



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: TEAM LEADER

RESPONSIBLE FOR: Family Works Services

LOCATION: Family Works
183 Spey Street
Invercargill 9810

OBJECTIVE OF POSITION:

To provide an effective, professional, culturally sensitive social work service for children, young people and their families; to carry out the statutory 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

FUNCTIONAL RELATIONSHIPS:

Director – Family Works

Chief Executive – Presbyterian Support Southland

Managers – Family Works

Management teams – Family Works

Family Works team

Administration – Presbyterian Support Southland

Marketing and Communications Manager – Presbyterian Support Southland

Financial Controller – Presbyterian Support Southland

Trust – Presbyterian Support Southland

Oranga Tamariki - Ministry for Children

Health, education and welfare service providers

Iwi groups and organisations

Children, young people, parents, family/whanau and caregivers

Volunteers

Foster parents

Donors and funders

Hours:

As per Employment Agreement

KEY TASKS AND PERFORMANCE MEASURES

<i>Key Tasks</i>	<i>Performance Measures</i>
<p>1. To provide professional leadership support and supervision to staff and assist with strategic planning and service development.</p>	<ul style="list-style-type: none"> ▪ Participating in recruitment, appointment, orientation and induction of staff. ▪ Demonstrating a commitment to Presbyterian Support's policies and procedures by utilizing them where appropriate and ensure staff do the same. ▪ Utilizing a performance appraisal system and other human resource tools to achieve both staff development and organizational goals. ▪ Assisting in an effective caseload management system in consultation with the Manager and/or Director. ▪ Provide supervision to Family Works staff as required, ensuring supervision contracts are in place and records of supervision are kept. ▪ Motivate staff in a positive and inclusive manner. ▪ Deal with performance issues in a timely manner and as per agency requirements. ▪ Assist with areas of strategic and service development. ▪ Has oversight and responsibility for service areas within their team and agency.
<p>2. To supervise, co-ordinate and when necessary 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"> ▪ Having agreements with clients and/or ensuring Family Works' staff have the same, as to the nature and duration of the Agency's involvement. ▪ Reviewing agreements and outcomes with clients regularly and/or ensuring Family Works staff undertake the same. ▪ Maintaining relevant records and case notes and/or ensuring Family Works staff undertake the same as per agency standards and requirements. ▪ Having a supervisory responsibility for casework.
<p>3. To supervise and when necessary carry out the statutory duties of a social worker of a Child and Family Support Service</p>	<ul style="list-style-type: none"> ▪ Oversee and/or prepare for the Family Court accurate and relevant papers in respect of children and young people whose cases are being reviewed by the Family Court.

Key Tasks	Performance Measures
<p>and Community Service approved under the Oranga Tamariki Act 1989.</p>	<ul style="list-style-type: none"> ▪ Develop and/or assist staff to develop, monitor and implement case plans for children and young people in the Service's care. ▪ Monitor standards of care to maintain the focus of the best interests of the child or young person. ▪ Provide and/or assist staff to provide appropriate support and resources to foster parents. ▪ Maintain and/or assist staff to maintain relevant records and case notes in relation to these plans for children and young people in care as per agency standards and requirements. ▪ Co-ordinate and/or oversee staff involvement with Family meetings and Review meetings. ▪ Attend Family Group Conferences when appropriate; make referrals to and liaise with the Care and Protection Co-ordinator in consultation with the Family Works Manager and/or Director. ▪ Make notifications and/or assist Family Works staff to make notifications to Oranga Tamariki where there are care and protection concerns for children and young people in accordance with the agency's policies and procedures and to agency standards. ▪ Maintain a focus of 'the best interest of the child or young person'. ▪ Place and/or assist Family Works staff to place children or young people in foster care with appropriate documentation and ongoing support.
<p>4. To carry out and/or oversee intake procedures when required.</p>	<ul style="list-style-type: none"> ▪ Perform the role as Intake Social Worker when required. ▪ Utilise the Family Works Dedicated Intake Service Framework and maintain accurate intake records. ▪ Make appropriate referrals to other agencies. ▪ Respond appropriately to referrals from individuals and other agencies. ▪ Ensure Family Works staff carry out the above tasks appropriately, in a timely manner and in accordance with the agency's policies, procedures and standards.

Key Tasks	Performance Measures
<p>5. To liaise with other Professionals, Social Service Agencies and Community Groups.</p>	<ul style="list-style-type: none"> ▪ Provide assessments and reports and/or assist staff to provide the same, as may be required by the Family Court or other agencies where appropriate. ▪ With clients' permission, attending meetings and providing information to other Professionals, Social Service Agencies and Community Groups. ▪ Advocate for clients and /or assisting staff to advocate for clients with other Agencies, Community Groups. ▪ To maintain a positive working relationship with other professionals, social service agencies, government agencies and community groups.
<p>6. To provide targeted leadership in own areas of responsibility and across the team and provide cover within the Management Team when required.</p>	<ul style="list-style-type: none"> ▪ As appropriate undertake the management duties in targeted areas of responsibility. ▪ If relevant to the position, this includes the oversight of all aspects of the delivery of specific service areas. ▪ As appropriate undertake the management duties in the absence of other Management members.
<p>7. Demonstrate a commitment to own professional and personal development</p>	<ul style="list-style-type: none"> ▪ Attend regular supervision in accordance with Family Works requirements. ▪ Attend training appropriate to the position. Professional development needs are determined and linked to the key tasks and objectives of the position, at the time of the annual performance appraisal and at other times when relevant. A professional development plan is established in conjunction with the Manager. ▪ All practice is based on sound, safe and current practice methods, theories and models which are appropriate to the needs of the client and the work undertaken, the ability of the worker and the values and beliefs of the agency. ▪ Is up to date with professional knowledge, skills and issues in the social work profession and in relation to the role undertaken. ▪ Share knowledge, skills and information with other team members and may assist with training.

Key Tasks	Performance Measures
	<ul style="list-style-type: none"> ▪ Maintain professional membership to the relevant professional body and registration where applicable. Attend Team Meetings, Staff Meetings, Management Meetings and any other meetings required.
<p>8. To carry out other duties consistent with the professional requirements of the position, in consultation with the Manager and/or Director or other designated Team Leader acting for the Manager or Director.</p>	<ul style="list-style-type: none"> ▪ Demonstrate through casework and/or supervision of staff a clear understanding of the objectives and principles of the Oranga Tamariki Act 1989 and other relevant New Zealand legislation and the impact they have on case work. ▪ Provide supervision to Family Works staff and other outside agencies when necessary. ▪ Be familiar with all policies, procedures and systems relevant to Family Works and ensure staff are familiar with the same. ▪ Perform the role of after hours duty person as required. ▪ From time to time carrying out after hours duties. ▪ Other duties as may be required to fulfill the position.

Signed by Employee.....

Signed by Employer.....

Date.....

PERSON SPECIFICATION

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 (L3)	<p><i>Takes an informal leadership role in team.</i></p> <ul style="list-style-type: none"> ▪ Volunteers to take on responsibility within the team. ▪ Constructively uses skills and experience to provide leadership and help the team achieve its goals.
Specialist Knowledge	
5. Facilitating Change (L3)	<p><i>Reviews effectiveness of family plan processes.</i></p> <ul style="list-style-type: none"> ▪ Reviews trends in family plans. ▪ Analyses how effectively family plans contribute to Family Work outcomes. ▪ Proposes changes to processes used to develop, implement and review family plans which would result in improved Family Works outcomes.

<p>6. Linking Resources (L3)</p>	<p><i>Uses extensive community knowledge and influential contacts to improve outcomes for families, assist colleagues and enhance service development.</i></p> <ul style="list-style-type: none"> ▪ Has expert' knowledge on several agencies - such that colleagues seek advice and information on dealing with them. ▪ Expertise and experience is recognised by external agencies / organisations - for example by inviting participation in cross-agency project teams or committees. ▪ Uses networks to "open doors" for clients.
<p>7. Solving Problems (L3)</p>	<p><i>Adopts a broad perspective and considers the wider implications when solving problems.</i></p> <ul style="list-style-type: none"> ▪ Regularly considers the interests of the wider organisation and sets priorities and adjusts actions accordingly. ▪ 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. ▪ Initiates case reviews / debriefs to facilitate team learning.
<p>8. Specialist Knowledge and Skills (L3)</p>	<p><i>Has expert knowledge in specialist field.</i></p> <ul style="list-style-type: none"> ▪ Has a thorough understanding of specialist field and is regarded by colleagues inside and outside the organisation as an expert. ▪ Uses specialist knowledge and experience to innovate / significantly improve the service's ability to achieve its goals. ▪ Shows awareness of trends and new developments within specialist field
<p>Cultural & Professional</p>	
<p>9. Cultural Skills (L2)</p>	<p><i>Shows understanding of different cultures.</i></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. ▪ 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.

	<ul style="list-style-type: none"> ▪ Draws on clients own cultural resources and support frameworks.
10. Professionalism (L3)	<p><i>Provides professional leadership.</i></p> <ul style="list-style-type: none"> ▪ Regularly takes time to reflect on effectiveness of service delivery. ▪ Identifies, and advocates for, opportunities to increase service deliveries' effectiveness in achieving outcomes for children and families. ▪ Identifies opportunities for increasing team's knowledge and expertise.
11. Taking Responsibility (L3)	<p><i>Shows resilience.</i></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.
Management	
12. Enabling Reflective Practice (L3)	<p><i>Puts systems in place to enhance Family Works practice.</i></p> <ul style="list-style-type: none"> ▪ Identifies and analyses patterns and trends emerging from supervision of team. ▪ Initiates / develops new or improved practices to enhance practice and Family Work's ability to deliver outcomes.
Administration	
13. Organisation and Record keeping (L3)	<p><i>Organises people and resources.</i></p> <ul style="list-style-type: none"> ▪ Organises people, time and resources to achieve objectives. ▪ Plans, allocates and monitors the work of others - making good use of individuals' skills and experience. ▪ Breaks objectives and goals down into tasks and determines resources needed for each task. ▪ Facilitates group planning sessions.

QUALIFICATION, SKILLS, KNOWLEDGE, EXPERIENCE AND ATTRIBUTES

1. Applicant will have an appropriate tertiary qualification in social work or for the Family Start Programme this can also include health or education.
2. Applicant will have a recognised supervision qualification or be willing to work towards this with the support of the agency.
3. Where applicable the applicant will belong to their professional body and be registered or be willing to do so.
4. Applicant will have well developed leadership skills, including ability to communicate, negotiate, resolve conflict and instill enthusiasm for strategic vision and service delivery.
5. Applicant will have experience in service delivery management, including monitoring of performance measurements, compliance and reporting.
6. Applicant will have the ability to work within budgets.
7. Applicant should have relevant experience in working with children, young people and their families.
8. Applicant will have knowledge of child abuse and protection issues and responses.
9. Applicant will have knowledge of domestic violence, mental health and addiction issues and responses.
10. Applicant should be comfortable working in a Christian value-based organisation.
11. Applicant should possess a full current clean New Zealand Driver's Licence and currently drive.
12. Applicants should possess personal qualities, characteristics and attributes relevant to the position:
 - have a high level of professionalism and ethical practice.
 - be able to accept responsibility and display accountability for personal and organizational performance.
 - be able to work positively as part of a team and share responsibilities both internally and externally.
 - have an understanding of child and adolescent development, and family systems.

- be able to undertake assessments and make clear written and verbal reports.
- be able to manage stress, monitor own and others well-being and develop appropriate strategies to manage the nature of the work.
- have time management and organisational skills.

Signed by Employee

Signed by Employer

Date: