



POSITION DESCRIPTION

Our **vision** is a community where all people can make the most of their strengths and feel included, valued and safe.

To bring this **vision into reality**, we assist and encourage people facing life’s challenges. We provide a range of services in response to the changing needs of individuals and family/whanau in the wider community of Southland.

POSITION: SOCIAL WORKER

LOCATION: Family Works
Southland

OBJECTIVE OF POSITION:

To provide an effective, professional, culturally sensitive social work service for children, young people and their families; to carry out the duties and roles of a Child and Family Support Service and Community Service in accordance with the objectives and principles of the Oranga Tamariki Act 1989. Family Works is an approved Child and Family Support Service and Community Service under Sections 396 and 403 of this Act.

RESPONSIBLE TO: Manager - Family Works

DIRECT REPORT TO: Team Leader – Family Works

FUNCTIONAL RELATIONSHIPS:

General Manager Social Services
Manager – Family Works
Senior Team Leader/Practice Lead
Team Leaders - Family Works
Family Works Team
Chief Executive – Presbyterian Support Southland
Administration – Central Office
Board – Presbyterian Support Southland
Health, Education and Welfare service providers
Iwi groups
Community groups and networks
Oranga Tamariki, Ministry for Children
Children, young people, parents, family/whanau, caregivers
Volunteers
Foster parents
Donors

HOURS: As per Employment Agreement

KEY TASKS AND PERFORMANCE MEASURES

Key Tasks	Performance Measures
<p>1. To respond to enquiries from the community, including self-referrals and referrals from statutory organisations, community groups and other professionals.</p>	<ul style="list-style-type: none"> • Making appropriate referrals to other agencies and/or other team members at Family Works with the consent of the client. • Responding appropriately to referrals from individuals and other Agencies. • May be required to perform the role of after-hours duty person, in rotation with other team members.
<p>2. To provide individual and family casework, counseling and social work support for children, young people and their families and provide appropriate, planned, and specific interventions to assist clients to develop their own resources and resolutions.</p>	<ul style="list-style-type: none"> • Ensure clients are aware of: <ul style="list-style-type: none"> ○ the work undertaken by Family Works ○ confidentiality and the limits in relation to safety ○ complaints procedure ○ safe storage of client information (including the length of time written information is kept by the agency), ○ the social work/counseling process. • Having agreements with clients as to the nature and duration of the Agency's involvement. • Reviewing agreements with clients regularly. • Evaluating outcomes with clients at conclusion of Service Delivery. • Maintaining relevant records and case notes. • Utilise other team members, expertise and support when necessary, or that of others outside Family Works, with the consent of the client. • Demonstrate through casework a clear understanding of the objectives and principles of the Oranga Tamariki Act 1989, and other relevant New Zealand Legislation. • From time to time carry out after hours duties, whenever possible on a planned basis.
<p>3. To carry out the statutory duties of a social worker of a Child and Family Support Service and Community</p> <p>Service approved under the Oranga Tamariki Act 1989.</p>	<ul style="list-style-type: none"> • Preparing for the Family Court accurate and relevant papers in respect of children and young people whose cases are being considered and reviewed by the Family Court. • Coordinating family meetings and review meetings. • Attending Family Group Conferences when appropriate; making referrals to and liaising with the Care and Protection Co-ordinator in

Key Tasks	Performance Measures
	<p>consultation with the Team Leader and Manager Family Works. Making report of concern to Oranga Tamariki where there are care and protection concerns for children and young people in consultation with the Team Leader and Manager Family Works.</p> <ul style="list-style-type: none"> • Maintaining a focus of the best interest of the child and young person. • Placing children in foster care with appropriate documentation.
<p>4. To liaise with other professionals, social service agencies, and community groups.</p>	<ul style="list-style-type: none"> • Providing assessments and reports as may be required by the Family Court, Oranga Tamariki, or other appropriate agencies. • With the client's permission, attending meetings and providing information to other professionals, social service agencies and community groups. • Advocating for clients, with other agencies, community groups and professionals. • Fulfilling speaking and training roles to community groups.
<p>5. Demonstrate a commitment to own Professional and Personal Development.</p>	<ul style="list-style-type: none"> • Attend regular supervision. • Attend training appropriate to the position. Professional development needs are determined and linked to the key tasks of the position. Professional development plan is established in conjunction with Team Leader. • Attend Staff Meetings and Team Meetings. • Is up to date with professional knowledge, skills and issues in the social work profession. • Shares knowledge, skills and information with other team members and may assist with training and supervision.
<p>6. To take part in Group Work</p>	<ul style="list-style-type: none"> • May facilitate any programme as required.
<p>7. To carry out other duties consistent with the professional requirements of the position, in consultation with the Team Leader and/or Manager and/ or General Manager Social Services.</p>	

PERSON SPECIFICATION

1. CORE COMPETENCIES

Competency	Definition
Working with others	
1. Building Relationships (L3)	<p><i>Maintains positive relationships even in difficult situations.</i></p> <ul style="list-style-type: none"> • Takes steps to maintain rapport with people when situations are difficult. • Anticipates and takes steps to minimise things that may affect relationships. • Is able to challenge / disagree with someone without damaging the relationship.
2. Interpersonal Communication (L3)	<p><i>Displays highly developed communication and influencing skills.</i></p> <ul style="list-style-type: none"> • Uses a range of techniques and strategies to help people with strongly held views to consider alternative points of view. • Communicates vision / possibilities to people in a way that promotes enthusiasm and commitment for taking up opportunities. • Acts positively in difficult and complex interpersonal situations - taking control when necessary to achieve important objectives.
3. Managing Conflict (L3)	<p><i>Takes action to resolve complex or on-going conflicts.</i></p> <ul style="list-style-type: none"> • Anticipates and addresses potential conflicts before they become serious. • Facilitates reduction / resolution of conflict by exploring each person's concerns and needs. • Helps those in conflict generate creative options that meet both parties' needs. • Supports action to implement solutions and resolve conflict.
4. Teamwork (L2)	<p><i>Actively contributes to the team.</i></p> <ul style="list-style-type: none"> • Offers and seeks support from colleagues and management. • Words and actions show support for the vision and decisions of the team. • Makes positive contributions to team meetings.
Specialist Knowledge	
5. Facilitating Change (L2)	<p><i>Facilitates development and implementation of goal-centered plans for well-being of child and family.</i></p> <ul style="list-style-type: none"> • Uses a structured approach with families to develop plans with realistic and measurable goals. • Helps others reflect, see different points of view, explore priorities and be motivated to improve their well-being. • Regularly reviews and updates family plans with families.

	<ul style="list-style-type: none"> • Fosters a climate of learning, taking account of different learning styles and adapting approach accordingly. • Identifies unrealistic family expectations and inappropriate parenting practices and enables parents to develop strategies for change. • Provides regular appropriate information to parents on child development and parenting practices tailored to each families needs.
6. Linking Resources (L2)	<p>Uses broad community knowledge and contacts to support, and when necessary advocate for families.</p> <ul style="list-style-type: none"> • Has up-to-date knowledge of a wide range of local agencies/community organisations (including whanau/hapu/iwi/Pacific Island organisations). • Advocates for families as appropriate. • Demonstrates knowledge of protocols and requirements for referral to a wide range of agencies/organisations. • Uses networks to "open doors" for clients.
7. Solving Problems (L2)	<p>Takes a methodical approach to problem solving.</p> <ul style="list-style-type: none"> • When presented with an urgent situation, exercises good judgment, quickly identifying approaches that are most likely to be useful. • Gathers information and looks at a situation from different points of view before deciding what to do. • Methodically considers all the risks in a situation and ensures actions and solutions are safe. • Uses a range of tools and resources for decision making and problem solving. • Develops innovative ways of dealing with problems. • Looks for underlying causes and seeks to address those rather than make a "quick fix". • Reviews and reflects on outcomes of decisions and actions.
8. Specialist Knowledge and Skills (L2)	<p>Has in-depth knowledge and skill in specialist field.</p> <ul style="list-style-type: none"> • Has a broad general knowledge of specialist field, with an in-depth knowledge of some areas. • Uses specialist knowledge to add value to own and others' practice. • Takes appropriate steps to educate or improve skills of colleagues in specialist field. • Makes effective use of current tools and approaches in specialist field.
Cultural & Professional	
9. Cultural Skills (L2)	<p>Shows understanding of different cultures.</p> <ul style="list-style-type: none"> • Demonstrates a good understanding of tikanga Maori and other cultures' practices. • Shows an awareness of gaps in, and a desire to increase, cultural knowledge and experience.

	<ul style="list-style-type: none"> • Actions demonstrate a commitment to Maori perspective as Tangata Whenua. • Accesses resources to make sure culturally appropriate and language appropriate services are provided. • Participates comfortably in appropriate cultural practices when with clients. • Draws on clients own cultural resources and support frameworks.
10. Professionalism (L2)	<p>Takes the initiative to reflect on practice.</p> <ul style="list-style-type: none"> • Adopts a structured and theoretically sound approach to work. • Seeks to learn from difficult experiences. • Displays flexibility in thinking and practice. • Actively engages in supervision to reflect on and improve practice. • Is aware of stress and situations that may put personal safety at risk and takes action to ensure own well-being. • Shows a willingness to consider how unresolved personal issues may affect one's work.
11. Taking Responsibility (L3)	<p>Shows resilience.</p> <ul style="list-style-type: none"> • Shows resilience and keeps a positive focus in difficult or pressured situations. • Displays flexibility and willingness to change - modelling what one seeks in families.
Administration	
12. Organisation and Record Keeping (L2)	<p>Plans own work effectively in complex and unpredictable situations.</p> <ul style="list-style-type: none"> • Plans, prioritises and effectively implements own work activities in an environment where interruptions and unexpected events are the norm rather than the exception. • Produces professional written reports as required. • Breaks objectives and goals down into tasks and determines resources needed for each task. • Regularly monitors task progress against work plans.

2. QUALIFICATION, SKILLS, KNOWLEDGE, EXPERIENCE AND ATTRIBUTES

1. Applicant should be a registered Social Worker or be eligible to become a Registered Social Worker.
2. Applicant should be a member of an appropriate professional association or be willing to work towards joining.
3. Applicant should have relevant experience in working with children, young people and their families.
4. Applicant may have relevant experience of group work.
5. Applicant should have a working knowledge of the Oranga Tamariki Act 1989 and other relevant New Zealand legislation.
6. Applicant should be comfortable working in a Christian value-based organisation.
7. Applicant should have an understanding of and commitment to the Treaty of Waitangi.
8. Applicant should possess a full current clean New Zealand Driver's Licence and currently drive.
9. Applicants should possess personal qualities, characteristics and attributes relevant to the position:
 - be able to work as part of a team and share responsibilities.
 - be able to work collaboratively with colleagues from other disciplines.
 - have an understanding of child and adolescent development and family systems.
 - be culturally sensitive.
 - be able to undertake assessments and make clear written and verbal reports.
 - have good communication skills with a wide variety of people.
 - be able to manage stress and have a sense of humour.
 - be able to reflect on own practice, have time management and organisational skills.
 - maintain confidentiality.

Signed by Employee

Signed by Employer

Date: