

POSITION DESCRIPTION

Job title:	Team Leader - Kaiārahi / Social Worker
Responsible to:	National Practice Manager
Responsible for:	Four (4) direct reports
Job purpose:	<p>This job exists to support children of parents or caregivers in prison or serving a community-based sentence. Working with whānau, through the delivery of a range of intervention strategies. Professional, sensitive, and culturally appropriate in all areas of mahi.</p> <p>We are seeking a leader who has experience in building a team and leading a group of dynamic people. You will be able to:</p> <ul style="list-style-type: none"> • Build positive relationships with <i>tamariki and</i> whānau. • Connecting with whānau, hapu, and iwi. • Establishing relationships with community-based services including Māori organisations, Pacific Island organisations, churches and faith-based groups. • Working with our whānau to achieve their aspirations/goals. <p>The role is split 40% Team Leader and 60% Social Worker.</p>
Financial responsibilities:	\$0 delegated level of authority

KEY RELATIONSHIPS

External:

- Clients and their whānau, hapu and iwi.
- Government agencies and social service providers, i.e., Prisons, Oranga Tamariki, Child Youth and Family.
- Community organisations, i.e., Māori organisations, Pacific Island organisations, churches faith-based groups and community-based services.

Internal:

- Pillars Ka Pou Whakahou Kaimahi, Contractors, and Volunteers.

KEY RESULTS AREA

The position of Social Worker encompasses the following major functions:

1. Team Leader.
2. Programme Delivery.
3. Case Management.
4. Cultural Awareness.
5. Other Duties and compliance with Pillars Ka Pou Whakahou Policies.

Key Results Area	Jobholder is successful when
<p>1. Team Leader</p> <ul style="list-style-type: none"> • Lead a team of Social Workers, providing coaching, mentoring and guidance. • Train new Social Workers on the Pillars Ka Pou Whakahou practices and procedures. • Identify ways to continuously improve tasks to make efficiencies. • Provide a consistent approach within the team. • Work with the National Practice Manager, being the connection between them and the team, aligning with the Pillars Ka Pou Whakahou direction. 	<ul style="list-style-type: none"> • A trusted relationship is built with all team members, with high level of communication. • Best practice is consistently met within the team. • The team are achieving all targets and goals asked of them. • All team members feel valued and heard. • New team members are trained on correct ways of working and are welcomed into the Pillars Ka Pou Whakahou family. • High degree of communication with the National Practice Manager, informing them of key points and escalating any concerns.
<p>2. Programme Delivery</p> <ul style="list-style-type: none"> • Develop an appropriate, effective, and objective Individual Family Support Plan with enrolled children and their whānau . Reviewing regularly to ensure positive results and outcomes. • Develop and lead the programme within the following life domains and service outcomes: <i>Justice System Navigation Support:</i> Families are confident dealing with the police, courts, and prison systems. 	<ul style="list-style-type: none"> • Actively participate in all facets of programme planning, development, evaluation, and review. • Families and their whānau move from a crisis-dominant lifestyle to one that demonstrates self-sufficiency and diminished crisis situations. • Assessments and interventions are children and family focused with their outcomes met.

Key Results Area	Jobholder is successful when
<p><i>Financial Literacy:</i> Families have a balanced budget, excluding accumulated debt and debt servicing.</p> <p><i>Healthy Parenting:</i> Child health assessment plans are completed. Families with no care and protection notifications for repeat abuse and neglect.</p> <p><i>Family Wellbeing:</i> Families are in long term, safe, appropriate and affordable housing. Improved attendance and engagement at school. Families with no family violence reported.</p> <p><i>Community Participation:</i> Engagement in organised leisure activity (currently under review).</p> <ul style="list-style-type: none"> Proactively seek opportunities to enhance the development of service provision. 	<ul style="list-style-type: none"> Programme links enrolled families with correct Support Services and community programmes. New ways of working benefits Pillars Ka Pou Whakahou, clients and their whānau.
<p>3. Case Management</p> <ul style="list-style-type: none"> Form trusted relationships with enrolled families, children, and wider networks to form a respectful working partnership. Ensure children and young people have opportunities and support in accordance with the Children of Prisoners Bill of Rights Charter. Act as an advocate for families, liaising with other involved agencies. Collaborate with the wider team, ensuring assessment, planning, closure, facilitation, and advocacy is completed with the child(ren) and family wellbeing is achieved– providing a collaborative service model. Where possible, meet with Health Clinic staff to coordinate a planned approach to carry out family and children health plans. Work with Government agencies, social service providers and other professionals while the client and whānau are on the Pillars Ka Pou Whakahou journey. 	<ul style="list-style-type: none"> Caseload is managed effectively, with clients and their whānau needs met. Meeting all targets in a timely manner, in accordance with Pillars Ka Pou Whakahou Strategic Priorities. Including closures planned at least three months in advance. Regular engagement with the Mentoring Coordinators, other Pillars Ka Pou Whakahou staff and external agencies – with high level of communication and trust. Documentation is placed in client’s file within the agreed timeframe, including programme evaluations capturing client comments. Records are kept that meet the requirements of Pillars Ka Pou Whakahou, Child Youth & Family and its funding providers. Client information is managed in accordance with the Privacy Act 1993.

Key Results Area	Jobholder is successful when
<ul style="list-style-type: none"> • Participate in Family Group Conference (FGC) and Strengthening Families, plus all tasks following these meetings. • Make notifications to Oranga Tamariki, in consultation with the National Practice Manager. • Clearly record family assessments, case notes, closures, and all other relevant documentation in the client’s case file. Ensure these are appropriate, effective, and objective. 	
<p>4. Cultural Awareness</p> <ul style="list-style-type: none"> • Practice is in accordance with the partnership inherent in the Te Tiriti o Waitangi. The service provided is client focussed and planned, taking into consideration all cultural, religious, and other individual needs. Pillars Ka Pou Whakahou is a non-judgemental service. • Actively promote the philosophy and practice of Kaupapa Māori ora. • Promote and monitor cultural safety and the improvement of Māori wellbeing. • Values, beliefs, and customs of indigenous peoples from lands across Te Moana-Nui-a-Kiwa (peoples of the pacific) is respected. 	<ul style="list-style-type: none"> • Demonstrates an active understanding and commitment to Te Tiriti o Waitangi. • Tikanga Māori is upheld, with support being professional, courteous, and respectful. • Continuous learning and engagement of cultural supervision and wananga provided by Pillars Ka Pou Whakahou.
<p>5. Other Duties and Compliance</p> <ul style="list-style-type: none"> • Duties are not limited to those specified, with further tasks delegated on a project or ongoing basis. • Comply with all Pillars Ka Pou Whakahou policies and procedures, including Health and Safety and Code of Ethics. • Abide by Pillars Ka Pou Whakahou vision, mission, and all values. • Complete ongoing learning and development, including annual performance review, professional development plans and feedback sessions. 	<ul style="list-style-type: none"> • A proactive flexible approach is undertaken to achieve Pillars Ka Pou Whakahou business objectives and client case load. • Awareness of Health and Safety requirements and procedures, reporting any accidents incidents or near misses. Keeping the team safe. • Awareness and compliance with all Pillars Ka Pou Whakahou policies. • Positively represent Pillars Ka Pou Whakahou, promoting their vision, mission, and all values.

Key Results Area	Jobholder is successful when
<ul style="list-style-type: none"> Participate in staff meetings, peer support and inhouse training. Participate and cooperate in all team activities, including Children of Prisoner's week, fundraising and public relations events. 	<ul style="list-style-type: none"> Keep abreast of new developments by attending appropriate courses, conferences, and training. Sharing knowledge with wider Pillars Ka Pou Whakahou team.

PERSON SPECIFICATION

Qualifications:

Essential	Desirable
<ul style="list-style-type: none"> Degree in Social Work. Registered Social Worker with the Social Work Registration Board (SWRB). Full drivers' licence. 	<ul style="list-style-type: none"> Full member of Aotearoa NZ Association of Social Workers (ANZASW).

Knowledge / Experience:

Essential	Desirable
<ul style="list-style-type: none"> Experience leading a small team. Experience in a social work setting, advocating for clients within a social service or provider organisation. Working with Māori clients and whānau and awareness of other cultures. Working with vulnerable children, their families and government agencies. Knowledge of and practice the Privacy Act 1993. 	<ul style="list-style-type: none"> Te Tiriti o Waitangi and issues affecting Māori wellbeing. Māori models of practice and cultural competencies. Knowledge of Aotearoa criminal justice system.

Key Skills / Attributes / Job Specific Competencies

Expert level	<ul style="list-style-type: none"> • Leadership. • Relationship Management. • Empathetic. • Cultural Awareness. • Interpersonal skills. • Communication skills – oral and written. • Listening. • Attention to detail. • Influencing and advocacy. • Team player. • Time management. • Conceptual thinking. • Analytical. • Resilient.
Competent level	<ul style="list-style-type: none"> • Computer literate. • Highly organised. • Adapt quickly to changing priorities and tight deadlines. • Self-awareness. • Self-confident. • Continuous learning and improvement. • Self-starter (working independently). • “Charity heart” – Pillars Ka Pou Whakahou relies heavily on volunteer contribution at all levels of the organisation.
Awareness	<ul style="list-style-type: none"> • Criminal justice system.