

# RAUKAWA CHARITABLE TRUST (RCT)

## Position Description

POSITION TITLE	Family Start Team Leader
LOCATION	Based in Putaruru with travel and oversight required to other Raukawa offices.
REPORTS TO	Practice Leader: Social Work & Therapeutic Services
PURPOSE OF POSITION	<p>Tiwai Hauora embrace an all of life approach to its service delivery, with a strong focus and prioritization on delivering 'early intervention services' and recognise the importance of the first '2000 days' in the life and development of our pepi.</p> <p>The Kahu Taurima Family Start Service aims to protect and improve health outcomes of New Zealand children aged 0-5 years through health and development clinical assessments, whanau care and support, and health education.</p> <p>The Team Leader Kahu Taurima Family Start will be an important member of the Kahu Taurima Service, reporting and working closely with our Director of Social Work &amp; Therapeutic Services, ensuring our organisational strategic goals and objectives for the Family Start service are met.</p> <p>The Team Leader is responsible for supporting quality service delivery by providing supervision, mentoring, practice oversight and staff management, and ensuring compliance with contract outcomes and specifications.</p> <p>The Team Leader will also play a crucial role in ensuring the close working relationship with key stakeholders remains strong and effective.</p>
RCT VISION	<b>Raukawa kia mau, kia ora</b> - A thriving Raukawa iwi.
RCT MISSION	To deliver outstanding cultural, social and environmental outcomes to ngā uri o Te Poari Matua o Raukawa.
RCT VALUES	<b>Tika</b> – working with integrity <b>Pono</b> – working toward the vision/genuine intent <b>Aroha</b> – compassion and regard for others

### REPORTING STRUCTURE



#### DIRECT REPORTS

- Family Start Whānau Workers
- Family Start Senior Practitioner

#### RELATIONSHIPS

##### Internal

- Kahu Taurima Team
- Practice Leader: Social Work & Therapeutic Services
- Tiwai Hauora Senior Management Team
- Other Tiwai Hauora Leads (Practice Leads, Clinical Leads and Team Leads)
- RCT Staff
- Raukawa Uri and Marae
- Trustees

##### External

- Other Iwi
- Stakeholders
- Funding agencies
- Government agencies
- Local government agencies
- Other Family Start Providers
- Local NGOs
- Tertiary Education Providers (when overseeing placement students)

#### AUTHORITIES

Area: Family Start

Authority Level: Oversee the daily running of the service and the team.

KEY ACCOUNTABILITY	DUTIES AND RESPONSIBILITIES
<b>Practice Leadership</b>	<ul style="list-style-type: none"> <li>• Ensure a clear focus on key strategic practice priorities.</li> <li>• Lead, influence, and support Kahu Taurima Family Start Whānau Workers to exercise professional expertise, decision making and judgement.</li> <li>• Identify areas needing practice improvement and, in conjunction with the Practice Leader: Social Work &amp; Therapeutic Services, implement strategies/plans to strengthen practice.</li> <li>• Facilitate the implementation of practice initiatives/tools/ systems.</li> <li>• Ensure practice policies are promoted, enhanced and adhered to.</li> <li>• Identify new opportunities to enhance the service</li> <li>• Ensure that practice complies to all legislative/contractual requirements and standards, including key principles identified in the Oranga Tamariki Act 1989</li> <li>• Support RCT service delivery performance, systems and practice improvement initiatives.</li> </ul>
<b>Clinical Supervision &amp; Development</b>	<p>Provide clinical supervision, mentoring and support to Family Start Whānau Workers:</p> <ul style="list-style-type: none"> <li>• Deliver weekly 1 hour one on one supervision with each Family Start Whānau Worker.</li> <li>• Support Family Start Whānau Workers to meet and manage monthly KPI'S</li> <li>• Regularly monitor and review client files</li> <li>• Supervisor will monitor workloads to ensure that Family Start Whānau Workers have a balanced workload and are able to work safely with client families/whānau.</li> <li>• Evidence of attendance at all supervision sessions.</li> <li>• Monitor staff are attending external supervision</li> <li>• Ensure Kahu Taurima Family Start Whānau Workers are able to recognise the signs of family/whānau violence and/or child abuse or neglect, and to make timely referrals to Oranga Tamariki and/or the Police if there are concerns about the child's care and protection.</li> </ul>
<b>Team Leadership</b>	<p>Provide leadership to the Kahu Taurima Family Start Team and facilitate transfer of learning from training and other learning opportunities.</p> <ul style="list-style-type: none"> <li>• Coordinate and facilitate regular team hui: <ul style="list-style-type: none"> <li>○ Identify staff who will be attending specific hui</li> <li>○ Ensure staff bring feedback to discuss at Family Start monthly hui.</li> <li>○ Evidence of attendance at the monthly staff hui and Tiwai Hauora hui. All contributions assist in strengthening the team.</li> </ul> </li> <li>• Work as a team to ensure all service provision materials are maintained.</li> <li>• Assist in training/Induction of new Kahu Taurima Family Start Whānau Workers.</li> <li>• Manage resources such as cars and ordering site/ service resources.</li> </ul>
<b>Quality &amp; Compliance</b>	<p>Complete all internal and external reports for the service to meet its contractual reporting obligations and audit requirements.</p> <ul style="list-style-type: none"> <li>• Preparation for audits - MSD and OT's Approvals/Assessments.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Kahu Taurima Family Start Whānau Workers will provide monthly reports to the Kahu Taurima Family Start Team leader</li> <li>• Regularly review case notes.</li> <li>• Set visiting frequency for all clients.</li> <li>• Undertaking regular review, reflection and monitoring of the effectiveness of the service, including client, staff and external feedback, and changing and modifying practice in response.</li> <li>• Deliver the Kahu Taurima Family Start Service to a specified number of families/whānau (volumes) and to the standards of delivery as outlined in the Kahu Taurima Family Start Programme Manual to achieve the key deliverables and Client Result Measures.</li> <li>• All required monthly and quarterly reports.</li> <li>• Provider monitoring visit.</li> <li>• Programme development/practice support.</li> <li>• Social Sector Accreditation Standard.</li> <li>• Monitor team delivery of; <ul style="list-style-type: none"> <li>○ Strengths/needs assessments-First assessment completed within six weeks of family/whānau becoming active — Assessment repeated every three months.</li> <li>○ Child Safety Tools initial and ongoing – 3 monthly.</li> <li>○ Child Family Plans – 3 monthly.</li> <li>○ Early Learning Payment.</li> </ul> </li> </ul>
<b>Oversee &amp; Monitor Family Start Key Performance Indicators</b>	<ul style="list-style-type: none"> <li>• Review monthly reports to ensure outcomes are being achieved.</li> <li>• Report to the Director: Social Work &amp; Therapeutic Services when issues are identified.</li> <li>• Documentation of supervision to be completed.</li> <li>• Input data for referrals, initials, transfers, exits within specified time frames.</li> </ul>
<b>Manage FS Net and Recordbase data</b>	<ul style="list-style-type: none"> <li>• Ensure the FS Net and Recordbase databases are kept up to date.</li> <li>• Relevant data to be entered into FS Net by the 10th of each month. In FS-Net, Accept, Assign worker, and Activate.</li> </ul>
<b>Community Networking</b>	<ul style="list-style-type: none"> <li>• Marketing the Kahu Taurima Family Start Service to lead referrers and other providers.</li> <li>• Attend collaborated meetings to enhance our service clients.</li> <li>• Engaging with a 'community of practice' to share ideas, information and build professional practice knowledge.</li> </ul>
<b>Professionalism - Communication</b>	<ul style="list-style-type: none"> <li>• All internal and external communications are completed in a manner that is consistent with the values of the Raukawa Charitable Trust.</li> <li>• Clients have clear understanding of the information they are receiving.</li> <li>• The Client is treated as an individual and feels they are valued and listened to.</li> <li>• All written documentation is eligible, concise and clearly understood.</li> <li>• Ability to communicate confidently across sectors.</li> <li>• Demonstrates integrity and honesty, ensuring commitments to others are met.</li> <li>• Sensitive information kept confidential, avoiding gossip and unfair criticism</li> </ul>

KEY ACCOUNTABILITY	DUTIES AND RESPONSIBILITIES
<b>Professionalism – Managing Workload</b>	<ul style="list-style-type: none"> <li>Daily workload is appropriately managed with priorities identified.</li> <li>Priorities are adjusted when appropriate.</li> </ul>
<b>Professionalism – Professional Development</b>	<ul style="list-style-type: none"> <li>Set high standards for own performance.</li> <li>Participate in regular evaluations of performance by clients and management.</li> <li>Case management, Family Start-Net and record base are kept up-to-date and completed to a high standard.</li> <li>Receive regular clinical supervision from the Practice Leader: Health &amp; Community Services.</li> <li>Attend external supervision.</li> <li>Identify own professional development requirements relevant to position held and the Family Start service.</li> <li>Set annual goals and objectives in agreement with the Director: Social Work &amp; Therapeutic Services.</li> <li>Attend appropriate Kahu Taurima Family Start programmes/courses/conferences.</li> <li>Have knowledge of the Treaty of Waitangi and its application to the Kahu Taurima Family Start Service.</li> <li>Practice in a manner consistent with the Te Tiriti o Waitangi principles, incorporating respect, values and the partnership model.</li> <li>Understand and applies the Māori models of health to the Kahu Taurima Family Start Service.</li> <li>Confidentiality is adhered to according to the Raukawa Charitable Trust's Code of Conduct</li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>Comply with Raukawa Charitable Trust Health &amp; Safety policies, procedures and systems.</li> <li>Ensure that they work safely at all times and encourage others to do the same.</li> <li>Report hazards and accidents.</li> <li>Take initiative to fix hazards.</li> <li>Promote a positive Health &amp; Safety culture in the workplace.</li> <li>Participate in Health &amp; Safety related training.</li> </ul>
<b>Team Support</b>	<ul style="list-style-type: none"> <li>Attend monthly RCT staff hui and other team hui.</li> <li>Actively contribute to the development of the Family Start team and the Social Work &amp; Therapeutic Services Team.</li> <li>Provide coverage for team members as and when required.</li> <li>Support and empower team members and celebrate team success to create and foster a harmonious team culture.</li> </ul>
<b>Training</b>	<ul style="list-style-type: none"> <li>Take the initiative to identify training and development opportunities for oneself.</li> </ul>
<b>Additional Tasks</b>	<ul style="list-style-type: none"> <li>Carry out any other duties that can reasonably be requested from time to time within the framework of this position and the skills, training and experience of the incumbent.</li> <li>In the event of pandemic responses being initiated throughout the organization, carry out other duties requested that relate to the pandemic response but which may not be related to this position.</li> </ul>

## POSITION REQUIREMENTS

### LEADERSHIP

- Experience in the Social, Health or Education sectors.
- Leads by example, in particular, taking personal accountability for actions.
- Can initiate advice and direction within the team.
- Demonstrate participation in continuing development.

### INTERPERSONAL STYLE

- Is thoughtful, resilient, calm and stable in challenging situations.
- Shows initiative, decisiveness and openness.
- Has excellent oral communication skills.
- Is open, honest and approachable.

### RELATIONSHIP MANAGEMENT

- Ability to develop and maintain a good working relationship at all levels with clients and Raukawa Charitable Staff.
- Ability to develop and maintain good working relationships with organisations in the wider community.
- Respect for confidentiality and discretion; ability to deal with sensitive issues.

### OTHER ATTRIBUTES

- Is very well organised, with the ability to plan and prioritise work demands.
- Self motivated – an achiever.
- Understanding of the importance and values of the Treaty of Waitangi and cultural values.
- Empathy and patience.
- Willing to attend training sessions.
- Understands the child health issues / priorities/ national targets.
- Good relationship skills.
- Must have a clean Police Vetting status.

### QUALIFICATIONS AND EXPERIENCE

- A relevant tertiary qualification within social services, education, or health.
- Current registration with New Zealand Social Work Registration Board.
- Experience in providing supervision.
- Knowledge of child development.
- Valid and Full Class 1 drivers' license.
- Experience working with Iwi/Maori organisations is desirable.

### OTHER ATTRIBUTES

- Has an understanding of the tikanga o Raukawa, and a basic understanding of Te Reo.
- Respects, values and works in partnership with stakeholders in a manner consistent with the Treaty of Waitangi.
- Familiar with and demonstrated adherence to Health & Safety policies and procedures.

## JOB DESCRIPTION UPDATED

Date: March 2024

## SIGNATURES

On behalf of Raukawa Charitable Trust:

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

**Employee:**

\_\_\_\_\_

*(Signature)*

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*(Date)*