

Position Description

Whanau 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

To support families and individuals who access our services to effect sustainable positive change in their lives through providing safe interventions. Advocacy and promoting empowerment. To provide support to the Family Works Team as and when needed.

Primary Objectives

- To provide support to whanau, individuals, and the wider community where identified.
- Walk alongside whanau and individuals to identify goals and develop plans to support achievement of positive outcomes.
- Support the process of safe and timely response to referrals.
- To provide a calm, safe environment for Whaiora where they feel welcome, and their space and privacy are always respected.
- To maintain accurate case records and ensure that information is maintained on the database for safe client management and statistical purposes
- To facilitate group programmes and support whanau or individuals where needed.

Accountability	Expected Outcomes / Key Performance Indicators
Relationship Building and Teamwork	<ul style="list-style-type: none"> • Develop effective relationships across the organisation, particularly within the Family Works Team. • Work closely with the Team Leader and relevant teams to support the provision of a high level of service delivery. • Communicate effectively and promptly with all managers and key staff. • Effective relationships with external agencies, organisations and customers are developed.

	<ul style="list-style-type: none"> • Information is shared, and assistance, support and cooperation are regularly offered and provided. • Actions and behaviour encourage and support the team. • Supporting and encouraging commitment towards a 'one team' philosophy across Presbyterian Support Otago.
Personal Effectiveness	<ul style="list-style-type: none"> • Is highly productive and well organised to ensure that all job outcomes are completed to a high standard and on time. • Delivers on agreed outcomes • Confidentiality is maintained in all situations • Ensure that personal views do not impact the ability to carry out the functions of the role effectively. • Deliver on all key outcomes and accountabilities effectively. • Regularly reflects on personal effectiveness in the role and identifies ways to improve individual performance. • Regularly plans and implements projects; is organised to be able to meet competing deadlines, attend meetings and commitments on time. <p>Maintain a high level of professional behaviour and presentation on all occasions and acts as a role model for other staff.</p>
Service Improvement and Planning	<ul style="list-style-type: none"> • Meeting specific deadlines effectively. • Implementing actions to achieve agreed organisational and operational needs. • Effective communication strategies are used to support the Team Leader in following the most effective course of action. • Ability to manage multiple complex issues effectively. • Attention to detail and excellent analytical and problem-solving ability are demonstrated when thinking through potential options and solutions to issues. • Proactively and on an ongoing basis identify the need for change, analyse the issues and provide guidance on the most appropriate solutions and proposals. • Involvement in Family Works Service planning for positive service outcomes.
Foster Health and Safety in the Workplace	<ul style="list-style-type: none"> • Fulfilling the requirements of the Health & Safety at Work Act.
Maintain professional development	<ul style="list-style-type: none"> • Keeping abreast of current developments in the environment. • Identifying personal development needs.

	<ul style="list-style-type: none"> • Attending appropriate in-service and external training as identified. • Participating in an annual performance review.
Provide Effective and Efficient Services	<ul style="list-style-type: none"> • Establish and maintain excellent relationships with community stakeholders, clients, donors and other customers of Family Works Services. • Passionate about achieving positive results for clients. • Committed to striving for sustainable change at individual, community and system levels. • Recognises the Treaty of Waitangi as the basis for Maori/Pakeha relationships with good knowledge of Kai Tahu at the local level and of Maori service providers. Competence in working in a culturally appropriate way. • Developing sound working relationships with colleagues within and external to the immediate service. • Work flexibly with other staff members to ensure quality service to clients is maintained through working collaboratively with Family Works staff and management. • Accepting responsibility for own professional practice.
Expectations of all PSO Employees	
Communications / Interpersonal relationships	<ul style="list-style-type: none"> • Positive and collegial relationships are developed and maintained. • Verbal and written communication is at a high standard, relevant and appropriate to the audience.
Performance development and learning	<ul style="list-style-type: none"> • Active engagement with the personal development review process. • Personal and professional development goals and objectives are established. • Be responsible for own ongoing education and skills required in designated role.
Continuous improvement	<ul style="list-style-type: none"> • Make recommendations for improvement to services, work practices and/or workflow.
Health and Safety <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"> • Actively support and comply with H&S policy and procedures. • All employees are expected to identify, report and, where appropriate, resolve issues that may cause harm to themselves or others in the organisation. • All staff are expected to contribute to a safe workplace by raising concerns early with their colleagues, thanking those that raise concerns with them and speaking up when they notice something that might lead to abuse or neglect of those in our care.

	<ul style="list-style-type: none"> You are expected to work safely and to actively participate in health and safety programmes in your work area. All accidents or potential hazards must be reported to your direct line manager.
Te Tiriti O Waitangi / The Treaty of Waitangi <i>PSO is committed to its obligations under Te Tiriti o Waitangi / the Treaty of Waitangi.</i>	<ul style="list-style-type: none"> 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.

Relationships

Reports to: Team Leader	Direct Reports:
Internal Relationships: Family Works Practice Manager Other Family Works Staff Other PSO Support Centre staff Director Family Works and other Team Leaders	External Relationships: Other Social Service Agencies

Person Specifications

Qualifications/Skills

- Full Driver's licence is essential
- Relevant qualification in Social Services, Health and Wellbeing, or a related field, and/or equivalent practical experience.

Experience/ Knowledge

- Ability to demonstrate exceptional planning and organisational skills and the ability to manage complex and competing priorities effectively.
- Understanding of social issues which impact whanau, individuals and communities.
- The ability to remain calm and manage challenging situations professionally.
- Skills and experience in computer systems to maximise the use of technology for improved service provision.

Personal Qualities

- Possess highly developed interpersonal skills, including relationship skills and advocacy skills.
- Be able to communicate clearly both orally and in writing
- Can work independently and as part of a team
- Professional maturity to handle sensitive/confidential information and to act with tact, integrity and maturity.

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 ongoing 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.

