



Me aro koe ki te ha o Hineahuone
"Pay heed to the dignity of women"

*Te Puawaitanga
ki Ōtautahi Trust*

Mō tātou a mō ngā uri a muri ake nei
"For us and for those who will come after us"

Position Description Early Start Programme

Role Title: Whānau Awhina/Family Support Worker - Early Start Programme
Reporting to: Early Start Clinical Supervisor

Purpose of the role:

The purpose of the role is to deliver the Early Start Programme to whānau. Early Start (ES) is an early intervention programme providing intensive whānau support via home visitation to those with challenging life situations.

The key result for whānau is to support their overall functioning in a wide range of areas, spanning child and whānau health and wellbeing. These areas include: child health and safety, child abuse, parenting skills, parental physical and mental health, educational and economic wellbeing and positive partner relationships.

Functional relationships

Positive professional relationships within Early Start Project Limited and Te Puawaitanga (TPKOT) and with the wider cross sector and disciplinary community are pivotal to achievement of whānau goals.

- External relationships with: Well Child / Tamariki Ora, Midwives, Children's Action Team and the Department of Oranga Tamariki.
- Internal relationships with all kaimahi and manuhiri of TPKOT

KEY RESULT AREAS:

The following key result areas work together to ensure programme fidelity is maintained.

KEY RESULT AREA 1: Family Engagement

Client whānau engagement and contact occurs as prescribed by the Early Start Service and is monitored effectively. Family Support Worker/ Whānau Awhina (FSW/WA) will be expected to:

- form positive, trusting, respectful partnerships with client whānau
- conduct initial assessment within prescribed timeframes
- explain the Early Start programme to client whānau and complete all prescribed tasks

KEY RESULT AREA 2: Early Start Goals, Guidelines, Procedures and protocols are utilised when working with families.

Early Start programme fidelity is critical to ensure consistent programme delivery. FSW/WA will be expected to:

- effectively deliver the Early Start Curriculum
- raise any issues, with their clinical supervisor, that may threaten programme fidelity
- develop and implement Individual Family Support Plans

KEY RESULT AREA 3: Assist and support families/whānau to raise healthy, happy and thriving tamariki in a nurturing environment that leads to increased self sufficiency and diminished crisis situations.

Early Start service provision is based on assessed whānau needs, their priorities, strengths and abilities. FSW/WA will be expected to:

- offer practical assistance and support, which will include in crisis situations
- review and update whānau plans regularly
- act as an advocate for the whānau and liaise with other agencies
- be accountable to the clinical supervisor as to whānau progress

KEY RESULT AREA 4: Case management documentation

All required case documentation is to be completed accurately and on time. Information technology is integral to the delivery of the Early Start service as all case notes are maintained on the Early Start Database. FSW/WA will be expected to:

- enter all client notes into the ES database with a high level of accuracy and timeliness
- work according to organisation client privacy and use of client information policies and procedures

KEY RESULT AREA 5: Cultural Safety is demonstrated

Successful delivery of the Early Start service is reliant on the understanding and application of the FSW's cultural competency. FSW/WA will be expected to:

- work successfully with people of differing views and preferences, being able to recognise and respect cultural differences
- practice in a way which respects each client's identity and right to hold personal beliefs, values and goals, while advocating for the child
- demonstrate understanding and practical application of Te Tiriti o Waitangi

KEY RESULT AREA 6: Advocacy for children

Successful delivery of the Early Start service is reliant on the understanding and application of the FSW's child centred, family focused approach. FSW/WA will be expected to:

- have a clear understanding of Children, Young Persons, and Their Families Act 1989, and its amendment The Vulnerable Children Act 2014
- demonstrate fine judgement and clear thinking in relation to the complex issues and relationships surrounding care and protection of children and family/whānau
- undertakes appropriate and timely interventions as per organisation child protection policies and procedures

KEY RESULT AREA 7: Supervision and professional development opportunities are used effectively. FSW/WA will be expected to:

Clinical supervision and professional development is undertaken to ensure safe, clinical practice and enhance, maintain and develop professional competencies and keep abreast of new developments. FSW will be expected to:

- Complete all organisation induction processes
- prepare for clinical case management supervision
- actively participate in formal and informal clinical supervision sessions
- implement supervision decisions and actions
- participate in organisational position review processes
- identify and attend agreed professional development activities

KEY RESULT AREA 8: Healthy organisation and team function

Positive organisation and team functioning is required. FSW/WA will be expected to:

- understand and implement organisational policies and procedures
- attend all team and organisational hui
- provide support to other team members if required
- support the special nature of Te Puawaitanga as a kaupapa Māori organisation

KEY RESULT AREA 9: Additional Duties

Kaimahi are supported to utilise their speciality knowledge and experience for the benefit of client whānau and the organisation. FS/WA will be expected to:

- undertake additional duties as negotiated
- contribute willingly and be proactive

KEY RESULT AREA 10: Health and Safety

All kaimahi have individual responsibility for health and safety practices and are required to work according to health and safety legislation. FS/WA will be expected to:

- be personally responsible for their own and other's health and safety at work
- promote and participate in health and safety procedures, maintain a safe workplace and ensure that all equipment is used correctly at all times
- be familiar with policy and procedures
- establish and insist upon safe methods and safe practices at all times
- raise all health and safety issues, verbally or in writing (if required) to the clinical leader

QUALIFICATIONS

Essential

- Bachelor of Nursing, Comprehensive/General & Obstetric Nursing registration
- Bachelor of Social Work / Diploma of Social Work
- Equivalent qualification in related fields e.g. early education, psychology, human/child development, public health

Desirable

- Qualifications in Tamariki Ora/ Well Child, midwifery, paediatric nursing
- Te Ao Maori qualifications

Professional Membership/desirable

- NZ Association Social Workers
- NZ Social Work Registration
- NZ Nurses Association
- NZ Association Counsellors
- Any other relevant professional body

EXPERIENCE

- working with Maori in a kaupapa Maori environment
- working in social work, nursing or related field
- working in home based service delivery
- in community based service delivery
- working with high needs whānau
- Microsoft Office software e.g. Word, Outlook, Excel
- Database proficiencies

SKILLS AND COMPETENCIES

Required

- Demonstrated ability to build respectful relationships with whānau
- Skilled working with whānau who are in challenging situations. Skills such as: research and understanding other services, working collaboratively, courageous conversations.
- Psychologically competent to work in stressful situations.
- Moderate level of physical fitness required e.g. bending, kneeling, standing
- Excellent communication skills including: active listening, observation and reflection, written and oral.
- Committed to whānau centric practice together with the paramountcy of child safety
- Accountable professional practice including use of work time, organisation resources, case management and practice quality. Presents self and the organisation favourably and works according to organisation policies and procedures
- Ability to work successfully with people of differing views and preferences, being able to recognise and respect differences
- Ability to be flexible with plans to fit with changing conditions, tasks, responsibilities, or people
- Able to maintain the strictest confidentiality with all information or intellectual property that affects the role and people.

KNOWLEDGE and SKILLS

- Demonstrated understanding and practical application of Te Tiriti o Waitangi
- Human growth and development with an emphasis on infant and child development
- Sound knowledge of family dynamics and its inter generational effects
- Sound knowledge of family conflict, child abuse and neglect, safety protocols relevant to child safety and domestic violence.
- Sound knowledge of NZ child protection legislation
- Sound knowledge of psychosocial difficulties such as addictive and offending behaviours
- Skills in decision-making, conflict and crisis management
- Knowledge of Greater Christchurch health and social services

Other Requirements

- ES and TPKOT have policies of only employing people who are non-smokers
- ES and TPKOT meet the Children's Action Plan requirements in regard to having a workforce that is safe to work with children, as such a successful police check is required
- Current full driver's license and willingness to use own car for job related functions

Signed by:

(Name of position holder)

Date: