



FAMILY SUCCESS MATTERS POSITION DESCRIPTION

Position Title:	<u>Social Service Practitioner/Social Worker</u>
Accountable To:	Supervisor
Functional relationships:	Clients, Service Delivery Manager, FSM Service Evaluator, H R Advisor, Business Support Administrator, Team of Social Service Practitioners, Receptionist,
Staff Reporting:	Nil
Location:	Counties Manukau & Franklin

PURPOSE OF THE POSITION

Family Start is a child centred, intensive home visiting programme that focuses on improving childrens health, learning and relationships, family/whanau circumstances, environment and safety. The role of the Social Service Practitioner is to work in partnership with families/whanau to improve health, education and social service outcomes for their children. The key assessment and planning components of the programme measure progress as the whanau work towards independence and self-fulfilment. Social Service Practitioners are facilitators of change who place child safety at the forefront.

PERSON SPECIFICATION

Knowledge, Skills and Experience

Essential

- Level 7 Degree in Social Work or humanities
- Social Work registered (or working towards)
- Extensive experience in family or home visiting services
- Keen to learn
- Works effectively across different cultures
- Knowledge & experience in working with community networks
- Experience of engaging with reluctant clients
- High standard of case noting and documentation skills

- Advocacy skills and skills in accessing resources
- Experienced in family assessment
- Critical Analysis skills
- Effective Planning, time management and self management skills
- Adheres to professional boundaries
- Resilient
- Current full drivers license
- Meets Vulnerable Children's Act 2014 criteria to work with vulnerable children
- Verified MyVaccine Pass
- Competent in basic data entry
- Knowledge and experience of child protection Issues

Personal Attributes

Essential

- Strength based approach
- Empathy
- Non judgmental
- Motivated
- Emotional maturity

CORE COMPETENCIES

Working with Others:

This competency relates to

- Building Relationships;
- Interpersonal Communication
- Managing Conflict
- Teamwork

Specialist Expertise:

This competency relates to:

- Facilitating Change
- Solving Problems

Administration & management:

This competency relates to:

- Organisation & record-keeping
- Managing Health & Safety

Professional & Cultural

This competency relates to:

- Cultural skills
- Integrity & self-awareness
- Professionalism
- Taking responsibility

Accountabilities and Actions	Expected End Result (KRAs)	Measure
<p><i>Service Delivery</i></p> <p>Child Focus & Child Safety</p> <ul style="list-style-type: none"> • Follow the FSM Social Workers Pathway document for progressing client through change. • After initial visit and consent is signed, the Child Safety Tool will be applied to determine whether a Child Safety Plan will need to be developed (along with the Child Family Plan). • Child Safety Plan (if required) will be developed six weeks after the Strengths & Needs Assessment is written. 	<ul style="list-style-type: none"> • To work with families to develop their strengths and parenting capabilities by developing individualised family plans and safety plans if required • Focus on the children’s well-being, including the adequacy of care, their physical and emotional health, and age appropriate development • In line with the Vulnerable Children’s Act, maintain a clear focus on the child’s protection and safety by assessing vulnerability and risk 	<ul style="list-style-type: none"> • FS-net exits and time on programme • Three month review. • Key Activities and Child Progress are validated. • Child is always sighted at home visit. • Case notes with the SSP’s observations and child-centred analysis • Child Safety Tool completed • Child Safety Plan if required. • High standard reports completed

<ul style="list-style-type: none"> • To write Reports of Concern as required in conjunction with Supervisor. Refer Child Protection Policy for process. 	<ul style="list-style-type: none"> • Case notes information presented professionally 	
<p>Child centred & Family focused Advocacy</p> <ul style="list-style-type: none"> • Screen referral for cultural and social beliefs and note accordingly. • Introduce and utilise Parenting Resources. • Goal setting with clients. • Potential Introduction of Incredible Years Programme and Fathers For Families Programme. • Child Progress prompt on FS-Net for Social Service Practitioner to encourage caregivers to 	<ul style="list-style-type: none"> • To be responsive to the cultural and social beliefs, values and practices of the family • Help the family identify their needs, strengths, and capabilities by modelling positive parent/child interaction and assisting in the development of good parent/child relationships • Assist parents in gaining access to utilise health care for both the infant/child and mother 	<ul style="list-style-type: none"> • Clients length of time on programme. • Cultural competence of Practitioner. • Evidenced in case notes verified at Supervision • Participation in FSM value-added programmes. • Key Activities & Milestones are recorded on FS Net. • Child is enrolled with GP, Plunket, and immunisations and

<p>enrol/register with required health services.</p> <ul style="list-style-type: none"> • Social Service Practitioner take ELP information to family before child is 18 months old. • Social Service Practitioner gains required info from clients to complete Whanau Members & Whanau Services tabs on FS-Net, highlighting families own support systems. • Up to date and continually researching local networks 	<ul style="list-style-type: none"> • Encourage families to take part in community activities and develop their own networks of support • To provide support, information, and appropriate referrals to deal with any legal matters, budget advice, money management, advocacy, alcohol and drug abuse issues, mental health issues and child protection issues 	<p>well-child checks documented on FS-net</p> <ul style="list-style-type: none"> • Child is enrolled in ECE @ age appropriate. (18 months)-FS-net • # Networks in local community. • Appropriate referrals evidenced in case notes and monitored through Goal Plans. • KRAs completed.
<p>Parenting Resource</p> <p>Parenting Resource website is used in preparation for each visit.</p>	<ul style="list-style-type: none"> • Provide families with a regular Parenting Educational Programme 	<ul style="list-style-type: none"> • Progress report in goals
<p>Administration/Adhoc</p>		<ul style="list-style-type: none"> • Verified in Supervision

<ul style="list-style-type: none"> • All case notes to be recorded in FS-Net as per contract. • Families are home visited weekly or 2 weekly as a minimum. • KRAs must be completed every 3 months. • SNAs are reviewed every 3 months, along with Child Family Plans and Child Safety Tool/ Child Safety Plan, in conjunction with KRA date. • Apply for leave in line with leave policies and online. • Actively seek to report and rectify any safety issues and then document same. Follow procedure. 	<ul style="list-style-type: none"> • To complete the KRA's required in Family Start Contract and to keep up to date, accurate records according to the Family Start Contract • Families are home visited as required to meet contractual obligations. • To continuously monitor family plans in partnership with the family to ensure that a clear focus is maintained on the safety, well being and development of the child • Compliance with FSM Policies and procedures • Compliance with Health & Safety policies and procedures 	<ul style="list-style-type: none"> • Verify KRA's and notes at end of monthsupervision • KRAs due date is generated by FS-Net. • # accidents / incidents • # complaints • Performance Review
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<ul style="list-style-type: none"> • Model your behaviour in line with the values of the organisation. • Work in line with FSMs Business Plan requirements. • Participate in FSM research and evaluation projects 	<ul style="list-style-type: none"> • Compliance with FSM Values • Compliance with FSM Business Plan • FSM produced quality research 	<p>Research/evaluation project completed</p>
<p><i>Learning & Development</i></p> <ul style="list-style-type: none"> • Attend Clinical Supervision at least once a week, as per contract. • Engage in process of supervision 	<ul style="list-style-type: none"> • Attends Clinical Supervision in line with Supervision contract and Supervision policy. 	<ul style="list-style-type: none"> • Growth and quality of practice • Performance review. • Attendance – 4 hours minimum every month.
<ul style="list-style-type: none"> • Attend all organised staff training, and commit to bring it into your practice. 	<ul style="list-style-type: none"> • Improved practice through Organisational approved training. 	<ul style="list-style-type: none"> • Growth and quality of practice. • Perf review • Outcomes for families.
<ul style="list-style-type: none"> • Attend all Staff monthly meetings 	<ul style="list-style-type: none"> • Keep informed by internal and external information sharing. 	<ul style="list-style-type: none"> • Record of attendance.
<ul style="list-style-type: none"> • Attend all Practice Forums 	<ul style="list-style-type: none"> • Focus on growing high quality practice, and/or to bring consistency to practice. 	<ul style="list-style-type: none"> • Record of attendance • Consistency with practice. • Growth & quality of practice. • Performance review

<ul style="list-style-type: none"> • Attend all Team meetings. • Participate in all Team building sessions 	<ul style="list-style-type: none"> • Support colleagues as an active and participative team member 	<ul style="list-style-type: none"> • Record of attendance • Willingness to support team / team stats
<ul style="list-style-type: none"> • Participate in annual performance review • Take responsibility for personal professional development. 	<ul style="list-style-type: none"> • Professional development in line with your Performance Review. 	<ul style="list-style-type: none"> • Performance review shows evidence of progression