



Position Description

Position: **FWRS (Family Works Resolution Service)
Centre Coordinator**

Business Unit: Family Works

Responsible to: **FWRS Team Leader**

PSC Mission

In response to the teachings of Christ we will provide social services that effectively meet the needs of those we help.

PSC Vision

To be the first choice provider of aged-care and social services in a caring and compassionate society.

PSC Values

While PSC operates as a stand alone social services provider, we share strong heritage with the Presbyterian Church and have a common value set.

- *RESPECT: We have respect for all people*
- *COMPASSION: We have compassion for those in need.*
- *SELFLESSNESS: We put our clients' interests before our own.*
- *HOLISTIC: We are dedicated to meeting our clients' spiritual, physical and social needs.*
- *PASSIONATE: We have passion for our purpose.*
- *PROFESSIONAL: We are professional, honest and have integrity in our actions.*
- *ACTIVE: We are resourceful and responsive.*
- *EXCELLENCE: We strive to continuously improve.*
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What is PSC?

Presbyterian Support Central is a not-for-profit organisation providing social services in Taranaki, Wanganui, Horowhenua, Manawatu, Wairarapa and the greater Wellington region. It is one of seven autonomous Presbyterian Support regional organisations providing Christian-based social services across New Zealand.

Presbyterian Support Central has been providing responsive social services to older people, children and their families and individuals for over 100 years. We have a committed and professional team dedicated to working with our clients to make a difference together. We are also dedicated to continuously improving the levels of service we provide to our clients and the efficiency with which we do this.

Presbyterian Support Central operates under two service brands:

1. **Enliven** (Positive Ageing Services): Provides support to residents in our rest homes and to clients in their own homes.
2. **Family Works**: Provides social services to families/whanau and communities.

Business unit specific description:

Family Works provides a range of integrated services to families and communities including needs assessments, social work, counselling therapy and a range of life-skills and parenting courses.

The Family Works Resolution Service is for parents and caregivers who are separating or separated and need to make arrangements to care for their children. The service helps – through mediation - to make child centred and arrangements without the time, expense and stress of going to court.

Further information can be found on www.resolution.org.nz and www.central.ps.org.nz

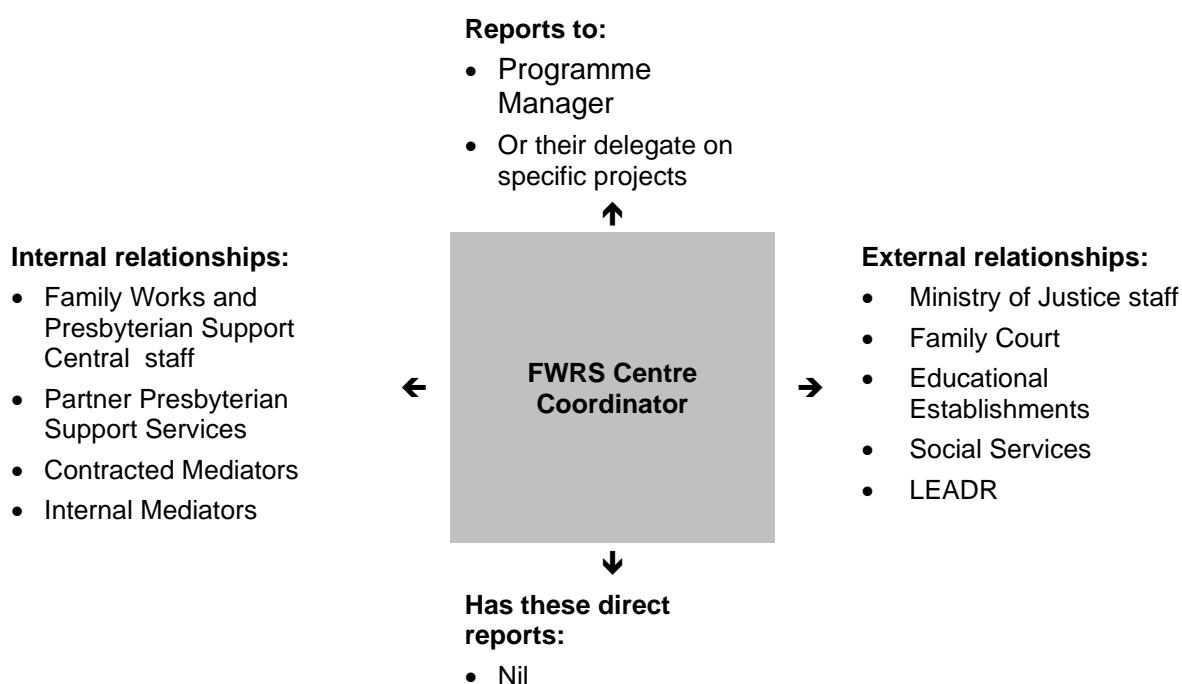
Key Accountabilities

| Key Accountability | Deliverables / Outcomes | Key Performance Indicators / Measures |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.Delivery of Call centre activity relating to Family Disputes Resolution Service 2.Analysis of data and provision of reports to Team Leader | <ul style="list-style-type: none"> Ensures that the operational procedures are efficient, meet client needs and business objectives of the service Ensures the allocation of FDR services to other regions is efficiently enabled Support the Team Leader / Practice Development Manager (PDM) and General Manager in the FWRS programme deliverables | <ul style="list-style-type: none"> Liaise with mediators to set up assessments, pre mediation coaching, child Voice and mediation Provision of Call centre response as single point of entry for all referrals to the service Accurate and timely database entry and reporting, including support during regular audits Promote principles of FWRS and continuous improvement requirements as identified in service guidelines. Develop and sustain quality relationships with key MoJ and FWRS staff and partners Support Team Leader with specific practice and reporting tasks, encouraging consistency and high quality service provision. Promote principles of FWRS and continuous improvement requirements as identified in FDR Service Guidelines. Coordinate and deliver induction programme for all FWRS current and new service providers and staff. Respond sensitively to clients needs and communicates this to team colleagues to secure best service. Records client case files / templates accurately and professionally. |

| Key Accountability | Deliverables / Outcomes | Key Performance Indicators / Measures |
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| | | <ul style="list-style-type: none"> Provides a self managing effective case management system. |
| 1. Community and Agency Liaison | <ul style="list-style-type: none"> Liaise with different agencies and the community and actively promote service | <ul style="list-style-type: none"> FWRS is promoted to local service providers and referrers Work with community groups and agencies to develop and maintain relationships |
| 2. Administration Support | <ul style="list-style-type: none"> Ensure FWRS filing and processing systems are managed and maintained Contributes to ongoing quality improvement in all areas of administrative support | <ul style="list-style-type: none"> Ensures all administrative tasks relating to FWRS are accurately completed with agreed and specified timeframes in order to effectively meet the needs of the team and the service. Incoming and outgoing phone calls, mail, facsimiles and emails are all processed and managed to a high level Documentation is filed regularly and accurately Manages and problem solves sensitive / risk issues and alerts Team Leader and / or PDM for additional support as required. Word processing, routine correspondence, preparation of spreadsheets minute-taking, and other work is undertaken promptly and accurately with presentation to a high standard |
| 3. Managing Invoices | Ensures invoices are coded according to procedure, prepared processed according to procedure and forwarded for sign-off. | <ul style="list-style-type: none"> Invoices from providers cross referenced and checked against income for accuracy. Invoices uploaded onto laserfiche and actioned in time for payment. Client payments are prepared and secured efficiently and accurately. Invoices are coded for the Team Leader to approve for payment Prepare financial transactions for external and internal provider groups. |
| 4. Other Duties | | <ul style="list-style-type: none"> Undertake other duties as required by the Team Leader / PDM or General Manager to meet business needs. |
| 5. Professional Development | <ul style="list-style-type: none"> Ensures professional development is up to date. | <ul style="list-style-type: none"> Identify own ongoing professional development needs in conjunction with the Team Leader / PDM and General Manager and ensure maintenance of own professional standards. Maintains awareness of the current |

| Key Accountability | Deliverables / Outcomes | Key Performance Indicators / Measures |
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| | | legislation, issues and practice models of Family Dispute Resolution and Family Justice System. |
| 6. Health and Safety | Complies with responsibilities under the Health and Safety at Work Act 2015. | <ul style="list-style-type: none"> • Has read and understood PSC H&S manual. • Actively supports and complies with H&S policy and procedures. • Evidence of active participation in hazard management and identification process. • Proactively reports and remedies of any unsafe work condition, accident or injury. |

Key Relationships & Authorities



Authorities and Delegations:
Nil

Capability Profile

Competencies

Competent performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

| Core Competency | Key Behaviours |
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| Organisational commitment | <ul style="list-style-type: none"> • 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 own work • Is able to liaise as appropriate • Is able to meet deadlines. • Manages well in complex and fast moving environment |
| Co-operation and teamwork | <ul style="list-style-type: none"> • 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. • Suggests ways to improve the way the team operates/works together • Contributes to service development by taking on tasks and projects • Works with other team members in a constructive and positive way. • Efficient and focussed • Able to multi task and complete task on time |
| Communication | <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • 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. • Undertakes practice in a manner that upholds the highest standards of ethical and clinical practice. |
| Quality Focus | <ul style="list-style-type: none"> • Keeps up-to-date with best practice in Family Resolution 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 | <ul style="list-style-type: none"> • Displays a "can do" attitude. • Has the ability to advocate for themselves, clients, colleagues and |

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| | <p>the community.</p> <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • Demonstrates thoughtfulness, courtesy, openness and respect for the external providers, programme deliverers and employees. Encourages a culture of trust, respect, empathy and dignity. • 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 • Provide empathic support / Skilled in managing high emotional contexts. • Works in an environment with high public profile with multiple demands and multi tasking |

Other aspects of capability not covered by the above competencies:

Knowledge and Experience:

- Social media skills
- Demonstrated proficiency with computer applications, especially word processing
- Accurate keyboard skills and a good working knowledge of PC word processing, spreadsheet, database, and email packages
- Strong organising ability and demonstrated preparedness to learn and perform a range of tasks
- Experience in front line customer service roles that have involved telephone interpersonal skills
- Constructive interpersonal abilities
- Good written and spoken communication skills
- Good engagement skills
- Broad experience
- Good literary skills
- Appropriate confidentiality of information and correspondence
- Ability to work in an environment with high public profile with multiple demands and multi tasking

Treaty of Waitangi

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

The position 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.

Reviewed: June 2016
Next review: June 2019

Approved by: GM Family Works

Initials:.....

I have read this job outline and accept it.

Signed: Date:

Name:

Signed: Date:

Name:

Position:

(On behalf of Presbyterian Support Central)



Children's Work Force Core Competencies

Tier A0 - Children's Workforce Foundation Tier

The foundation competencies for all members of the children's workforce (including those who plan, manage and deliver services) who may have the opportunity to identify and respond to the needs of children through their work, or to support or enable others to do so. May also be relevant to members of the wider community who are not part of the children's workforce.

To Be Culturally Competent:

Reviewed: June 2016
Next review: June 2019

Approved by: GM Family Works

Initials:.....

| Core Competency | Key Behaviours |
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| Understand diversity in New Zealand | <ul style="list-style-type: none"> • Understands that New Zealand has a culturally diverse population, and that culture extends beyond ethnicity. • Appreciates that their cultural and belief systems influence interactions with children and their parents, family, whānau and caregivers. • Appreciates that positive outcomes for children and their parent's family, whānau and caregivers are achieved when there is mutual respect and understanding. • Recognises diversity and difference exists at both the group and individual level, and that general cultural information should not lead to stereotyping. |
| Work with diversity and difference | <ul style="list-style-type: none"> • Respects diversity and difference in all their forms, including language, religion, culture, heritage, philosophy, differing ability, gender, and sexual orientation. • Understands and applies principles of cultural competency in relation to personal practice. • Knows when and where to seek help when engaging with people from diverse backgrounds. |
| Work with Māori | <ul style="list-style-type: none"> • Recognises bicultural partnerships in New Zealand, underpinned by Te Tiriti o Waitangi, and the need to reinforce the rights of mokopuna and whānau Māori to participate in their culture, practices and language. |

Work Collaboratively and Share Information:

| Core Competency | Key Behaviours |
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| Work collaboratively | <ul style="list-style-type: none"> • Recognise that they are part of one children's workforce if they plan, manage or deliver services to children, regardless of their role or profession. • Able to connect and communicate in open and honest ways. • Appreciate that there are diverse roles in the children's workforce, each with their own practice expectations and standards. • Respect and trusts other children's workers and the value and expertise each brings. • Able to network with another children's worker to grow knowledge and improve practice. |
| Share information | <ul style="list-style-type: none"> • Recognises the importance of sharing information. |
| Lead and sustain transformational change | <ul style="list-style-type: none"> • Understands the vision of the Framework in supporting children's workers to better collaborate to achieve good outcomes for vulnerable children. |

Identify Needs and Respond to Vulnerability:

| Core Competency | Key Behaviours |
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| Support of culture of child protection | <ul style="list-style-type: none"> • Recognises that the protection of children is a core duty of all children's workers. • Understands the importance of prevention and that early |

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| | <p>intervention produces the best outcomes for children.</p> <ul style="list-style-type: none"> • Able to consider the wellbeing of children holistically, including their physical, emotional, cognitive, and socio-cultural needs. • Able to recognise when something is not right, take steps to seek advice and support, and respond quickly and effectively when needed. • Recognises the importance of following-up after a referral to make sure that the issue is resolved and children don't fall through the gaps. • Able to judge when immediate action is needed to keep a child safe. |
| Child protection policy and processes | <ul style="list-style-type: none"> • Recognises the importance of not acting on a concern alone, and the criticality of consulting with a manager, supervisor or designated person to gain support and guidance to protect children. |

Engage Parents, Family, Whānau and Caregivers:

| Core Competency | Key Behaviours |
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| Empower parents, family, whānau and caregivers | <ul style="list-style-type: none"> • Recognises that whenever possible and appropriate the relationship between a child and their parents, families, whānau and caregivers should be maintained and strengthened. • Recognises the value of parents, families, whānau and caregivers, and their lead role and responsibility for their children. |
| Communicate effectively with parents, family, whānau and caregivers | <ul style="list-style-type: none"> • Able to communicate openly and honestly with parents, families, whānau and caregivers, treating them with dignity, respect, and integrity. |

Engage Children:

| Core Competency | Key Behaviours |
|----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Empower children | <ul style="list-style-type: none"> • Recognises that children are able to communicate, even when very young or non-verbal and treats this communications with dignity and respect. |
| Communicate effectively with children | <ul style="list-style-type: none"> • Able to actively listen in a calm, non-judgemental, non-threatening way using open questions consistent with the child's developmental stage. |

Act in the Best Interests of Children:

| Core Competency | Key Behaviours |
|------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Champion the rights and interests of children | <ul style="list-style-type: none"> • Recognises the importance of the rights of children given their dependency on adults. • Recognises the paramountcy principle that the child's best interest must be the first and paramount consideration when |

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| | making decisions that may affect them. |
| Work in a child-centred way | <ul style="list-style-type: none"> • Able to put the child at the centre and demonstrates child-centred decision-making. • Able to reflect and adapt responses to meet the child's changing needs. |

- Collect and accurately process required data base information - MOJ and PSC
- Collect data for reporting
- Provide support for mediators and partner agencies
- Process invoicing
- Support the promotion of FWRS in the community