**Job Title: Social Worker**

**Department:** Whānau Ora

**Responsible to:** Kaiārahi Lead

**Purpose Statement:** To work as part of an integrated team providing social support to whānau, helping them identify needs and achieve goals through delivery of programmes, services and referrals, and guiding them towards independence. The role is grounded in the Whānau Ora approach – a kaupapa Māori method that recognises the strength, potential, and aspirations of whānau

**Values: Kotahitanga:** We are kaupapa driven and work with each other and others to enhance Whānau potential

**Whānaungatanga:** We are customer/whānau driven and actively foster and form positive relationships, partnerships, alliances and connections

**Kaitiakitanga:** We exhibit custodianship and are stewards of our resources to advance the kaupapa

**Whakamana:** We are outcome focused and recognise, respect and uphold mana.

**Relationships: Internal** - TToH Services, Functional teams

**External -** MSD LMCs, GPs, Wellchild Providers, WINZ, Social Service Networks

**VCA Role:** Core Children’s Worker

**Structure:** Refer to Structure Chart

**Key Accountabilities**

**Whānau Ora Foundation**

All mahi is underpinned by the **Whānau Ora Outcomes Framework,** specifically the **seven Pou,** which guide holistic wellbeing for whānau.

* **Pou Tahi –** Whānau areself-managing and empowered leaders
* **Pou Rua –** Whānau live healthy lifestyles
* **Pou Toru –** Whānau confidently participate in tea o Māori
* **Pou Wha –** Whānau actively participate in society
* **Pou Rima –** Whānau are economically secure and successfully involved in wealth creation
* **Pou Ono –** Whānau are cohesive, resilient, and nurturing
* **Pou Whitu –** Whānau are responsible stewards of their natural and living environments

Contribute to the delivery of effective, integrated, whānau-focused services as part of a team

**Key Accountabilities**

***Kaupapa Te Taiwhenua o Heretaunga***

* Contribute to the delivery of effective, integrated, whānau-focused services as part of a team and individually
* Work with manager and colleagues in a respectful and professional manner always maintaining focus on the kaupapa and doing what it takes to advance the kaupapa.
* Develop knowledge of the wider support network that TToH offers whānau, and promote whānau access to that support
* Understand and promote all aspects of the TToH Kaupapa
* Adhere to and apply TToH values in all aspects of TToH’s work
* Participate in TToH kaupapa activities, including karakia, waiata and marae noho
* Take opportunities for cultural development to advance understanding, competence and contribution to the kaupapa
* Adhere to organisational and professional quality standards and work within team to promote continuous improvement of policies, procedures and practices
* Work in a reflective manner and take opportunities for self-development

***Health and Safety***

* Work safely and keep others safe at work, maintaining familiarity with health and safety policy and procedures.
* Promote and participate in health and safety, maintaining a safe workplace, and ensuring that any safety equipment is used correctly at all times.

***Team***

* Become a resource to the integrated Team. Work collaboratively; contribute and share knowledge, skills, abilities to achieve organisation and whānau goals
* Initiate and nurture effective working relationships with team members, experts and networks
* Manage workload in accordance with all relevant standards and contract requirements, meeting assigned milestones and targets
* Carry out assigned duties as directed by Team Leader, remaining flexible and able to carry out different tasks or work in different teams as required
* Prioritise attendance at Team meetings to ensure consistent messaging and understanding, and delivery of care and support to whānau or colleagues
* Provide support and training to others as part of in-service training in areas of expertise

***Assessing, Connecting and Supporting Whānau***

* Engage whānau through referrals and walk-ins using the agreed process and appropriate tools.
* Assist in Te Wairatahi and across other teams with whānau engagement.
* Identify Whānau needs ensuring easy access to services and support
* Listen and identify the needs of whānau and prioritise work to help those with greater needs and a willingness to accept the support.
* Support whānau to develop goals, achieve those goals and, where appropriate, complete.
* Ensure the welfare of children is protected, staying alert to issues and following child protection guidelines where issues arise.
* Work with team to identify the contribution that you and other team members can make to support whānau goal achievement and independence
* Link whānau to appropriate support and help them to connect with and remain connected to their whānau and sources of support
* Ensure whānau get the right support for their needs, referring where your team are not able to meet needs
* Work with whānau in a way that enhances future independence
* Deliver whānau service in a way that is safe, welcoming, friendly, professional and non-judgemental.
* Advocate for, educate and support whānau to achieve goals, helping them find their own voice.
* Assess and observe whānau being alert to safety issues for you, clients or others involved, conducting background checks if safety concerns arise and ensuring that safety issues are updated in information systems promptly.
* Regularly review plan, monitor progress, and follow up on agreements made to support whānau, being alert to difficulties achieving goals or opportunities to review and advance goals.

***Cultural Integrity and Holistic Practice***

* Apply appropriate tikanga in all engagement with whānau to ensure culturally safe and respectful practice.
* Use relationship-based approaches that reflect manaakitanga and whanaungatanga in building trust and connection.
* Reinforce cultural identity and resilience as essential foundations for whānau wellbeing and long-term success.

***General Social Support Services***

* Carry out social services/social work interventions as determined by scope of practice and training.
* Assist whānau to manage needs in areas such as health, employment, housing, education, wellbeing, and day-to-day living.
* Deliver programmes to whānau including uniquely designed for whānau and standard programmes eg. Ahuru Mowai Born To Learn (BTL), Stanford etc.
* Fulfill funder contract obligations.

***Administration and Data Management***

* Open up new clients on multiple information systems as required.
* Enter client notes into assigned information systems, keeping notes appropriate, accurate, comprehensive, relevant and timely, and meeting internal and external audit standards.
* Update whānau demographics and contact details as information comes to hand.
* Use TToH systems for managing time, keeping appointments transparent.
* Maintain confidentiality of whānau and organisational information at all times.
* Record and provide data and/or reports relating to your role as and when required by management.
* Report daily work and appointments at the end of each day.

***Quality and Development***

* Participate with the team in continuous quality improvement processes.
* Participate in internal and external audit processes as required.
* Contribute to all service/contracted objective, targets, and outcomes.

***Sector Knowledge***

* Maintain knowledge, understanding and current developments of relevant sector to inform service delivery.
* Identify and understand the local trends and barriers for whānau through engagement and feedback.
* Understand and adhere to the Vulnerable Children’s Act.

***Other Duties***

* Carrying out additional duties from time to time as requested by management.

The key accountabilities of the role may change from time to time so that TToH is able to adapt to changes in the business environment.

***Person Specification***

***Qualifications***

***Essential:***

* Degree in Social Work
* Registration as Social Worker
* Current and valid Full Driver’s License
* Computer literate, able to enter data in databases and competent in Microsoft Office products

***Desirable:***

* Youth, domestic violence, health promotion or social services experience
* Local community employer, education, Social Service, Health promotion and training networks
* Child Matters - Child Safety trained
* Level 4 or higher Te Reo Māori me ōna tikanga

***Skills and Experience***

***Essential***

* Proven experience working effectively within the community
* Able to motivate, educate, empower, coach and influence whānau
* Able to work well as part of an integrated team
* Able to develop relationships, networks and communicate effectively with a wide range of stakeholders

***Desirable***

* Fluency in Te Reo Maori
* Knowledge of the Treaty of Waitangi
* Knowledge of Tikanga

***Personal Attributes***

***Essential***

* Committed to whānau
* Strong work ethic
* Can do attitude
* Team player
* Confident, resilient and resourceful
* An openness to learn Tikanga and Te Reo Māori
* Honest and reliable