

Position	Family Start – Community Support Worker
Reports to:	Tamariki Services Manager
Staff Responsibility:	Nil
Our Vision	<i>Wairarapa - He Waiora</i> <i>Wairarapa - A Place of Wellness</i>
Our Mission	<i>He rarapa i ngā āhuatanga e ū ai te hā o te ora</i> <i>To pursue and participate in ways of bringing about wellness</i>

PURPOSE AND SCOPE OF POSITION

- To provide a high standard of case management in service provision
- To deliver comprehensive service that meets Family Start service specifications
- To ensure the systems, services and resources are used to best effect in accordance with Whaiora policies and procedures and meet legislative requirements specific to service contracts.
- To co-ordinate and provide safe competent practice for clients to maximize wellbeing.
- To provide an efficient and effective data entry service to meet the requirements for client information, statistical and case management purposes.

KEY RESPONSIBILITIES

<p>1. To provide quality, competent care that enhances the wellbeing of clients</p>	<ul style="list-style-type: none"> • Participate in case management process to ensure the client is integral to the health, education and welfare planning process and ensure outcomes are monitored, measured and reported efficiently and effectively • Model excellence in quality case management which includes: the creation, implementation, monitoring and evaluation of individual family plans • Identify and manage risks, in particular Health & Safety risks and casework risks • Contribute to the development and implementation of practice improvement recommendations • Participate in relevant professional development to ensure management of caseload, interactions with clients, individuals, families and whānau, is of the highest standard • Work with the Te Kāhui Tātaki as required to respond effectively to complaints in accordance with policy and procedure and help ensure legislative requirements are met (e.g.: Privacy Act/Official Information Act etc)
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<p>2. To provide a quality professional service</p>	<ul style="list-style-type: none"> • Provide social work practice at Diploma Level or higher, which meets the defined competencies of Family Start service specifications • Ensure ethical and professional judgment is exercised in Social Work practice • Assess, plan, implement and evaluate care for individuals/whanau using the Family Start guidelines • Ensure clients are treated with respect and their comfort, privacy and dignity is maintained • Ensure documentation meets standards and legal requirements • Ensure client’s needs are prioritized, time management and organizational skills meet the challenging needs of the work area • Demonstrate Continuous Quality Improvement • Ensure the service meets the priorities of Whaiora • Ensure client satisfaction is attained
<p>3. To work as part of a multi-disciplinary team to achieve the best possible client outcomes</p>	<ul style="list-style-type: none"> • Liaise with other kaimahi for the provision of quality service delivery to client • Communicate effectively with the kaimahi, including raising issues affecting client service delivery, or maintenance of standards, requesting consultation and sharing knowledge with team members • Participate in appropriate meetings, team briefings and information sessions • Participate in regular performance appraisal meeting with Line Manager • Ensure that records are available, maintained accurately, and meet professional, legal and Whaiora policies and requirements
<p>4. To assist in the provision of a safe environment which promotes individual/whanau wellbeing</p>	<ul style="list-style-type: none"> • Maintain a positive and caring environment for clients and whanau, appropriate to individual need • Maintain good communication channels with individual and whanau • Demonstrate cultural awareness and sensitivity • To be a responsible pro-active member of the multi-disciplinary team • Provides a quality service • Display teamwork • Acknowledge others expertise and address issues in a constructive manner • Raise issues affecting client care, or maintenance of standards in a way which facilitates the best outcome for individuals and whanau
<p>5. To manage within allocated resources</p>	<ul style="list-style-type: none"> • Assist in ensuring equipment is safe and functional • Ensure resources, eg. equipment and supplies are used economically



	<p>and cost effectively</p> <ul style="list-style-type: none"> • Participate actively in housekeeping duties • To ensure that practical and theoretical skills are maintained and up-to-date • Complete orientation programme • Participate in ongoing education of self and other kaimahi • Participate in training needs analysis and undertake identified learning, development and career opportunities. Shares knowledge in a positive way with other members of the team • Use strength based practice methods
6. Data Entry and Documentation	<ul style="list-style-type: none"> • Update information on the Client Management Systems or any future systems which may be used as necessary • Ensuring all clinical documentation meets the Whaiora standard and the records are filed correctly and readily available

FUNCTIONAL RELATIONSHIPS

Internal	External
Whaiora GP service	Whanau/Hapu/Iwi/ Marae
All other Whaiora outreach services	Ministry for Vulnerable Children Oranga Tamariki
	Community Agencies in Wairarapa
	Primary and Secondary health providers
	Wairarapa DHB

PERSON SPECIFICATION

Qualifications	<ul style="list-style-type: none"> • Minimum of Diploma in Social Work or Bachelor of Social Work
	<ul style="list-style-type: none"> • Ability to work cooperatively and collaboratively with other disciplines



Core Essential	<ul style="list-style-type: none"> • Ability to meet monthly MSD Key Performance Indicators (KPIs) • Ability to keep accurate client information that meets Whaiora and MSD standards • Proven communication skills for client care and teamwork • Time management skills necessary to prioritise effectively and maintain client safety • An understanding of case management concepts • Ability to work positively under stressful conditions and manage conflict • Ability to engender confidence in whanau and maintain healthy professional relationships with service users • Ability to continuously improve work practices • Ability to cope with change and shift focus and activities quickly in response to changing organisational priorities • Computer literate with a good knowledge of Microsoft Office suite as well as Internet Explorer • Smokefree • Ensure resources, e.g.: car, equipment & supplies are used economically and cost effectively • Current full driver's license • Participate openly in performance reviews/appraisals
Personal Attributes	<ul style="list-style-type: none"> • The ability to plan, organise and prioritise to get the best results with the resources available • Mental and physical health status appropriate to the position • Innovative and flexible with a calm manner • Understanding of the principles of the Treaty of Waitangi and the ability to put them into practice in caring for clients • Demonstrated sensitivity to different cultures and creeds • Speaks well, listens well and writes well • Team player
Developmental:	<ul style="list-style-type: none"> • Knowledge of Māori health models • Training/training plan • Participate comfortably in relevant cultural practices during Whaiora activities.
Health and Safety:	<p>Take responsibility for meeting Whaiora obligations in workplace health & safety by:</p> <ul style="list-style-type: none"> • Adhering to the H&S procedures • Participating in health and safety initiatives and training where appropriate • Assist in ensuring equipment is safe and functional • Providing suggestions for improvement of health and safety • Reporting all accidents/incidents, near misses, and symptoms of discomfort

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	<ul style="list-style-type: none"> • Identifying and reporting workplace hazards • Respond effectively to complaints in accordance with policy and procedure and help ensure legislative requirements are met (e.g.: Privacy Act/Official Information Act etc)
<p>Legal Boundaries and Whaiora Policies</p>	<ul style="list-style-type: none"> • Ensure that all records/documents are maintained accurately and in accordance with legislation and Whaiora policy • In accordance with the Family Start service specifications, your appointment is subject to you demonstrating that you have a qualification at the Diploma level or higher in health, education or social work and that your scope of practice enables you to undertake the duties of the position to which you have been appointed • Inform your Line Manager upon notification from either your registering body or qualification institute, that your scope of practice has changed or of the suspension, cancellation or imposition of any conditions on your registration • Provide appropriate information in accordance with the Privacy Act and other relevant legislation and Whaiora policy • Through practice and performance demonstrates knowledge and application of the principles of the Treaty of Waitangi • To comply with but not limited to <ol style="list-style-type: none"> 1. Privacy Act 1993 2. Health Information Privacy Code 1994 3. The Code of Health and Disability Services Consumer’s Rights 1996 4. Health Act 1956 5. Occupational Health and Safety Act 1992; 6. Vulnerable Children’s Act 2014 7. Social Work Registration Board Code of Ethics & Practice Standards 8. ANZASW Code of Ethics & Practice Standards 9. Health and Safety at Work Act 2015 10. ANZASW Code of Ethics & Practice Standards

This job description will be reviewed annually.

Please sign to acknowledge your acceptance of this job description.

ROLE DESCRIPTION

KAIKŌKIRI – Champion Of Wellness



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Employee	Date
_____	_____
Employer	Date

Job Description – Family Start

April 2018

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