

Position Description

Role Specification			
Role Title:	Family Violence Practitioner		
Business Unit:	Family Works	Location:	Taranaki

Reports to: (role title)	Team Manager
Direct reports (role titles)	None
Total employees (total number of employees reporting through to this role, if applicable)	None

Purpose of the role
To provide Family Violence facilitation and education programmes to Presbyterian Support Central's clients.

Organisation overview
<p>PSC (Presbyterian Support Central) services are provided by two brands.</p> <p><i>Family Works</i> keeps children safe, families strong and communities connected by providing a range of specialist social services.</p> <p><i>Enliven</i> positive ageing services creates age-friendly neighbourhoods and communities where older people are valued and respected.</p> <p>PSC (Presbyterian Support Central) has been supporting and empowering people and communities across the lower North Island for more than 100 years. We are one of seven autonomous regional Presbyterian Support organisations. Collectively we are one of Aotearoa New Zealand's largest not-for-profit health and social service providers.</p>

Key Accountabilities (Key activities, tasks and outcomes to be achieved)
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Initials: _____

Key Accountability	Deliverables / Outcomes	Key Performance Indicators / Measures
1. Provision of Family violence Programmes and services for clients	<ul style="list-style-type: none"> Support the on-going needs identified clients in the MOJ safety/ Non violent programme is provided and is appropriate. A referral is made to an alternative service provider who can meet the clients need. 	<ul style="list-style-type: none"> Assessments for all participants in the programmes are completed. Immediate safety issues are addressed by developing a Safety Plan with the client. Programmes are scheduled and facilitated as client numbers dictate. The Ministry of Justice/Dep't of Corrections approved programme is followed with all the contents of the programme being covered. Client needs are reviewed mid-way through the programme and at the conclusion of the programme. All programme documentation is completed.
2. Programme development	<ul style="list-style-type: none"> Develops group programmes and or tailored appropriate sessions for clients. 	<ul style="list-style-type: none"> The scheduling of groups is reviewed on an on-going basis. The current approved programme content is regularly reviewed and updated following approval from the Ministry of Justice/Dep't of Corrections of any significant changes.
3. Programme Evaluation	<ul style="list-style-type: none"> Evaluates programmes 	<ul style="list-style-type: none"> Evidence of assistance with assessing programme effectiveness and client satisfaction. Internal moderation meetings are attended. Evidence of taking part in internal audit exercise.
4. Community Liaison	<ul style="list-style-type: none"> Liaises with community. 	<ul style="list-style-type: none"> Relationships with key stakeholders that include government, local authorities, schools, Parishes, Presbyteries and community leaders are developed and maintained. Family Work's counselling services are promoted to local service providers and referrers.
5. Other Duties		<ul style="list-style-type: none"> Undertake other duties required by the Team Leader to meet business needs.

Initials: _____

6. Health and Safety

- Complies with responsibilities under the Health and Safety at Work Act 2015
- Has read and understood PSC H&S manual.
- Actively supports and complies with H&S policy and procedures.
- Ensures the safety of any employees and volunteers working under their direction.
- Evidence of active participation in hazard management and identification process.
- Proactively reports and remedies of any unsafe work condition, accident or injury.

Key Relationships

Reports to

- Team Manager - Taranaki

Direct reports

- None

Internal relationships with

- Other members of the Family Violence Team
- Family Works and PSC staff

External relationships with

- Family Court
- Oranga Tamariki
- Other relevant government departments
- Referring agencies
- Local schools

Core competencies

Organisational commitment

- Demonstrates organisational loyalty and works in partnership to assist staff and management of the organisation to deliver services.
- Represents and defends the organisation's strategies and practices and behaves in a way that is consistent with its mission, values and ethical standards.
- Is able to prioritise and work flexibly to support colleagues and to meet deadlines.

Co-operation and teamwork

- Participates positively in team meetings and decision-making; looks to advance both organisational goals and team goals.
- Is constructive in their feedback to team members; encourages others to do the same.
- Supports and helps other team members to perform their tasks.

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- Suggests ways to improve the way the team operates/works together.
- Works with other team members in a constructive and positive way.

Communication

- Is confident with people at all levels and backgrounds, including management.
- Consults with others – actively seeks input from clients, colleagues and team members.
- Uses a range of techniques to effectively and clearly present complex information in a clear and concise manner.
- Expresses themselves clearly and confidently in conversations – the thoughts, information and ideas stated are easily understood by others.
- Demonstrates absolute discretion when dealing with issues of a sensitive or confidential nature.

Client Management

- Aware of what clients are saying - listens to and understands their needs.
- Ensures that client expectations are managed and delivery capability clearly communicated.
- Attends promptly any client concerns and resolves these where at all possible.
- Constantly looks for innovative ways to achieve greater levels of efficiency and effectiveness.
- Considers and communicates the risks and uses commercial judgment (i.e. balances costs, risks and potential returns) in evaluating proposed actions.
- Undertakes practice in a manner that upholds the highest standards of ethical and clinical practice.

Quality Focus

- Keeps up-to-date with best practice in counselling/social work and ensures that services are delivered as intended.
- Ensures all appropriate statutory requirements are adhered to.
- Role models innovation and continuous improvement and their delivery; actively fosters and encourages an environment oriented to this objective (e.g. get things done better, faster, more cost-effectively).

Result Focus

- Displays a “can do” attitude.
- Has the ability to advocate for themselves, clients, colleagues and the community.
- Resolves conflict promptly and deals decisively with difficult issues.. Records actions where appropriate.
- Shows flexibility – able to work comfortably on more than one request, task or project, and is prepared to do a bit extra to attend to unexpected problems or to meet urgent pieces of work.
- Knows own limitations and is willing to work in partnership/broker in external/internal assistance to ensure timeliness and quality.
- Takes personal responsibility for making things happen.
- Sets and pursues challenging goals.

Relationship management

- Demonstrates thoughtfulness, courtesy, openness and respect for the external providers, programme deliverers and employees. Encourages a culture of trust, respect, empathy and dignity.

Initials:_____

- Establishes and sustains positive working relationships with people at all levels. This includes the development of networks, promoting the organisation's brand and purpose and seeking new ideas.
- Fosters an open, collective, mutually beneficial and co-operative culture.
- Develops strong and close relationships with community and external service providers.

Person Specification

Key job requirements

Essential Professional Qualifications / Accreditations / Registrations:

- Relevant tertiary qualification preferably in Social Work, Counselling or Education is desirable but not essential.
- Adult Teaching Certificate ideal but not essential.
- A current driver's licence.

Knowledge and Experience:

- Proven successful experience in delivering group training and education programmes.
- Proven successful experience in group facilitation.
- Proven successful experience in evaluating training and education programmes.
- Meet the requirements under the Domestic Violence Act 2018.
- Demonstrate knowledge of family structure and family dynamics.
- Demonstrate knowledge of the dynamics of family violence.
- Demonstrate knowledge of developmental stages and attachment.
- Demonstrated understanding of the Treaty of Waitangi and previous experience working in bi-cultural and multi-cultural environments.
- Has a sound knowledge and understanding of how Treaty of Waitangi applies to Kaupapa Māori Practice.
- Has a sound knowledge and understanding of Māori issues.
- Demonstrate knowledge of Tikanga including Māori values and concepts.
- Understand the distinction between education and training and the different learning styles of children and adults.
- Proven successful experience in preparing teaching materials and resources.
- Excellent written and oral communication skills.
- A high level of competence in the PC based information technology for programme delivery and/or development.
- Proven successful experience group and programme development.
- Proven successful experience in providing training/education in the area of social services and working with vulnerable whānau.

Treaty of Waitangi

Presbyterian Support Central is committed to working in a multi-cultural way and affirms the place of Māori as Tangata Whenua and seeks to actively promote the spirit of equality and partnership inherent in the Treaty of Waitangi.

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The role description will be reviewed regularly in order for it to continue to reflect the changing needs of the organisation. Any changes will be discussed with the position holder before being made. Annual objectives and performance measures will be set each year during the annual performance planning and development meeting.

I have read this job description and accept it.

Signed: Date:

Employee's Name:

Prepared by: (Name and position)		Date:	
Approved by: (Name and position)		Date:	

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