

## Position Description

### Registered Social Worker

#### Mission

We walk with people across the generations to create together places to live, learn, and thrive. We call out injustice and advocate for positive social change.

#### POSITION PURPOSE AND PRIMARY OBJECTIVES

##### Purpose

The Social Worker role is to support the families and individuals who access our services to effect sustainable positive change in their lives through providing safe interventions, advocacy and promoting empowerment

##### Primary Objectives

- Support the process of safe and timely response to referrals.
- Provide support to whanau, individuals and the wider community where identified.
- Provide a welcome, safe environment for clients.
- Walk alongside whanau and individuals to identify their goals and develop intervention plans to support the achievement of positive outcomes
- Support our services to meet the immediate needs of clients when appropriate.
- Maintain accurate and timely case records.

##### Accountability

**To provide effective and efficient social work services**

##### Expected Outcomes / Key Performance Indicators

- To establish and maintain excellent relationships with community stakeholders
- To foster constructive interpersonal contact with the key supporters of the Family Works

	<p>Programme, including funding agencies, donors, and other community stake holders.</p> <ul style="list-style-type: none"> <li>• Building, contributing to and maintaining a positive public interest in the programme through promotional activities, public speaking and other avenues.</li> <li>• Passionate about achieving positive results for clients.</li> <li>• Committed to striving for sustainable change at the individual, community, and systemic levels.</li> <li>• Competence in working in a culturally appropriate way within Māori, Pacific, or other cultures.</li> <li>• Recognises the Treaty of Waitangi as the basis for Māori/Pakeha relationships with good knowledge of Kai Tahu at the local level and of Māori service providers.</li> <li>• Competent in assessment and crisis intervention based on social action model.</li> <li>• Establishing contact with clients and their families ensuring access is available to required services either internally within the multidisciplinary team, or externally to outside agencies.</li> <li>• Having a comprehensive knowledge of Client Services strategies with families, youth, and children.</li> <li>• Provide intervention as is necessary to meet client needs with a high level of competency and efficiency.</li> <li>• Developing sound working relationships with colleagues across all PSO and Family Works services.</li> <li>• Maintaining a high standard of professional practice in accordance with relevant regulatory requirements, ethics and standards as set by the relevant professional group.</li> <li>• Accept responsibility for own professional practice.</li> <li>• Foster constructive interpersonal contact with the key supporters of the Family Works Programme, including funding agencies, donors, and other community stake holders.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Building, contributing to and maintaining a positive public interest in the Family Works programmes through promotional activities, public speaking and other avenues.</li> </ul>
<p><b>Service Improvement and Planning</b></p>	<p>Under the direction of the Team Leader:</p> <ul style="list-style-type: none"> <li>• Planning and co-ordination of projects when required and meeting specific deadlines effectively.</li> <li>• Implementing actions to achieve agreed organisational and operational needs.</li> <li>• Effective communication strategies are used to follow the most effective course of action.</li> <li>• Ability to manage multiple complex issues effectively.</li> <li>• Attention to detail and excellent analytical and problem-solving ability is demonstrated when thinking through potential options and solutions to issues.</li> <li>• Proactively identify the need for change, analyse the issues and provide suggestions on the most appropriate solutions and proposals.</li> </ul>
<p><b>Personal Effectiveness</b></p>	<ul style="list-style-type: none"> <li>• Delivers on all key outcomes and accountabilities effectively.</li> <li>• Regularly reflects on personal effectiveness in the role and identifies ways to improve individual performance.</li> <li>• Regularly plans and implements projects is organised to be able to meet completing deadlines and attend meetings and commitments on time.</li> <li>• Maintains a high level of professional behaviour and presentation, on all occasions and acts a role model for other staff.</li> <li>• Is highly productive and well organised to ensure that all job outcomes are completed to a high standard and on time.</li> <li>• Can deliver on outcomes promised.</li> <li>• Confidentiality is maintained in all situations.</li> <li>• Ensures that personal views do not impact on the ability to carry out functions of the</li> </ul>

	<p>role effectively.</p> <ul style="list-style-type: none"> <li>• Is well presented and punctual on all occasions.</li> <li>• Behaviour or actions do not adversely affect personal credibility in the role.</li> </ul>
<b>To maintain professional development</b>	<ul style="list-style-type: none"> <li>• Maintain registration with the Social Workers Registration Board, and requirements for Annual Practising Certificate (APC) renewal.</li> <li>• Maintaining your own Continuing Professional Development (CPD) log</li> <li>• Keeping abreast of current developments in the Social Service and wider societal environment.</li> <li>• Identifying personal development needs.</li> <li>• Attending appropriate in-service or external training as identified.</li> <li>• Participating in an annual performance review.</li> </ul>
<b>Supporting the education of students on placement</b>	<ul style="list-style-type: none"> <li>• To support the learning and professional development of Social Work and other students who are on placement within the agency.</li> <li>• Support students on placement by actively participating in their learning.</li> <li>• Support students to understand the role of the Social Worker in providing safe ethical practice.</li> <li>• Maintaining a high standard of professional practice to ensure role modelling.</li> </ul>
<b>Other Duties</b>	<ul style="list-style-type: none"> <li>• Undertake other duties as requested by and mutually agreed with the Team Leader / Practice Manager to meet business needs of Family Works</li> </ul>
<b>Expectations of all PSO Employees</b>	
<b>Communications / Interpersonal relationships</b>	<ul style="list-style-type: none"> <li>• Positive and collegial relationships are developed and maintained.</li> <li>• Verbal and written communication is at a high standard, relevant and appropriate to the audience.</li> </ul>

	<ul style="list-style-type: none"> <li>• Have competency is using current computer IT and database systems.</li> </ul>
<b>Performance development and learning</b>	<ul style="list-style-type: none"> <li>• Active engagement with personal development review process.</li> <li>• Personal and professional development goals and objectives are established.</li> <li>• Be responsible for own ongoing education and skills required in designated role.</li> </ul>
<b>Continuous improvement</b>	<ul style="list-style-type: none"> <li>• Make recommendations for improvement to services, work practices and / or workflow.</li> </ul>
<b>Health and Safety</b> <i>PSO is committed to achieving the highest level of health and safety for its staff and everyone has health and safety responsibilities.</i>	<ul style="list-style-type: none"> <li>• Actively support and comply with H&amp;S policy and procedures.</li> <li>• All employees are expected to identify, report and where appropriate resolve issues that may cause harm to themselves or others in the organisation.</li> <li>• You are expected to work safely and to actively participate in health and safety programmes in your work area.</li> <li>• All accidents or potential hazards must be reported to your direct line manager.</li> </ul>
<b>Te Tiriti O Waitangi / The Treaty of Waitangi</b> <i>PSO is committed to its obligations under Te Tiriti o Waitangi / the Treaty of Waitangi.</i>	<ul style="list-style-type: none"> <li>• As an employee you are required to give effect to the articles as well as the principles of Te Tiriti o Waitangi / the Treaty of Waitangi – Partnership, Participation and Protection.</li> </ul>
<b>Relationships</b>	
<b>Reports to:</b> Team Leader Oamaru Practice Manager	<b>Direct Reports:</b> N/A
<b>Internal Relationships:</b> Other Family Works Management and Staff	<b>External Relationships:</b> Fundraising Team Communications & Marketing
<b>Person Specifications</b>	
<b>Education</b> <ul style="list-style-type: none"> <li>• A Social Work qualification is required that enables the jobholder to be registrable with the New Zealand Social Work Registration Board.</li> </ul> <b>A sound knowledge base in the following:</b> <ul style="list-style-type: none"> <li>• The Treaty of Waitangi and partnership in relation to Social Work practice.</li> <li>• Māori and Pacific community and family structures.</li> <li>• Multi-need families.</li> </ul>	

- Gender issues and sensitivity to wide cultural issues.

### Person Specifications

- Client driven (internal and external) to provide the best service and outcomes.
- Excellent communication skills, including the ability to communicate verbally with a wide range of people.
- A passion for providing and delivering a high level of service.
- Very highly developed written and oral communications.
- The ability to problem solve, use initiative and display sound judgement.
- Empathetic towards the mission and values of the organisation.
- Can be adaptable/flexible in work skills to support generic social work practice.
- Have a positive sense of humour.

### Experience

- Experience working in a social work role within the social services or similar.
- A proven ability to work in a culturally safe and appropriate way.
- Ability to demonstrate exceptional planning, organisational skills and the ability to manage complex and competing priorities effectively.
- Understanding the complexities that exist in the range of Government and Social Service sectors.
- Skills and experience in computer systems to maximise the use of technology for improved service provision.
- Possess highly developed interpersonal skills including relationship and advocacy skills.
- Can work autonomously and as part of a team.

### Physical Requirements

This role may involve standing, walking, bending, sitting, climbing stairs, simple grasping, fine manipulation, operating machinery equipment, lifting, overhead reaching, carrying, pushing/pulling, twisting, climbing balancing, crouching, squatting and other reaching.

## Working Together

### Our Work

- We are person centred in our organisation.
- We strive always to do better, to work hard and to the best of our ability.
- Each person knows they make a difference, and they feel valued because of this.

### Our Organisation

- We are committed to delivering on the organisation direction and values.
- We are responsible and accountable for our actions and behaviours.
- We are committed to positive, proactive leadership.
- Each person is empowered to succeed, with the orientation and on-going support needed.
- Expectations are communicated clearly and understood by each team member, through team meetings, regular and timely feedback, and annual appraisals.

### Our Team

- We share and learn from each other; are open and honest, support and cooperate with each other, and do the right thing at the right time.

- We hold each other accountable by giving and receiving constructive feedback.
- Our relationships are based on mutual respect, by treating each other as we wish to be treated. We are courteous and responsive.
- We affirm each person as a valued member of the team by giving each other positive reinforcement.

## Values

**Founded in our Christian faith we act with the values of integrity, respect, courage, manaaki and aroha.**

