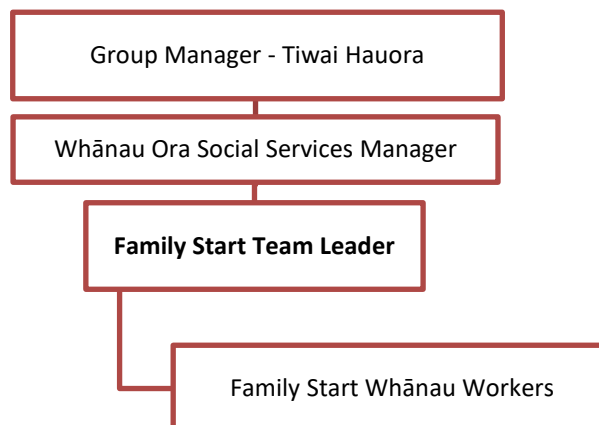


RAUKAWA CHARITABLE TRUST (RCT)

Position Description

POSITION TITLE	Family Start Team Leader
LOCATION	Putaruru
REPORTS TO	Whānau Ora Social Services Manager
PURPOSE OF POSITION	To lead the Family Start service, practice and team. To provide practice supervision and oversight.
RCT VISION	Raukawa kia mau, kia ora - A thriving Raukawa iwi.
RCT MISSION	To deliver outstanding cultural, social and environmental outcomes to ngā uri o Te Poari Matua o Raukawa.
RCT VALUES	Tika – working with integrity Pono – working toward the vision/genuine intent Aroha – compassion and regard for others

REPORTING STRUCTURE



DIRECT REPORTS

- Family Start Whānau Workers

RELATIONSHIPS	
Internal <ul style="list-style-type: none"> • Tumu Whakarae • Executive Management Team • Tiwai Hauora Group Manager • Whānau Ora Social Services Manager • RCT Staff • Raukawa Uri and Marae • Trustees 	External <ul style="list-style-type: none"> • Other Iwi • Stakeholders • Funding agencies • Government agencies • Local government agencies

AUTHORITIES
<p>Area: Family Start</p> <p>Authority Level: Oversee the daily running of the service and the team.</p>

KEY ACCOUNTABILITY	DUTIES AND RESPONSIBILITIES
Practice Leadership	<ul style="list-style-type: none"> • Ensure a clear focus on key strategic practice priorities. • Lead, influence, and support Family Start Whānau Workers to exercise professional expertise, decision making and judgement. • Identify areas needing practice improvement and in conjunction with our Social Services Manager implement strategies/plans to strengthen practice. • Facilitate the implementation of practice initiatives/tools/ systems. • Ensure practice policies are promoted, enhanced and adhered to. • Identify new opportunities to enhance the service • Ensure that practice complies to all legislative/contractual requirements and standards, including key principles identified in the Oranga Tamariki Act 1989 • Support RCT service delivery performance, systems and practice improvement initiatives.
Clinical Supervision & Development	<p>Provide clinical supervision, mentoring and support to Family Start Whānau Workers:</p> <ul style="list-style-type: none"> • Deliver weekly 1 hour one on one supervision with each Family Start Whānau Worker. • Support Family Start Whānau Workers to meet and manage monthly KPI'S • Regularly monitor and review client files • Supervisor will monitor workloads to ensure that Family Start Whānau Workers have a balanced workload and are able to work safely with client families/whānau. • Evidence of attendance at all supervision sessions. • Monitor whanau workers are attending external supervision • Ensure Family Start workers are able to recognise the signs of family/whānau violence and/or child abuse or neglect, and to make timely referrals to Oranga Tamariki and/or the Police if there are concerns about the child's care and protection.

KEY ACCOUNTABILITY	DUTIES AND RESPONSIBILITIES
<p>Team Leadership</p>	<p>Provide leadership to Family Start Team and facilitate transfer of learning from training and other learning opportunities.</p> <ul style="list-style-type: none"> • Coordinate and facilitate regular team hui: <ul style="list-style-type: none"> ○ Identify staff who will be attending specific hui ○ Ensure staff bring feedback to discuss at Family Start monthly hui. ○ Evidence of attendance at the monthly staff hui and Tiwai Hauora hui. All contributions assist in strengthening the team. • Work as a team to ensure all service provision materials are maintained. • Assist in training/Induction of new Family Start Whānau Workers. • Manage resources such as cars and ordering site/ service resources.
<p>Quality & Compliance</p>	<p>Complete all internal and external reports for the service to meet its contractual reporting obligations and audit requirements.</p> <ul style="list-style-type: none"> • Preparation for audits - MSD and OT's Approvals/Assessments. • Family Start Whānau Worker will provide monthly reports to the Family Start Team leader • Review whanau workers monthly monitoring tool as part of case management. • Regularly review case notes • Set visiting frequency for all clients • Undertaking regular review, reflection and monitoring of the effectiveness of the service, including client, staff and external feedback, and changing and modifying practice in response • Deliver the Family Start programme to a specified number of families/whānau (volumes) and to the standards of delivery as outlined in the Family Start Programme Manual to achieve the key deliverables and Client Result Measures. • FS-Net reports • Provider monitoring visit • Programme development/practice support • Social Sector Accreditation Standard • Sign off: <ul style="list-style-type: none"> ○ Strengths/needs assessments-First assessment completed within six weeks of family/whānau becoming active — Assessment repeated every three months ○ Child Safety Tools initial and ongoing – 3 monthly ○ Child Family Plans – 3 monthly ○ Early Learning Payment
<p>Oversee & Monitor Family Start Key Performance Indicators</p>	<ul style="list-style-type: none"> • Review monthly reports to ensure KPI's are being met • Report back to the Social Services Manager where issues exist. • Documentation of supervision to be completed. • Input data for referrals, initials, transfers, exits within specified time frames.
<p>Manage FS net and record base data</p>	<ul style="list-style-type: none"> • Ensure FS net and record base is kept up to date

KEY ACCOUNTABILITY	DUTIES AND RESPONSIBILITIES
	<ul style="list-style-type: none"> • Relevant data to be entered into FS Net by the 10th of each month. In FS-Net, Accept, Assign worker, and activate.
Community Networking	<ul style="list-style-type: none"> • Marketing the Family Start services to lead referrers and other providers • Attend collaborated meetings to enhance our service clients • Engaging with a 'community of practice' to share ideas, information and build professional practice knowledge.
Professionalism - Communication	<ul style="list-style-type: none"> • All internal & external communications are completed in a manner that is consistent with the values of the Raukawa Charitable Trust • Clients have clear understanding of the information they are receiving. • The Client is treated as an individual and feels they are valued and listened to. • All written documentation is eligible, concise and clearly understood. • Ability to communicate confidently across sectors. • Demonstrates integrity and honesty, ensuring commitments to others are met. • Sensitive information kept confidential, avoiding gossip and unfair criticism
Professionalism – Managing Workload	<ul style="list-style-type: none"> • Daily workload is appropriately managed with priorities identified. • Priorities are adjusted when appropriate.
Professionalism – Professional Development	<ul style="list-style-type: none"> • High standards for own performance are set. • Participates in regular evaluations of performance by customers and management. • Case management, Family Start-Net and record base are kept up-to-date and completed to a high standard • Attend external supervision • Identifies own professional development requirements relevant to position and service. • Annual goals and objectives are set in agreement with the Service Manager. • Attendance at appropriate Family Start programmes/ course/ conferences. • Have knowledge of the Treaty of Waitangi and its application to your service. • Practices in a manner consistent with the Treaty of Waitangi principle, incorporating respect, values and the partnership model. • Understands and applies the Maori models of health to your service. • Confidentiality adhered to according to the Raukawa Charitable Trust's Code of Conduct

KEY ACCOUNTABILITY	DUTIES AND RESPONSIBILITIES
Health & Safety	<ul style="list-style-type: none"> • Comply with Raukawa Charitable Trust Health & Safety policies, procedures and systems. • Ensure that he/she works safely at all times and encourages others to do the same. • Report hazards and accidents. • Take initiative to fix hazards. • Promote a positive Health & Safety culture in the workplace.
Team Support	<ul style="list-style-type: none"> • Attend monthly board staff hui and team hui. • Actively contribute to the development of the Family Start and Tiwai Hauora Social Services Team. • Provide coverage for team members as and when required. • Support and empower team members and celebrate team success to create and foster a harmonious team culture.
Training	<ul style="list-style-type: none"> • Participate in training including that related to Health & Safety. • Take initiative to identify training and development opportunities for self.
Additional Tasks	<ul style="list-style-type: none"> • Carry out any other duties that can reasonably be requested from time to time within the framework of this position and the skills, training and experience of the incumbent.

POSITION REQUIREMENTS

LEADERSHIP

- Experience in the Social, Health or Education sectors
- Leads by example, in particular, taking personal accountability for actions
- Can initiate advice and direction within the team
- Demonstrate participation in continuing development

INTERPERSONAL STYLE

- Is thoughtful, resilient, calm and stable in challenging situations
- Shows initiative, decisiveness and openness
- Has excellent oral communication skills
- Is open, honest and approachable

RELATIONSHIP MANAGEMENT

- Ability to develop and maintain a good working relationships at all levels with clients and Raukawa Charitable Staff
- Ability to develop and maintain good working relationships with organisations in the wider community.
- Respect for confidentiality and discretion; ability to deal with sensitive issues.

OTHER ATTRIBUTES

- Is very well organised, with the ability to plan and prioritise work demands
- Self motivated – an achiever
- Understanding of the importance and values of the Treaty of Waitangi and cultural values
- Empathy and patience
- Willing to attend training sessions
- Understands the child health issues / priorities/ national targets

- Good relationship skills
- Must have a clean Police Vetting status

QUALIFICATIONS AND EXPERIENCE

- A relevant tertiary qualification within social services, education, or health.
- Current registration with appropriate Registration Board
- Experience in providing supervision
- Knowledge of child development
- Valid and Full Class 1 drivers' license
- Experience working with Iwi/Maori organisations is desirable

OTHER ATTRIBUTES

- Has an understanding of the tikanga o Raukawa, and a basic understanding of Te Reo.
- Respects, values and works in partnership with stakeholders in a manner consistent with the Treaty of Waitangi.
- Familiar with and demonstrated adherence to Health & Safety policies and procedures.

JOB DESCRIPTION UPDATED

Date: August 2019

SIGNATURES

On behalf of Raukawa Charitable Trust:

(Signature)

_____/_____/_____
(Date)

Employee:

(Signature)

_____/_____/_____
(Date)