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| **FAMILY SUCCESS MATTERS**  **Position Description**    |
| **Position**   | **SUPERVISOR**   |
| **Reports to**   | Operations Manager  |
| **Location**   | Manukau City  |
| **Purpose of the Role**   |  The purpose of the Supervisor role is: To assist the Operations Manager to provide a safe, supportive and efficient work environment that supports FSM’s strategic direction. To provide leadership, support and management of a team of Social Workers to ensure that all service delivery requirements and standards of Family Start program are delivered and completed within the parameters of Family Start Contract with OT, and Family Success Matter’s policies and procedures. To contribute to professional development of Social Workers by providing clinical supervision and practice support of Social Workers.   |
| **Functional** **Relationships** **with**   | Family Start CEO, Quality Advisor Evaluation/Research, Human Resources Advisor, Business Support Leader, Marketing Manager, Teams of Social Workers, Referral agencies  |
| **Financial Authority**   | No financial authority  |
| **Staff**  **Reporting**   | A team of Social Workers – approximately 7 staff   |
| **Ideal Person Specification**   |
| **Qualifications / Training**  * Degree level tertiary qualification in social work.
* At least three years’ experience in service delivery to children and their families in relevant fields.
* A recognised qualification in supervision for social work practice.
* Previous supervision experience preferred
* Depth of knowledge and skill around practice.
* Ability to motivate, lead and support a team.
* Willingness and ability to undertake further and ongoing training.
* Current full driver’s licence.
* Social Work Registration.

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| * Ability to work effectively cross-culturally
* Negotiation and conflict resolution skills
* Managerial skills including basic Human Resource management areas and planning, monitoring, case management and report writing
* Time management and case-load planning skills
* Advocacy skills and skill in accessing resources
* Boundary setting – differentiating between working and personal life
* Critical incident management skills
* Coaching skills
* Assessment skills
* Decision making skills
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| **Personal Qualities**  * Empathy
* Non-judgemental
* Results focused
* Motivated & positive
* Critical thinker
* Demonstrates Leadership

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| **Knowledge**  * Understanding of values and principles underpinning Family Start plus outcomes sought from the Family Start Programme
* Understanding of safety issues including client safety and employee safety
* Knowledge and understanding of child/human development and parenting, child health and education and indicators of child abuse, domestic violence, mental health and alcohol and drug abuse
* Knowledge and understanding of Maori societal and familial structures, including whanau, hapu, Iwi and the dynamics of whanaungatanga
* Knowledge of and understanding of the range of Pacific societal and familial structures
* Well-developed networks in the community and experience in dealing with people from the range of cultural backgrounds in the community
* Knowledge of, and networks with, other service provider agencies.
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| **Skills**  * Leadership skills
* Exceptional communication and interpersonal skills
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| **Accountabilities and Actions**   | **Expected End Result**   | **Measure**   |
| **Provide Team Leadership**  * Provide support and role model FSM values for the team

 * Plan, consult and communicate goals and objectives to team

 * Ensure team is monitored and managing their workload appropriately

 * Work with Service Delivery Manager and other Managers as required, to develop / and or support new organisation initiatives, and practice initiatives and roll out to team.

 * Manage up to Service Delivery Manager issues that fall beyond your scope, or that are proving intractable

 **People/HR management & compliance**   * Minimal involvement with recruitment as required.

 * Ensure all team members have clear accountabilities and understand their role, by setting initial performance expectations and socialising new team members
 |  * Team members feel valued, acknowledged

 * Team communication managed effectively, and sense of common purpose and positive culture are fostered.

  * Team members perform their roles to a high standard

 * Enhance client experience by supporting and leading new initiatives in service delivery and practice delivery.

     * Support FSM’s recruitment and retention process for suitable candidates.

 * Support FSM’s induction and orientation processes and set initial

 * Performance expectations

  | * Team satisfaction

 * Staff engagement survey

 * Regular, effective and recorded team meetings.

 * Safe, honest, open forum for all team members

 * Database statistics

  * Ensure team understand and are able to work with new changes and initiatives.

 * Change management practices followed.

    * Retention / Turnover (%)

 * Sign in / out book completed and accurate.

 * Performance Reviews & Plans are conducted as required for each team member.

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|  * Ensure all team members performance is reviewed and managed, and that development / training needs are identified and put into place.

 * Team concerns and staff complaints are resolved promptly and managed according to organisation policy.

 * Manage procedures related to Health & Safety according to policy and job parameters, including reporting of and investigating accidents and incidents; and encouraging hazard reporting and a safety culture, in conjunction with H&S Rep and H&S Delegates.

 * Maintain team adherence to FSM policies, procedures and values.
 | * Performance is managed to ensure development & training needs are identified – people have the opportunity to grow and learn
* Non-performance is managed cleanly and decisively
* People are keen and open to recommending improvement ideas or innovations.
* Team issues, individual concerns or complaints are resolved promptly and with an amicable resolution for all parties.
* All team members aware of and understand their obligations under Health & Safety; Privacy Act and other relevant legislation.
* Adherence to organisation policy in all areas

  | * Performance Improvement plans as required.
* Appropriate records maintained.
* Team satisfaction
* # complaints
* Monthly reporting
* Minimal issues or complaints
* Health & Safety legal Requirements
* Zero non-compliant issues.
* Zero non-compliance issues.
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|  **Service Delivery / Operational**  **Management**   * Monitor and manage KPI attainment across the team

 * Allocate and monitor referrals and exits of your team.

 * Ensure families/Whanau are visited as per MSD contract criteria.

 * Ensure Individual Family Plans in place; Parent Resource delivered;

 * Immunisations, Well child visits, ECE enrolments are up to date Ensure child is safe. Ensure retention of clients on the FS programme.

 * Identify and manage service risks, client risks and organisation risks. Supervisor manages critical incidents, following FSM guidelines. Supervisor liaises with Service Delivery Manager regarding external complaints.

 * Ensure timely reporting on service measures.

 * Team members FS-Net are up to date and completed by month end.

  |  * Provide effective service delivery to clients in your team area, as per the MSD contractual requirements.
* Safety and well-being of team members is paramount.
* FSM Critical Incident policy followed.
* FSM External Complaints policy followed.
* All reports produced as / when needed. Team statistics are continually monitored and reviewed for productivity and service delivery integrity through FS-Net.
* An overall high standard of professionalism and leadership is maintained.
* All team / site resources are managed equitably within the team.

  |     * Client needs are met within MSD target timeframes
* Ensure MSD Key Progress Indicators are met.
* Safety issues reported to Service Delivery Manager.
* Monthly Reports to Service Delivery Manager.
* MSD Contract Targets as per the
* Family Start Key Performance Indicators:
* Equipment in good working order

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| * Client file reviews and internal audits conducted. Feedback to team and focus on performance improvement.

 * Manage all the team’s allocated resources in a systematic manner following organisation protocols i.e. vehicles, phones, computer use, Parenting resources

 **Provide Clinical Supervision**   * Social Workers to receive one hour of clinical supervision per week, as per Quality Supervision Standards Tool.

             * Client file reviews are conducted and evidenced to ensure best practise is being met
 | * Supervision of a high quality is provided for Social Workers as per Quality Supervision Standards set by MSD
* Ensure MSD Key Progress Indicators
* are met by Social Workers
* Strengths based practice and philosophy is demonstrated and modelled consistently by Supervisor.
* Structure of supervision is based on quality framework, including sound knowledge of FS Programme Manual
* FS Quality Standards, and FSM Supervision pathway and FSM Practice Manual.
* Supervision practice protocols are followed. Supervision documentation for auditing requirements.
 | * Monthly Traffic Lights reporting on MSD
* Contract Targets (KPIs)
* Meeting Quality standards
* MSD Audits
* Supervision targets met
* Use of Quality standards

 1. File review form
2. Sound knowledge of Quality standards &
3. Sound knowledge of FS Program
* Clear understanding and knowledge of child protection issues and notification processes and a clear understanding of critical incident management.
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| * Supervisors to review any cases determined as high risk and monitor them, and where concerns for the safety of the child have been identified, ensure appropriate referrals are made to O.T., Child Services Co-ordinator and other relevant agencies.

 * Supervisors to review any Critical Incidents relating to the safety of a child and ensure they are managed following FSM guidelines.

 **Provide Practice Support Visits**   * Supervisors to provide practice support and coaching to Social Workers by conducting home visit observations to further enhance Social Workers practice and ensure the quality delivery of the Family Start Service to client / Whanau.

 * Written feedback provided to Social Workers about the home visit is included in supervision notes and for evidencing in performance reviews.

 * Provide support for Social Workers for Family Group conferences and Professional meetings as required.

   | * A clear focus on the child/children’s wellbeing is maintained, and monitored through supervision by reviewing risk. Safety of the child is paramount. Risks will be identified and action taken.
* Critical Incidents are understood and managed appropriately.
* Ensure Social Workers are practicing effectively and safely and that they are assessing well, and addressing social issues, health issues and delivering Parenting Resource programme.

 * Practice support visits will observe practice competencies and provide coaching opportunities.

 * Consistency of measuring practice.

 * Support team members

   | * No preventable deaths of FSM clients – in that all necessary procedures were in place and have been followed.
* Monthly report to Service Delivery Manager
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| **Learning & Professional Development**  * Monitor areas of practice concern, and assess needs and communicate to Service Delivery Manager & Human Resources Advisor.

 * Encourage attendance to relevant workshops, seminars etc as per identified training needs of Social Workers.

 * Ensure own supervision is conducted and professional development maintained.
 |   * Enhance the professional development of team members.
* Supervisor role models commitment to learning and development.

  | * All Social Workers regularly receive Practice Support visits to ensure best practice in line with service delivery as stated in FS Programme Manual and FS Quality Standards.
* Attendance at meeting
* Team satisfaction
* Client surveys

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|    |  | * Performance review results
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|  |  | * All team members participate in appropriate learning opportunities.
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|  |  | * Monthly clinical supervision with external consultant as arranged by
* FSM
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|  |  | * Individual supervision with Service Delivery Manager
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|  |  | * Weekly meeting as a Team Supervisor group
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