



*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

### Whānau Awhina - Family Start Programme

**Role Title:** Whānau Awhina – Family Start Programme  
**Reporting to:** Mātauranga Team Leader

#### Organisation Vision

Safe, healthy, stable, and connected whānau securing positive futures for all generations

#### Whakatauki

Me aro koe ki te hā o Hineahuone

*Pay heed to the dignity of women*

Mō tātou, ā, mō ka uri ā muri ake nei

*For us and our children who come after us*

#### Organisation Mission

We enhance the health and wellbeing of Māori/women and their whānau to achieve their aspirations

#### Organisation Values

**RAPUORA** - *in search of excellence in health*

**MANAAKITANGA** - *support, nurture and take care of*

**WHANAUNGATANGA** - *belonging, respectful relationships and whakapapa*

**WAIKUATANGA** - *spirituality, mental wellbeing, cultural identity and balance*

**KOTAHITANGA** - *unity, common purpose and cohesiveness*

**RANGATIRATANGA** - *leadership, cultural identity, responsibility and accountability*

**PUAWAITANGA** - *nurturing, empowerment and development of oneself and one's whānau.*

**AROHA**- *love, compassion, and empathy*

#### Purpose of the role

The purpose of the role is to deliver the Family Start Programme to client whānau. Family Start (FS) is a family intervention programme providing intensive support via home visitation to those with challenging life situations.

Outcomes for whānau involve 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.

### **Key Tasks and Accountabilities**

#### **1. Whānau engagement**

Whānau Awhina (WA) will:

- form positive, trusting, respectful partnerships with client whānau
- undertake intake and initial assessments
- explain the Family Start programme to client whānau

**2 Family Start programme goals, guidelines, procedures, and protocols are utilised when working with client whānau.**

Family Start programme fidelity ensures consistent programme delivery. WA will be expected to:

- effectively deliver the Family Start Programme
- seek guidance or raise any issues, with their supervisor, to support best practice and fidelity
- develop and implement FS Child Family Plans

**3 Assist and support whānau to raise healthy, happy and thriving tamariki in a nurturing environment that leads to increased self-sufficiency and diminished crisis situations.**

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

- offer practical assistance and support, which will include crisis situations
- review and update whānau plans regularly
- act as an advocate for the whānau and liaise with other agencies. Use general community knowledge and contacts to support whānau
- be accountable to their supervisor as to whānau progress

**4 Case management documentation**

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

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

**5 Advocacy for children**

Successful delivery of the Family Start programme is reliant on the understanding and application of the FSW's child centred, family focused approach. 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 whānau.
- undertake appropriate and timely interventions as per Te Puawaitanga ki Ōtautahi child protection policies and procedures.

**6 Supervision and professional development opportunities are used effectively.**

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

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

## **7 Team and Organization Player**

- Support organisation initiatives such as Wahakura Wānanga, Healthy Day at the Pa, and other events
- Support organisation to participate in community events such as health expo's, Aranui Affirm and Parenting Week activities
- Be a positive team player by being proactive and energetic in your mahi
- Understand and implement organisational policies and procedures
- Participate, actively contribute, provide support to other team members if required and be open to informal leadership opportunities
- Be responsible for a portfolio that is relevant to your mahi and share updates with all kaimahi
- Support the special nature of Te Puawaitanga as a kaupapa Māori organisation

## **8 Other Duties**

- The key tasks/accountabilities of the role may change so that the organisation is able to adapt to changes in the business environment
- Support special activities that the organisation undertakes or participates in including one-off project activities

## **9 Information Technology**

This role requires efficient use of computers, smart phone, and other IT equipment. This includes knowledge of Microsoft Office software including Word, Outlook, Teams, Excel.

## **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. 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 always used correctly
- be familiar with policy and procedures
- always establish and insist upon safe methods and safe practices
- raise all health and safety issues, verbally and/or in writing to the team leader

## **QUALIFICATIONS**

### **Essential**

- Bachelor of Social Work / Diploma of Social Work
- Equivalent qualification in related fields e.g. Teaching, Nursing, psychology, human/child development, public health.

### **Desirable**

- 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

## **SKILLS, COMPETENCIES, EXPERIENCE**

- Lived experience of Te Ao Māori
- Demonstrated ability to build respectful, trusting relationships with whānau and ability to maintain relationships in difficult situations.
- Knowledge of human growth and development with an emphasis on infant and child development
- Sound knowledge of family conflict, child abuse and neglect, safety protocols relevant to child safety and domestic violence.
- Demonstrated understanding and practical application of Te Tiriti o Waitangi
- Knowledge of Greater Christchurch health and social services
- Psychologically competent to work in stressful situations.
- Moderate level of physical fitness required e.g. bending, kneeling, standing.
- Excellent communication skills to express self, support whānau to express themselves and to influence. Highly developed active listening, observation, and reflection, written and oral skills.
- 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.

**Signed by:**

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(Name of position holder)

Date: