requirements. Careerforce can provide some examples of 10 and 20 credit packages which Gateway Coordinators can use as a guide to support their student's interests.

Careerforce Gateway packages include both theory and practical application. All assessment is unit standard based with industry work experience.

Expectations of Industry Training Undertaken in Schools

Careerforce unit standards must be assessed with industry in mind. The expectation is that students will be able to use the knowledge, skills and attitudes that they have gained at school, within the sectors Careerforce represents.

Learning must be supported by real life application. Students should be given opportunities to practice and use the skills that they have learned, and apply industry experience and context to the knowledge that they are gaining.

Services

Careerforce offers the following services:

- helping schools identify pathways for their students so that a student's programme is tailored to their interests.
- assisting schools in getting to know local industry employers and finding suitable work placements where possible.
- providing comprehensive learning and resource packages.
- arranging the assessment of each student to complete their chosen unit standards.
- reporting unit standard achievement to NZQA.
- requesting a certificate from NZQA if a student completes a full New Zealand Certificate.

Gateway Administration

The school must complete and sign a Memorandum of Agreement (MoA) with Careerforce. The MoA records each party's obligations when placing a student into industry-based learning, including arrangements for assessment and reporting results to NZQA (see below). Careerforce will assist to help find an industry placement if required but cannot guarantee placements.

The school must also complete a Gateway/Vocational Pathways Application form. The school will be invoiced for the package/s and services indicated in the application form as described in the MoA. Each application form will provide details of all students who are scheduled to be assessed by a Careerforce registered assessor, including:

- list of unit standards/programme title.
- full name, date of birth and National Student Number (NSN).
- name of assessor and work placement.

All schools are required to complete an MoA with Careerforce prior to commencement of any programme. Please contact schools@careerforce.org.nz for a copy of the MoA.

Reporting credits to NZQA

The Careerforce registered assessor will assess the students, reporting credit achievement to Careerforce. We will report unit standard achievement to NZQA.

Schools are not permitted to use the Careerforce provider code to report credits to NZQA due to moderation requirements.

Appeals

In the event of a disagreement or query about assessment, the student and/or Gateway Coordinator should contact their

local Careerforce Workplace Advisor. If the problem is not resolved, the school Principal's Nominee should contact the Careerforce National Moderator to negotiate a way forward: moderation@careerforce.org.nz

Gateway Support for Students

In any Careerforce programme, learning is always supported by a person who has the appropriate industry knowledge and experience. It is important that the same support is in place for Gateway students engaged in a Careerforce Gateway Package.

Some schools may have an appropriately qualified teacher who is available to assist Gateway students with their learning.

Gateway Support People could include any of the following:

- an appropriately qualified teacher.
- a retired industry professional.
- a Gateway industry placement employer.

Practical Application - Assessment

The aim of Careerforce training is ultimately to enhance the lives of the clients each student serves. The student will learn real skills to enable them to support those in need.

Assessors manage the marking process within the workplace, evaluating students against the criteria for each unit standard they are working towards. They monitor the progress of students towards achievement of each unit standard and provide support and mentoring. Assessors are also responsible for providing information to the NZQA via Careerforce so that students can receive their official Record of Achievement.

Literacy and learning support

Low literacy levels and difficulties with learning are potential barriers to achievement. Supporting students in these areas contributes to increased engagement with training and achievement at higher levels.

There is growing awareness about the need for literacy support to assist with workforce training. Careerforce learning guides are written in plain English to assist learners undertaking unit standards.

Health and Safety

Workplace health and safety is paramount. Careerforce Gateway packages are designed to reflect industry best practice and comply with the latest Health and Safety Legislation. This must be reinforced to the students.

Vocational Pathways

Careerforce has worked closely with the Ministry of Education, workplaces and secondary schools to develop a Vocational Pathway programme for the Social and Community Services Pathway.

Vocational Pathways (VP) will help students gain a better understanding of the workplace and the qualifications and skills required by industry.

The Programme is focused on students gaining NCEA Level 2, a Vocational Pathway Award and then identifying their possible career journey.

A student who completes the Programme focused on “Understanding the health and community support services sector” will demonstrate ability to:

- 1.** Develop key foundational concepts, knowledge and skills relevant in the Health and Community Support Services sectors – through understanding such features as history, key roles, delivery mechanisms, and social/economic systems including funding, etc.
- 2.** Understand the importance of identity, language and culture for Māori and all other cultures, and the use of effective, culturally appropriate communication skills to support clients, their families/whanau, and as a member of a responsible care team.
- 3.** Understand vulnerability and its causes - through consideration of the impact of vulnerability upon a range of cohorts/groups across the wider community.
- 4.** Understand and use health, sciences, English, social sciences, technologies and mathematics and statistics in contexts across the Social and Community Services sector.

It is recommended that a student planning to go directly to work in the Social and Community Sector completes the NCEA Level 2 and the New Zealand Certificate in Health and Wellbeing (Level 2)(40 credits).

Got A Trade?

Got It Made!

GOT A TRADE? GOT IT MADE! is a national campaign to raise awareness of on-the-job training and careers in New Zealand's trades and services. It also celebrates the talents and achievements of young people making headway in their chosen vocation. The campaign is jointly owned and managed by a consortium of forward-thinking industry training organisations including Careerforce. Other members include: BCITO, Competenz, Connexis, HITO, MITO, ServiceIQ and The Skills Organisation. The campaign involves a range of activities including events, exhibitions, workplace tours and school visits.

Visit www.gotatrade.co.nz for more information.

Youth Worker

Kaimahi Taiohi



Turn your passion for helping young people into a career

About the job

Youth workers support young people and their families by helping them develop quality relationships, build healthy connections, and provide them with guidance regarding education, training and employment.

You might work in a youth centre, community facility or office, school, church, marae, government agency or you might run camps or sports activities. You can work full time, part time or as a volunteer. The job may involve working shifts, working long or irregular hours or being on call. It may involve local travel to meet the young people you work with.

SUPERPOWERS



COMMUNICATION



PROBLEM SOLVING



DISCRETION



ORGANISATION

A typical day

During a typical day, youth workers may do some or all of the following:

- develop relationships with young people, and their families/whānau, peers, and communities, and schools, training providers and employers.
- provide support, information and resources.
- help young people link with social services.
- plan, deliver and evaluate programmes and events for young people.
- write reports, prepare funding applications and manage budgets.

"I have always wanted to make a difference in young peoples' lives, especially at the young age (from 11 to 18 years old). They often come from fractured homes or lifestyles without a role model and without role models to guide them."

Philip, Senior Youth Worker, Youth and Cultural Development

Characteristics

- Good leaders and communicators who can relate to people of all ages and cultures.
- Good problem-solvers who are able to remain calm in an emergency.
- Honest, ethical and impartial, and able to keep information private.
- Energetic and enthusiastic, with a sense of humour.
- Able to work well under pressure.
- Well organised.

Aptitudes

Youth workers need to have knowledge of:

- how to work effectively with young people.
- practices and resources that are useful for working with young people.
- youth culture and the communities they live in.
- physical and mental health issues among youth.
- laws and policies that affect young people.

For youth workers who specialise in working with Māori communities, knowledge of Māori language and culture is essential.

Career Journey

At School

*School Peer Counsellor
Youth Worker in school
Youth Line Volunteer*

SUGGESTED SUBJECTS

*The Arts
Health and Physical Education
Social Sciences*

Gateway Subjects

Follow the Purple Pathway (Social and Community Services)

Introductory Roles

ROLE TITLES

*Youth Worker
Rangatahi Development Worker
Youth Advocate
Youth Facilitator
Youth Leader
Youth Support Worker
Youth Events Co-ordinator
Youth Council
Youth Education Programme Assistant/Mentor*

QUALIFICATIONS

New Zealand Certificate in Youth Work (Level 3)

Advancing Roles

ROLE TITLES

*Counsellor
Probation Officer
Youth Pastor/Minister
Youth Justice worker
Sports co-ordinator*

QUALIFICATIONS

New Zealand Certificate in Youth Work (Level 4)

NZ Diploma in Health and Wellbeing – Youth Worker

Leadership Roles/ Senior Roles

ROLE TITLES

*Primary School Teacher
Secondary School Teacher
Social Worker*

QUALIFICATIONS

Tertiary Qualification

A woman with blonde hair is seen from the side, looking at a computer monitor. A young child with brown hair and blue eyes stands behind her, looking towards the camera. The background is a wooden cabinet.

Social Service Worker

Kaimahi Toko i te Ora

Help the vulnerable in your community – make a difference to people's lives

About the job

Social service workers work with children, people of all ages, and families to support them through difficult times and ensure that vulnerable people are safeguarded from harm. Your role is to provide advice and support to people with personal or social problems and help them build resilience.

You might work full or part time. The hours may be long and you can sometimes be on call or do shift work. You might find the work stressful as you deal with challenging and highly distressed clients, but it'll also be very rewarding knowing that you're making a difference. You might work in government agencies and non-profit or voluntary welfare organisations and may need to travel locally to visit the people you support in their homes.

SUPERPOWERS



COMMUNICATION



PROBLEM SOLVING



PATIENCE



DISCRETION

A typical day

Social service workers may do some or all of the following:

- improve the wellbeing and resilience of people, their families/whānau and communities.
- support people in crisis situations and talk with them about the issues they are facing.
- link people with community resources, such as benefits and accommodation, and advising them about their rights and opportunities.
- write reports and case notes.

"I really love seeing change for people and them feeling empowered to make the changes themselves."

"It's about supporting people and walking alongside them on their journey"

*Kate, Social Worker, Family Works,
Upper South Island Presbyterian Support*

Characteristics

Social service workers need to be:

- confident communicators who can relate well to people of all ages and cultures.
- able to assess situations and make careful judgements.
- good decision-makers, with excellent problem-solving skills.
- understanding, empathetic and patient.
- reliable, adaptable and able to cope with stressful situations.
- able to keep information private and work within a code of ethics.

Aptitudes

Social service workers need to have:

- an understanding of social and cultural issues and problems.
- knowledge of human behaviour and relationships.
- counselling and negotiating skills.
- an understanding of the Treaty of Waitangi.

Career Journey

At School

School Peer Counsellor
Youth Worker in school
Youth Line Volunteer

SUGGESTED SUBJECTS

Health and Physical Education
Social Sciences

Gateway Subjects

Follow the Purple Pathway (Social and Community Services)

Introductory Roles

ROLE TITLES

Social Service Worker
Social Justice Advocate
Community Worker
Family Violence Support Worker
Refuge Worker

QUALIFICATIONS

**New Zealand Apprenticeship
in Health and Wellbeing (Level 4)
Social Services**

Advancing Roles

ROLE TITLES

Social Worker
Senior Social Worker
Residential Social Worker
Family Worker
Team Leader Social Work
Care and Protection Social Work
Crisis Worker

QUALIFICATIONS

Tertiary Qualification

Leadership Roles/ Senior Roles

ROLE TITLES

Supervisor
Manager
Probation Officer

QUALIFICATIONS

Tertiary Qualification

Mental Health Support Worker

Kaimahi oranga hinengaro

Help people find
hope in the dark

About the job

Mental health support workers support people with long term mental health issues. You'll work alongside people, their family and whānau to support autonomy by using tools and strategies to foster hope, support recovery and build resilience. You could work in a range of health or community settings.

SUPERPOWERS



CARING



COMMUNICATION



PROBLEM SOLVING



ORGANISATION

A typical day

A mental health support worker may do some or all of the following:

- support individuals to live as independently as possible.
- provide advice and guidance rather than personal care.
- support with developing everyday skills e.g. cooking a meal safely, taking to appointments.
- organise activities e.g. sports, drama, educational.
- work in teams with other professionals including social workers, drug action groups, police, and health authorities.

"In my role I develop and facilitate personal development programmes that empower those who experience a mental illness to develop their natural strengths and capabilities. I love helping people heal and grow to build a life worth living."

Christina, Programme Facilitator, Framework Trust

Characteristics

Mental Health Support Workers need:

- a supportive, understanding and caring nature.
- excellent communication skills for delivering information.
- good team skills when working with other professionals and services.
- problem solving skills.
- to be practical, organised and responsible with good time management skills.
- to relate well to people from a range of cultures.

Aptitudes

Mental health support workers need to have:

- good literacy and numeracy and willingness to undertake training.
- an understanding of social and cultural issues and problems.
- an understanding of the Treaty of Waitangi.
- Previous experience working with people in a social/care support setting is useful.

Career Journey

At School

SUGGESTED SUBJECTS

The Arts
Health and Physical Education
Social Sciences

Gateway Subjects

Follow the Purple Pathway (Social and Community Services)

Introductory Roles

ROLE TITLES

Mental Health Support Worker
Community Worker
Community Support Worker

QUALIFICATIONS

New Zealand Apprenticeship in Health and Wellbeing (Level 4)
Community Facilitation

Advancing Roles

ROLE TITLES

Registered Mental Health Nurse/Case Manager
Clinical Nurse Specialist
Child Adolescent and Family Services
Mental Health RN/Case Manager
Mental Health Forensic Services RN
supporting youth and adults
Mental Health rehabilitation

QUALIFICATIONS

Tertiary Qualification

Leadership Roles/ Senior Roles

ROLE TITLES

Nurse
Mental Health Nurse

QUALIFICATIONS

Tertiary Qualification



Navigator

Pūkenga Manaaki

Empower people to take control of their own care

About the job

A navigator supports a client providing information, guidance and coordinating the care they receive. The people you work with will have identified health needs and have relationships with a number of services. When these relationships are not working, you are brought in to help them and their family/whānau navigate through the multiple health services. You'll support people to build resilience until they are able to manage their own health again.

As a navigator you may work in any health or community environment. The position usually involves daytime work, but overnight and weekend shifts may be expected.

SUPERPOWERS



ORGANISATION



EYE FOR DETAIL



MEET DEADLINES



COMMUNICATION

A typical day

A Navigator may do some or all of the following:

- work with a client directly to understand what their specific needs are.
- develop a toolkit of community, local and national resources for use with clients.
- inform client of financial aspects of care and identifying financial resources as needed.
- arrange appointments with health providers when appropriate or referring them elsewhere when required.
- liaise with clients family/whānau to ensure they are involved.
- advise the client and other care givers of medical results and interpreting results as needed.
- coordinate follow-up care and ensure continuation of support.

“One of the most important aspects of my job is to be able to work independently and be confident in creating puna taonga (resource) that can be used, and built on, by future kaimahi.”

Brenda, Navigator

Characteristics

Effective Navigators build working relationships, solve problems, direct patients to resources and manage information and should possess the following characteristics:

- be organised to maintain and manage patient details and appointments.
- have good attention to detail.
- be compassionate and have an understanding of cultural needs.
- be able to establish a trusting working relationship with clients.
- demonstrate an ability to meet deadlines.
- possess excellent communication skills.

Aptitudes

Navigators need to:

- understand health care facilities and processes and resources.
- be able to undertake self-directed research.

Career Journey

At School

Peer counsellor
Youthline Counsellor

SUGGESTED SUBJECTS

Health and Physical Education
Social Sciences

Gateway Subjects

Follow the Purple Pathway (Social and Community Services)

Introductory Roles

ROLE TITLES

Navigator
Health Navigator
Clinical Navigator
Care coordinator

QUALIFICATIONS

New Zealand Apprenticeship in Health and Wellbeing (Level 4)
Primary Care Practice Assistance

Advancing Roles

ROLE TITLES

Navigation Team Coordinator
Navigation Supervisor
Clinical Team Leader

QUALIFICATIONS

Tertiary Qualification

A photograph of a community worker, a woman with dark hair wearing a black top and a lanyard, and an elderly woman with grey hair wearing a pink shirt and a dark jacket. They are both smiling and looking at a brown clipboard held by the community worker. The background is a plain wall with a framed picture.

Community Worker

Kaimahi Hapori

Make a real difference in the lives of those who don't have the skills to help themselves

About the job

Community workers work with individuals, families, groups and organisations to help and support community development. As a community health worker, you'll often be the first point of contact with the health sector for many New Zealanders. You'll work with people of all ages including young people, elderly, beneficiaries and people with disabilities.

You can be based in a variety of places like local authority service centres, government departments and community centres. You may visit psychiatric rehabilitation centres, marae, churches and recreation centres. Hours may be irregular and include weekends and evenings.

SUPERPOWERS



CARING



COMMUNICATION



LEADERSHIP



ORGANISATION

A typical day

Community workers may do some or all of the following:

- develop networks and initiate support for community groups such as the elderly, people with disabilities, beneficiaries or refugees.
- provide support by visiting people in the community.
- provide a link between community members and social services, and arrange referrals to the appropriate services.
- help to develop community resources and training opportunities.
- help community groups obtain information, government resources and training.
- coordinate community and fund-raising activities, and apply for grants.
- write letters, articles, submissions and reports as part of the support process.

"Our clients learn from us, but they also teach us. I look after one man who is happy all the time despite his struggles. His life is far more difficult than mine – but he keeps happy and carries on. He's a role model for me.."

Christian, Community Connections, Te Hapori Awhina Tangata

Characteristics

Community workers need to be:

- supportive, caring and empathetic.
- good communicators with a desire to educate people about health.
- good team leaders
- able to establish clear professional boundaries between themselves and their clients.
- well organised, with good planning skills.

Aptitudes

Community workers need to have:

- an understanding of communities they work in.
- knowledge of community, social assistance and family support agencies.
- the ability to communicate with a wide variety of people and groups.
- counselling and advocacy skills.
- knowledge of various cultural and gender issues.
- an understanding of Māori and the Treaty of Waitangi.
- knowledge of relevant government policies and regulations.

Career Journey

At School

SUGGESTED SUBJECTS

Health and Physical Education
Social Sciences

Gateway Subjects

Follow the Purple Pathway (Social and Community Services)

Introductory Roles

ROLE TITLES

Community Worker
Community Support Worker
Mental Health Support Worker

QUALIFICATIONS

New Zealand Apprenticeship in Health and Wellbeing (Level 4)
Mental Health and Addiction Support

Advancing Roles

ROLE TITLES

Registered Mental Health Nurse / Case Manager
Clinical Nurse Specialist
Child Adolescent and Family Services
Mental Health RN/Case Manager
Mental Health Forensic Services RN
Supporting Youth and Adults
Mental Health Rehabilitation

QUALIFICATIONS

Tertiary Qualification

Leadership Roles/ Senior Roles

ROLE TITLES

Nurse
Mental Health Nurse
RN service/unit Manager
Clinical research.
Psychiatrist
Clinical Psychologist

QUALIFICATIONS

Tertiary Qualification

Disability Support Worker

Kaiāwhina Tapuhi/Kaimahi Atawhai

A photograph of two men. The man on the left is wearing a brown cap with sunglasses perched on it and a white shirt. He has a tattoo on his left arm. The man on the right is wearing a light-colored cap and an orange shirt. They are both looking down at something out of frame.

A rewarding and
satisfying career
supporting people
with disabilities

About the job

A disability support worker provides assistance and care for people with an intellectual and/or physical disability living in a community based home, respite centre or at home. You'll help clients to live as independently as possible and help them to participate in the community.

The rewards are huge, although the work can be difficult. You need to remain flexible and adaptable as the needs of people vary. You might be employed in a professional care environment or travel to client's home to help them with daily tasks. The role can include working shifts and may involve working during evenings and weekends.

SUPERPOWERS



FITNESS



CARING



COMMUNICATION



TEAM PLAYER

A typical day

A disability support worker may do some or all of the following, depending on where they work:

- help clients develop skills and abilities to live as independently as possible.
- help the client develop and maintain independence and safety in personal care, health care and hygiene.
- encourage the client to develop personal, community and social relationships.
- assist with outings and other activities to enhance the client's physical, emotional and intellectual development.
- help clients with rehabilitation.
- assist with self-medication.

"I am constantly challenged in my work and am looking at ways to get around the barriers that people put up for themselves. I love to think outside of the square and solve problems that come my way. I absolutely love my job because I get to work with such an amazing array of beautiful people, all with such different disabilities and different challenges."

*Wendy, Support Worker, Community Connections,
Te Hapori Awhina Tangata*

Characteristics

Disability support workers need to have knowledge of:

- to be practical, organised and responsible.
- to be reasonably fit, healthy and strong, as the work can be physically demanding.
- a supportive, understanding and caring nature.
- good communication skills.
- to relate well to people from a range of cultures.
- the ability to work as part of a team but be able to work independently.

Aptitudes

Disability support workers need to have:

- basic patient care skills.
- first aid skills.
- health and safety procedures.

Career Journey

At School

SUGGESTED SUBJECTS

Health and Physical Education
Social Sciences

Gateway Subjects

**Follow the Purple Pathway (Social
and Community Services)**

Introductory Roles

ROLE TITLES

Support Care Worker
Home Aide
Hospital Orderly
Nurse Aide
Home Care Support Worker
Health Care Assistant
Health Assistant

QUALIFICATIONS

**New Zealand Certificate in Health
and Wellbeing (Level 2)**
**New Zealand Certificate in Health
and Wellbeing (Level 3)**
Health Assistance

Advancing Roles

ROLE TITLES

Senior Support Worker
Supervisor
Trainer/Assessor
Rehabilitation Assistant

QUALIFICATIONS

**New Zealand Apprenticeship in
Health and Wellbeing (Level 4)**
Community Health Work

Leadership Roles/ Senior Roles

ROLE TITLES

Manager
Registered Nurse
Physiotherapist

QUALIFICATIONS

Tertiary Qualification

A photograph of a woman and a man smiling and looking at each other. The woman is on the left, wearing a red and white striped tank top and sunglasses on her head. The man is on the right, wearing a dark green polo shirt. They are both looking down at something they are holding together, which is partially visible at the bottom of the frame.

Diversional Therapist

Kaihaumanu Rehia

Let your
creativity
loose and
support
others to
pursue new
interests and
activities

About the job

Diversional therapists create and facilitate leisure and recreation activities that enhance the emotional, social and physical wellbeing of individuals. As a diversional therapist, you'll work with people who have physical disabilities, developmental disabilities, mental illness, and with children, young people and the aged.

Diversional therapists practice in many areas of the community: Public and private hospitals, residential care facilities, rehabilitation centres, hostels, community centres, youth centres, schools and early childhood centres. You might even work with organisations offering services to people with specific disabilities such as vision or hearing impairment. You'll usually work regular business hours.

SUPERPOWERS



CARING



COMMUNICATION



PROBLEM SOLVING



FITNESS

A typical day

Diversional therapists may do some or all of the following:

- design and facilitate recreational activities for enjoyment and fulfilment of the individual that:
 - allow freedom of choice.
 - encourage communication and expression.
 - allow people to work within their own capabilities.
 - help with memory and orientation.
 - encourage the use of visual and hand skills.
- encourage participation and enjoyment in these events and activities.
- instruct clients how to do the activities.
- assess and document clients' progress.
- supervise events and activities.
- discuss individual's progress with medical and other professionals, and families/whānau.

Characteristics

Diversional therapists need:

- a caring and compassionate nature.
- excellent communication and facilitation skills.
- a willingness to help people.
- excellent organisational skills.
- problem-solving skills.
- leadership and motivational skills.
- good level of fitness.

Aptitudes

Diversional therapists need to have:

- knowledge of art and craft techniques, and sporting and cultural activities.
- knowledge of safety issues and first aid.
- creative ability.

Career Journey

At School

SUGGESTED SUBJECTS

*The Arts
Health and Physical Education
Social Sciences*

Gateway Subjects

Follow the Purple Pathway (Social and Community Services)

Introductory Roles

ROLE TITLES

*Aged Care / Disability Support Worker
Community Support Worker
Activities Co-ordinator*

QUALIFICATIONS

New Zealand Certificate in Health and Wellbeing (Levels 2+3)

Advancing Roles

ROLE TITLES

*Diversional Therapist
Registered Diversional Therapist
Recreation Therapist*

QUALIFICATIONS

***New Zealand Apprenticeship in Health and Wellbeing (Level 4)
Community Facilitation***

Leadership Roles/ Senior Roles

ROLE TITLES

*Occupational Therapist
Nurse
Manager*

QUALIFICATIONS

Tertiary Qualification

Aged Care Worker

Kaiāwhina Tapuhi/Kaimahi Atawhai

A photograph of an elderly man with glasses and a blue and white patterned sweater over a red and white striped shirt. He is using a blue walker and is being assisted by a younger man in a light blue uniform. The younger man is smiling and looking at the elderly man. In the background, there is a painting of a person on a horse and a green 'EXIT' sign with 'RM 36' below it.

Make a difference in the
lives of those who made a
difference in yours

About the job

Aged care workers provide support to the elderly to improve their quality of life. You'll work with a range of different people each with different needs and abilities that must be respected. With a goal to preserving independence for as long as possible you'll provide physical, social and psychological support while helping your client to maintain their dignity.

You'll provide assistance and support to the elderly in a variety of settings; aged care facilities; community residential home; adult day care facilities; hospitals; or in their own home where they live independently.

As an aged care worker you may be required to do shift work, including evenings and weekends. You may also be required to travel to a person's home to help them with daily tasks.

SUPERPOWERS



FITNESS



PATIENCE



COMMUNICATION



CARING

A typical day

Aged care workers may do some or all of the following, depending on where they work:

- help with daily living, personal care and hygiene.
- arrange and manage activities designed to enhance physical, social and emotional wellbeing.
- provide emotional support and companionship.
- assist with housework such as cleaning, washing and ironing.
- lift and move clients.
- prepare and serve meals.
- assist with medication.
- support an individual with dementia.

"Being in this kind of caregiving industry - you are not there to do everything for them - You have to encourage them at the same time. You give assistance, but mainly encourage them to become independent to do things for themselves.

It's nice because you can talk to them and they tell you about how things used to be. I like to hear their stories. It's fun, I really enjoy it."

Jerome, Healthcare Assistant, Rannerdale Veterans Care

Characteristics

Aged care workers need to:

- have good fitness.
- be practical, organised and responsible.
- be friendly, patient and understanding.
- relate well to people from a range of cultures and backgrounds.
- be a good communicator.
- have a caring attitude.

Aptitudes

Aged care workers need to have knowledge of:

- basic patient care skills.
- the needs of the elderly.
- health and safety procedures.
- first aid skills.

Career Journey

At School

SUGGESTED SUBJECTS

Health and Physical Education
Social Sciences

Gateway Subjects

Follow the Purple Pathway (Social and Community Services)

Introductory Roles

ROLE TITLES

Aged Care Support Worker
Care Worker
Nurse Aide
Home Care Support Worker
Health Care Assistant
Activities Coordinator

QUALIFICATIONS

New Zealand Certificate in Health and Wellbeing (Level 2)

New Zealand Certificate in Health and Wellbeing (Level 3) Health Assistance and Support Work

Advancing Roles

ROLE TITLES

Senior Support Worker
Supervisor
Diversional Therapist
Service Coordinator

QUALIFICATIONS

New Zealand Apprenticeship in Health and Wellbeing (Level 4)
Community Facilitation

Leadership Roles/ Senior Roles

ROLE TITLES

Nurse
Physiotherapist
Occupational Therapist
Assistant Manager
Manager
Social Worker

QUALIFICATIONS

Tertiary Qualification

Vision and Hearing Technician

Performing a vital service working with children

About the job

A vision and hearing technician performs screening tests on children to help detect hearing and vision problems early. The tests are important to understand what vision and hearing defects require further assessment and/or treatment. You'll usually conduct screening at a pre-school, primary or intermediate school.

As a vision and hearing technician you'll work independently and travel to schools to deliver the service.

A typical day

During a typical day, a vision and hearing technician may do some or all of the following:

- support a child and their whānau to feel at ease.
- measure the range and sensitivity of a child's sense of hearing.
- test middle ear function.
- perform vision screening tests.
- identify visual and hearing impairment.
- apply infection control.

Characteristics

Vision and hearing technicians need to:

- enjoy working with children.
- be patient.
- employ good skill and judgment. Able to work well with students and staff.
- be able to maintain clear and accurate records.
- be able to develop relationships with health professionals and the education sector.
- be able to learn procedures, principles, equipment standards and methods of vision and hearing screening and ensure that equipment is maintained.

Aptitudes

Vision and hearing technicians need to have:

- technical competence (comfortable using equipment).
- attention to detail.
- clean driver's licence.
- previous experience working with children and their whānau/ families is helpful.

Career Journey

At School

Babysitting

SUGGESTED SUBJECTS

Health and Physical Education

Social Sciences

Technology

Gateway Subjects

Follow the Purple Pathway (Social and Community Services)

Introductory Roles

ROLE TITLES

Vision and Hearing Technician

QUALIFICATIONS

New Zealand Certificate in Health and Wellbeing (Level 3)
Vision Hearing Screening

Advancing Roles

ROLE TITLES

Primary Care Practice Assistant

QUALIFICATIONS

New Zealand Apprenticeship in Health and Wellbeing (Level 4)
Primary Care Practice Assistance

Leadership Roles/ Senior Roles

ROLE TITLES

Audiologist

QUALIFICATIONS

Tertiary Qualification

Dental Assistant

Kaiāwhina Mahi Niho

A great stepping stone to a professional medical career

About the job

Dental assistants help dentists with patient care and the running of dental practices. You'll work alongside a dentist providing support to both them and the patient. You'll usually work in a dental surgery, hospital or health centre. Work is usually during normal business hours.

A typical day

Dental assistants may do some or all of the following:

- welcome patients and prepare them for treatment.
- prepare materials for fillings.
- clean instruments.
- provide dentist with instruments and materials as required.
- develop x-rays.
- produce moulds of patients' teeth.
- complete infection prevention and control processes and procedures.
- educate people about oral health and disease prevention.
- perform reception and clerical duties, such as ordering dental and office supplies.

Characteristics

Dental assistants need to be:

- good with people of all ages and able to communicate effectively.
- friendly, patient and understanding.
- able to work well under pressure.
- able to follow instructions.
- quick and efficient.

Aptitudes

Dental assistants need to have knowledge of:

- basic dentistry and hygiene.
- dental materials and technical vocabulary.
- how to use and care for dental equipment, including sterilisation procedures.
- dental surgery procedures, including the use of sedatives and anaesthetics.

Career Journey

At School

SUGGESTED SUBJECTS

Science
Social Sciences
Technology

Gateway Subjects

Follow the Purple Pathway

Introductory Roles

ROLE TITLES

Dental Assistant
Dental Surgery Assistant
Orthodontic Auxiliary

QUALIFICATIONS

New Zealand Certificate in
Health and Wellbeing (Level 3)
Dental Assistance
Orthodontic Auxiliary Training

Advancing Roles

ROLE TITLES

Dental Technician
Dental Laboratory Assistant
Dental Therapist
Dental Hygienist

QUALIFICATIONS

Tertiary Qualifications

Leadership Roles/ Senior Roles

ROLE TITLES

Dentist
Orthodontist
Paediatric dentist
Periodontist
Clinical Dental Technician

QUALIFICATIONS

Tertiary Qualification

Physiotherapy Assistant

Kairomiromi

Share the joy as you help someone improve their physical movement

About the job

A physiotherapy assistant helps the qualified physiotherapist work with patients to restore and improve movement. You'll work with patients of any age who might have a disability or problem caused by a physical, neurological or other disorder. Your role could be based at a hospital physiotherapy department or at a private clinic or rehabilitation centre. Hours are normally regular.

A typical day

A physiotherapy assistant would work to a programme developed by a qualified physiotherapist to support the patient and improve their mobility.

Tasks may include:

- explaining therapy procedure to patients.
- demonstrating how patients should use mobility aids.
- working through exercises with patients.
- preparing equipment for use.
- maintaining records of patients' progress.
- providing reports to Physiotherapists.
- checking equipment and ensuring it is well maintained.
- general office administration.

Characteristics

- Excellent written and verbal communication skills.
- Interest in physical education and health.
- Genuine concern for the wellbeing of patients good health.
- The ability to encourage and motivate patients to complete their treatment programme.
- Supportive, sensitive and positive.
- Able to gain people's trust.
- Understanding of other cultures.
- Good at planning and organising.
- The ability to work well as part of a team.

Aptitudes

- This work can be physically demanding, there would be a requirement to help patients move and give them physical support.
- Knowledge of physiotherapy methods and equipment.

Career Journey

At School

SUGGESTED SUBJECTS

*Health and Physical Education
Technology*

Gateway Subjects

*Follow the Purple Pathway (Social
and Community Services)*

Introductory Roles

ROLE TITLES

Physiotherapy Assistant

QUALIFICATIONS

*New Zealand Certificate in Health
and Wellbeing
(Level 3) Health Assistance*

Advancing Roles

ROLE TITLES

*Senior Physiotherapy Assistant
Rehabilitation Assistant*

QUALIFICATIONS

*New Zealand Apprenticeship in
Health and Wellbeing (Level 4)
Brain Injury Rehabilitation Support*

Leadership Roles/ Senior Roles

ROLE TITLES

*Physiotherapist
Allied Health Manager*

QUALIFICATIONS

Tertiary Qualification

Brain Injury Rehabilitation Assistant

Help people get their lives back on track after a brain injury

About the job

A brain injury rehabilitation assistant works with adults who have sustained a brain injury through accident or illness. You'll be working with people who have long term neurological conditions or who acquired brain injury. As a brain injury rehabilitation assistant you might provide live in care or shift work or you may be based within a hospital or at a residential clinical support facility.

A typical day

During a typical day, a brain injury rehabilitation assistant may do some or all of the following:

- assist clients with personal care and daily living.
- support clients to participate in rehabilitation programmes.
- assist with household activities such as budgeting, managing appointments and correspondence.
- assist with behavioural and emotional needs.
- encourage the client to participate in social and employment opportunities.
- liaise with families, whānau, friends, advocates and external agencies to provide a consistent approach that meets the individual needs of the client.

Characteristics

- Able to plan and use initiative.
- Able to relate respectfully to people with physical and cognitive disabilities.
- Physically fit and able to undertake manual handling practices.
- Relates well with people from a range of different cultures with different values.
- Organised and responsible (reporting changes/issues with client, monitoring progress, following the care plan).
- Supportive and understanding and able to preserve independence and dignity.
- Good verbal and written communication skills.
- Able to work as part of a team, but able to work independently.

Aptitudes

- Knowledge of manual handling and health and safety procedures.
- Drivers licence.

Career Journey

At School

SUGGESTED SUBJECTS

Health and Physical Education

Science

Technology

Gateway Subjects

Follow the Purple Pathway (Social and Community Services)

Introductory Roles

ROLE TITLES

Rehabilitation Assistant

Brain Injury Rehabilitation Assistant

QUALIFICATIONS

New Zealand Certificate in Health and Wellbeing (Level 4)
Rehabilitation support

Advancing Roles

ROLE TITLES

Occupational Therapist

Physiotherapist

Speech and Language Therapist

Rehabilitation Registered or Enrolled Nurse

Community Rehabilitation Team

Rehabilitation Coach

Vocational/employment support

Brain Injury research

QUALIFICATIONS

Tertiary Qualifications

Leadership Roles/ Senior Roles

ROLE TITLES

Rehabilitation Clinical Manager/
Team leader

Clinical Nurse Specialist

Community Service Manager/Team
Leader

Research

QUALIFICATIONS

Tertiary Qualification

Exterminator

Kaihanganrau Patu Orotā

A superhero that keeps people safe by getting rid of the vermin

About the job

Exterminators remove infestations of pests such as insects and rodents using a range of chemicals and equipment. You'll work in commercial, industrial and domestic buildings including locations as diverse as shipping ports, restaurant kitchens, factories, hospitals, industrial sites and homes.

As an exterminator you'll often work alone, driving to jobs in a vehicle containing treatment equipment. Your work might be indoors or outdoors, and can involve being in confined spaces. You'll need to wear protective clothing, such as overalls, face mask and gloves. In addition to a normal working week, you may need to work during evenings and weekends.

SUPERPOWERS



COMMUNICATION



FITNESS



TECH SAVVY



ACCURACY

A typical day

An exterminator may do some or all of the following:

- inspect premises for any signs of pests or pest activity.
- investigate and identify pests.
- develop pest control plans.
- use chemical and non-chemical methods such as pesticides and traps to control and monitor pests.
- provide specialist services such as shooting pests, bird control or fumigation of imported and exported goods.
- lay poison and traps or use weapons such as air-guns to control birds and animals.
- educate people on pest control and prevention and provide specialist services and advice to particular industries such as export/import services, food manufacturing and shipping.
- employ preventative measures to stop pests returning.

Characteristics

- Good communication and customer service skills.
- Able to work well on their own.
- Good physical fitness.
- Practical and able to work well with technology and machinery.
- Able to cope with unpleasant sights and smells.
- Comfortable working in confined spaces and at heights.
- Comfortable working around animal pests such as rats and mice, cockroaches, wasps and bees, spiders and feral animals.
- Vigilant, especially when dealing with poisons.
- Accurate when measuring and calculating doses of pesticides.
- Aware of health and safety and the environment.

Aptitudes

Useful experience for exterminators includes:

- working with animals.
- work handling chemicals and/or poisons.

Career Journey

At School

Technology

Science

Mathematics and Statistics

SUGGESTED SUBJECTS

The Arts

Health and Physical Education

Social Sciences

Gateway Subjects

Follow the Service Industry

Vocational Pathway

Introductory Roles

ROLE TITLES

Pest Control Technician

Exterminator

QUALIFICATIONS

New Zealand Certificate in Pest Operations (Level 3)
(Urban Pest Control)

Advancing Roles

ROLE TITLES

Senior/Head Technician

Service Specialist

QUALIFICATIONS

New Zealand Certificate in Pest Management (Level 4)

Leadership Roles/ Senior Roles

ROLE TITLES

Owner/Operator

Service Supervisor

Technical/Operations Manager


Company Director

QUALIFICATIONS

Tertiary Qualification

Cleaner

Kaihoroi Whare



A great career path to
your own business

About the job

Cleaning is about delivering expert customer service and keeping our shared spaces clean and safe. You'll typically be a part of a team and work in a range of places including offices, industrial or public buildings, hotels, malls, hospitals, car parks or private homes.

SUPERPOWERS



FITNESS



QUICK AND EFFICIENT



EYE FOR DETAIL



TEAM PLAYER

A typical day

During a typical day, cleaners may do some or all of the following:

- clean public spaces.
- interact with customers.
- clean surfaces and appliances.
- vacuum, mop and polish floors.
- clean a range of rooms from bathrooms and bedrooms to operating theatres or laboratories.
- handle cleaning supplies and chemicals.

“Unable to find a job teaching, I answered an advertisement for a cleaning position. I quickly moved from cleaner to Trainer/General Manager”

Rebekkah, General Manager at Kitty's Cleaning Services, Dunedin

Characteristics

- honest and reliable.
- quick and efficient with an eye for detail.
- able to work autonomously or as part of a team.

Aptitudes

Cleaners need to:

- know how to clean properly and have a knowledge about various cleaning products and techniques.
- understand how to use different cleaning equipment and products, especially how products affect different surfaces.
- apply health and safety practices.
- have reasonable fitness, as the work can be physically demanding.

Career Journey

At School

You might be able to find after-school work as a cleaner.

SUGGESTED SUBJECTS

Science

Technology

Gateway Subjects

Follow the Service Industry

Vocational Pathway

Introductory Roles

ROLE TITLES

Cleaner

QUALIFICATIONS

New Zealand Certificate in Cleaning (Level 2)

or

The New Zealand Certificate in Cleaning (Level 2) with optional endorsement in healthcare facilities cleaning

Advancing Roles

ROLE TITLES

Team leader

Supervisor

Trainer

Specialist cleaning roles:

- Contagion and Specialised Infection Control
- Food Production
- High Risk Environments
- Methamphetamine Lab Clean Up

QUALIFICATIONS

New Zealand Certificate in Cleaning (Level 3).

New Zealand Certificate in Cleaning (Level 3) Specialist Cleaning.

New Zealand Certificate in Cleaning (Level 3) Supervision.

Leadership Roles/ Senior Roles

ROLE TITLES

Cleaning Business Owner/General Manager

Franchise owner

QUALIFICATIONS

Leadership/business Qualifications

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not textbooks**



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