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## JOB DESCRIPTION – FAMILY START WHĀNAU SUPPORT WORKER

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<b>Position Title:</b>	Whānau Support Worker, Family Start
<b>Location:</b>	65 Queen Street Kahungunu Executive ki Te Wairoa charitable Trust ("Kahungunu Executive")
<b>Reports To:</b>	Family Start Team Co-ordinator
<b>Co-ordinates With:</b>	Team Co-ordinators Kahungunu Executive Staff Other Community Service providers Other agencies working with whānau Other Family Start sites Whānau members and representatives

### **Kahungunu Executive's Vision Statement:**

Te Oranganui o Nga Whānau o Te Wairoa.

### **Kahungunu Executive Mission Statement:**

Delivering Health, Social Services, Oranga Hinengaro and Housing services that achieve whānau aspirations.

### **Kahungunu Executive Whakatauki:**

*"Ko te Amorangi ki mua, Ko te hāpai o ki muri."*

### **Kahungunu Executive Values:**

**Tika, pono, aroha** – true, honest and compassion. This relates to being fair and honest when dealing with whānau and being respectful of their views and needs.

**Manaakitanga** – hospitality, kindness and support. This relates to showing respect, generosity and care for whānau.

**Raranga** – weave. This relates to collaboration with whānau, agencies and funders.

**Rangatiratanga** – ownership and autonomy. This relates to acknowledging the mana and autonomy of clients and that they stand independently.

**Hiranga** – excellence, importance and significance. This relates to providing the best quality support and assistance to whānau

## PRIMARY PURPOSE OF THE POSITION

Establish a supportive and effective working relationship with Whānau to empower them to achieve agreed goals and plans. To provide support and advocacy for whānau with strength based approaches to their mahi.

## SPECIFIC TASKS

ACHIEVEMENT TASK AREA	KEY TASK	EXPECTED OUTCOMES	PERFORMANCE OUTPUT
Referral and Intake process – Key Contacts	<p>Referral criteria used to identify the eligibility of vulnerable children and whānau/family</p> <p>Arrange a time to conduct the Key Contact with the whānau</p> <p>Enrol at risk pregnant mums, in their first trimester (3 months) and pepi/baby up to 12 months old. 12-24 months old, baby acceptance is to be discussed with the Team Coordinator</p>	<p>Maintain a clear focus on the eligibility of the vulnerable children and high-risk whānau</p> <p>Ensure referring agencies have completed the information on the Referral Intake and Criteria correctly</p> <p>Input Key Contact information on to the FSnet and copy in whānau file along with the Referral Intake and Criteria</p>	<p>Record accurate information on the Referral Intake, Criteria and Key Contact forms</p> <p>Follow up with Referring agency when more details are required</p> <p>Acceptance letter sent to whānau and enrolment letter to referring agency</p>
Maintain Home Visit with whānau	<p>Arrange Whānau home visits - Whānau to be visited once per week for the first 3 months</p>	<p>Whānau are visited to meet statistical requirements.</p> <p>Case notes are updated to reflect all relevant information pertaining to the visit.</p> <p>Follow up actions to be completed on time and information</p>	<p>Database updated on time</p> <p>Case notes updated to reflect visits on time.</p> <p>Appointment letters to be raised if Whānau do not have a landline or mobile.</p>

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		<p>provided to Whānau.</p> <p>Whānau not keeping appointments are to be discussed immediately with Team coordinator.</p>	
Deliver Parenting Resource	Parenting Pathways information individualized to whānau related situations.	At least one hour per month is delivered to Whānau around parenting pathways.	Whānau are provided with information given to reinforce whānau situations to promote whānau wellbeing.
Undertake a comprehensive Strengths and Needs Assessment report	<p>Support whānau to identify their strength, needs and capabilities.</p> <p>The first SNA will be completed within 6 weeks of accepting the family/whānau onto the programme reviewed 3-monthly</p>	<p>Modeling positive parent and child interaction in assisting with the development of good parent and child relationships.</p> <p>Immediate needs are identified for urgent intervention or referrals are addressed.</p> <p>Strength and Needs assessment report is accurate which captures all current and historical Whānau events.</p>	<p>Improve parent and child relationships.</p> <p>Specific areas of support, risks and concerns are identified.</p> <p>Needs assessment report to be the basis for determining required service support.</p> <p>Strength and needs assessment to be discussed and signed off by Team coordinator on time.</p> <p>Database updated on time.</p>
Manage Child Safety	Vulnerable children consistent focus on child safety	Child safety tools are reviewed on time and updated	Child safety tools are reviewed on time and updated

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	<p>Monitor safety risks that have arisen and ensure appropriate action is taken</p> <p>Dialogue with Team Coordinator regarding safety concerns</p> <p>Reviewed every three months</p>	<p>to reflect whānau priorities.</p> <p>Safety plan in place when risk identified</p>	<p>to reflect whānau priorities</p> <p>Robust Safety plan in place. Ensure the information is relevant and detailed</p>
Manage Child Family Plans	<p>Work with whānau to develop their strengths and parenting capabilities by developing CFP.</p> <p>Monitor child family plans in partnership with Whānau which links to the strength and needs assessment. Child Safety Tool and Parenting Resource Work.</p>	<p>Maintain a clear focus of the children's wellbeing, including the adequacy of care, their physical and emotional health, and age appropriate development.</p> <p>CFP are reviewed on time and updated to reflect Whānau priorities.</p>	<p>CFPs are maintained accurately and completed on time.</p> <p>Whānau needs as a result of goal plans are addressed on time.</p> <p>All relevant information is detailed.</p>
Update caseload in Family Start FSnet	Information obtained from Whānau is downloaded onto the Family Start net on time.	Information supports evidence from client file documentation.	<p>Effective and efficient records are maintained for client files.</p> <p>Monthly statistical data meets key deliverables.</p> <p>Information updated and checked prior to months end.</p>
Maintain client file	Weekly clinical	Client file	Internal and

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documentation	<p>supervision/peer supervision is arranged and kept by staff with Team Coordinator to ensure documentation is checked and signed off.</p> <p>Client file documentation is aligned to the Family Start database information and is current.</p>	<p>documentation is current and evidenced information up to date.</p> <p>Whānau sign documentation and copies given where applicable.</p>	<p>external audit findings are in line with contractual and organizational requirements.</p>
Exit/Discharge Process Planned or Unplanned Exit	<p>Strengths and self-determination has been achieved and support has diminished</p> <p>Whānau are prepared for a planned exit from the FS programme</p> <p>Transfers to a FS site. Ensure relevant information is provided - an up to date Strengths and Needs Assessment (SNA), Child Family Plan (CFP) and Child Safety Tools/Plan.</p> <p>Refer to other services as requested by the whānau if leaving the district and no FS site in the area of relocation</p>	<p>Acknowledge whānau achievements and graduation celebration with pepi/baby</p> <p>Process Exit/discharge form and FS Exit Summary form</p> <p>Complete the FSnet Discharge process: planned or unplanned exit</p>	<p>Documentation is accurate and up to date in the whānau file and on the FSnet.</p> <p>Discharge letter sent to whānau and referring agency where applicable</p> <p>Whānau are independent and able to access support services to address their needs</p>

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<p>Organisation meeting requirements</p>	<p>Attend weekly supervision to discuss caseload management.</p> <p>Attend scheduled peer and group supervision.</p> <p>Attend weekly team/organization meetings as directed.</p> <p>Attend and participate in team and organizational planning as directed.</p> <ul style="list-style-type: none"> <li>- Annual team planning</li> <li>-Team building</li> <li>-Strategic and business planning</li> </ul>	<p>Supervision contract signed and discussed regularly.</p>	<p>Supervision file updated and signed on time.</p> <p>Team coordinator to update Family Start database to reflect supervision.</p>
<p>Attend professional and personal development as identified</p>	<p>Attend monthly coaching with Team coordinator which highlights areas of improvement required or acknowledgement of achievements attained.</p> <p>Attend training/hui or higher learning as identified through individual training plans.</p>	<p>Areas of improvement identified with on the job training provided in a timely manner.</p> <p>Training and higher learning achieved to enhance service delivery and staff development.</p>	<p>Monthly coaching sighted and signed on time.</p> <p>Training reports raised to evidence training.</p>
<p>Conduct regular networking with internal and external agencies</p>	<p>Networking with agencies is maintained to ensure consistent referrals, up to</p>	<p>Agencies are aware of what services are provided.</p>	<p>Networking register updated weekly at team meetings and monthly coaching</p>

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	date information about the programme is provided and new staff introduced.	Referrals are received to support Whānau.  The profile of the organization and service delivery is promoted to a high standard.	

**Kahungunu Executive ki Te Wairoa Charitable Trust**  
**Person Specifications**

Position: Whānau Support Worker, Family Start

Attributes: All Whānau Support Workers must have relevant skills, knowledge and experience. Preference may be given to applicants with a Tertiary Qualification in Social Work, Early Childhood Education, or Registered Nurse. It is expected that all Whānau Support Workers will be able to demonstrate their ability and willingness to undertake further and ongoing training. Full Police Checks will be conducted.

**Essential:**

- Relevant qualifications and/or experience in health, education or social work
- Excellent interpersonal skills, with an ability to liaise confidently and professionally with a wide range of people and cultures
- Excellent organisational skills, with an ability to cope effectively with changing priorities and environment
- A commitment to the Treaty of Waitangi and Tikanga Māori
- Sound written and verbal communication skills
- A commitment to providing a high standard of customer service with Family Start when working independently and as a team member
- An ability to maintain a high level of confidentiality and discretion
- An ability to remain objective
- A high level of motivation and initiative
- Full and Current Drivers Licence
- Be conversant with the Statutory requirements of the Privacy Act 2020 / Vulnerable Children's Act 2014
- Basic knowledge of child health and education
- Basic knowledge of indicators of child abuse
- Understanding and recognition of domestic violence, mental health, alcohol and drug abuse issues
- Commitment to gaining knowledge and understanding of Whānau, Hapu, Iwi and the dynamics of Whanaungatanga

**Desirable:**

- Experience in working with Whānau and children
- Experience in the use of all Microsoft suite applications

**Personal Attributes:**

- The ability to gain the confidence and trust of Whānau by consistently maintaining a friendly, helpful and approachable manner.
- Present a confident and professional attitude.
- Able to take and use initiative.
- Ability to work appropriately with different cultures.
- Excellent attention to detail.
- Ability to maintain confidentiality.