Title: Social Worker -Caregiver

Group:

Reports to: Social Work Supervisor

Location: Specific Service Delivery Unit to be allocated

Personnel delegations: As specified in Instrument of Delegation

Financial delegations**:** As specified in Instrument of Delegation

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| The Ministry  | The Ministry for Vulnerable Children, Oranga Tamariki (MVCOT) works to advance the wellbeing and positive long-term outcomes of children and young people.  We support families and whānau to provide a safe, stable and loving home for their children. We protect children and young people who are not having their needs met at home and address the impact of any harm they have experienced. The Ministry prevents and responds to offending by young people and addresses the rights and interests of victims of offending.  We support care-experienced young people to successfully transition to adulthood. We develop strategic partnerships with others, particularly iwi and Māori organisations, to help realise this vision. We ensure a common approach with our partners to understanding the return on investment from our activities. The Ministry’s core outcomes are:* All children and young people are in loving families and communities where they can be safe, strong, connected, and able to flourish
* Improved outcomes for all children, especially Māori tamariki and rangatahi.
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| Our guiding principles  | In everything we do, the wellbeing and best interests of children are paramount.  The voices of children and young people underpin the design and operation of our services. We seek to strengthen the relationships between children and young people and their families, whānau, hapu and iwi, and we respect children’s sense of belonging and identity.  We recognise the importance of whakapapa and whanaungatanga to the mana and wellbeing of tamariki Māori. |
| Purpose of role  | The Social Worker, Social Work & Community Services will provide statutory social work services which promote the protection, wellbeing and best management of children and young persons in safe families. The Social Worker will work toward this goal through the delivery of a range of intervention strategies designed to meet desired outcomes, specified by the Minister of Social Welfare. |
| Key responsibilities | **Social work practice:*** Information gathering and analysis at intake and investigation phases
* Planning, implementation and review of appropriate interventions, in conjunction with the supervisor, and where appropriate, an assigned co-worker
* Preparing reports as required, based on extensive and accurate information gathering and analysis
* Using existing professional practice tools and those which may from time to time be introduced by the Service
* Providing appropriate information to clients, professionals, colleagues and others in order to maximise good decision making processes
* Participating in the processes of the Family Group Conference (FGC) and those tasks which follow an FGC
* Completing tasks associated with the Family and Youth Court, including preparing and presenting a range of reports for Court
* Providing case management in conjunction with the supervisor and other relevant parties
* Keeping factual and timely formal records through the use of computer based and other information systems.
* Co-operating with any agreed quality assurance process operated by the Service.

**Relationship and inter-agency:*** Making a positive contribution to the development of a co-operative relationship with the supervisor
* Working collaboratively with other social work colleagues, professional advisors, managers and other employees of the Service, the Ministry and any Iwi Social Service with whom the Service may be in partnership
* Developing and maintaining effective links with a range of other people and agencies in order to maximise services built on inter-agency collaboration. This will include links with appropriate Maori and Pacific island peoples, community groups, professional agencies and other client groups that relate to the practice area.

**Organisational:*** Following legislative requirements, and Ministerial policies and practices at all times.
* Participation in the provision of a 24 hour service which includes working after hours, on weekends and Public Holiday as required
* Seeking approval for funding of interventions on a case by case basis within defined parameters
* Accepting responsibility for accurate entering of data required for casework recording and Service information
* Accepting and obeying all lawful and reasonable instructions given by supervisor and line managers, including delegations from Co-ordinators.

**Self-management responsibilities:*** Planning and taking opportunities for training, coaching and other professional development possibilities
* Managing work priorities, personal workload and stress levels with the support of the supervisor
* Complying with the Service’s policies on health and safety in the workplace and participating as part of the organisation to provide for a safe and healthy work environment
* Complying with requirements of the Supervision policies.

**Other activities:*** Undertaking any other appropriate activities that fall within the purpose of the position stated at the beginning of this job description.
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| Desired outcomes | In carrying out the responsibilities and accountabilities outlines above the social worker will be contributing towards the following outcomes:**Short term:*** Children are safe and receiving proper care and control with permanency outcomes identified.
* Children who have been physically, emotionally or behaviourally damaged as a result of abuse or neglect are healed and developing normally.
* Families that have experienced relationship problems, or problems with child care or control are functioning in a way that does not compromise the development of their children.
* Young offenders are back on path toward a satisfying and productive adult life by attending school or work, avoiding substance abuse and meeting normal community standards for acceptable behaviour.
* The factors that put children at risk of further harm by others, self-harm, neglect offending, or substance abuse have been identified and reduced where possible.
* Services for Iwi Maori are delivered in partnership with Iwi authorities where it is their wish to do so.

**Medium term:*** Families that have received assistance from MVCOT continue to meet their care and control obligations without need for further intervention
* Young offenders do not re-offend, and in particular, do not develop toward adults offending behaviour
* Children continue to be safe and to progress toward a satisfying and productive adult life
* Permanency outcomes an achieved for all children and young people in the care of the Chief Executive.

**Long term:*** The incidences of child abuse and neglect decline
* The incidences of youth offending declines
* The incidences of abuse, neglect and youth offending amongst Maori trends down toward that of the remainder of the community
* Services for Iwi Maori are delivered by Iwi authorities where it is their wish to do so.
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| Key accountabilities and authorities | To contribute as part of the organisation to:* Work with families, communities, other agencies and professionals to protect children and young persons, manage young offenders, ensure safety and security for children and young persons in the custody of the Chief Executive of MVCOT and to provide adoption and adult adoption information services.

To deliver quality services that are:* in compliance with the Children, Young Persons’ and Their Families Service Act 1989, the Public Finance Act 1989, and with other relevant legislation and regulations
* consistent with Service policies and procedures, including MVCOT’s Code of Conduct
* culturally appropriate and consistent with the Treaty of Waitangi, and the Departments Maori (Te Pounamu) and Pacific Peoples strategies, which are currently detailed in Puao-te-Ata-tu, Te Punga and Lali
* cost effective and within financial parameters set by the manager.
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| Appointee specification | Qualification* A qualification in social work (minimum of a Diploma at level 6, or Degree at level 7 or higher) is the preferred qualification.
* Consideration will be given to applicants who have successfully achieved some papers towards a qualification in social work, or with a completed tertiary qualification (level 6 and above) containing papers that provide a theoretical framework for understanding human behaviour and there is a clear commitment to completing a recognised social work qualification.
* Consideration may also be given to other applicants provided the essential and desirable requirements are met and there is a clear commitment to achieving a recognised social work qualification
* A clean, current driver’s licence is an essential requirement.
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| Key competencies | The following competencies are required for entry to this position:* **Resilience** – a demonstrated ability to persevere through periods of heavy workloads in stressful situations.
* **Conceptual thinking** – the ability to identify patterns or connections between situations; identify key or underlying issues in complex situations and resolve these by using creative, conceptual and inductive reasoning.
* **Analytical thinking** – the ability to understand a situation by breaking it into smaller pieces, to be systematic, to trace cause and effect implications, and to set priorities.
* **Interpersonal understanding** – a desire to understand the structure and protocols of other cultures and a willingness and aptitude to utilise these for the benefit of clients of the Service; and ability to understand the reasons for the feelings and behaviour of others through the ability to interpret unspoken or partially expressed thoughts feelings and concerns, and through an appreciation of the cultural framework within which that person operates.
* **Achieving the task** – the ability to organise work through an efficient use of time, setting targets and achieving them.
* **Self-confidence** – confidence in one’s own judgement and a willingness to express an independent view point.

The following competencies are highly desirable for entry for this position:* **Relationship building** – An ability to engage with clients and to establish working relationship with agencies, voluntary groups and individuals.
* **Influencing others** – An ability to influence others through appropriate use of directive and non-directive means.
* **Information seeking and interpretation** – an ability to elicit basic information and probe for further facts through a wide range of information gathering skills.
* **Listening and responding** – an ability to listen, to interpret, clarify and respond appropriately.
* **Role clarity** – an ability to be clear about one’s role and to evaluate the purpose of taking a particular action.
* **Service orientation** – a desire to work within the framework of the Service (and where appropriate, Iwi Social Service) toward meeting the desired outcomes for clients.
* **Team work and co-operation** – a commitment to work co-operatively as part of a team, and to be flexible in a changing work environment.
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| Personal commitment | Demonstrated evidence of commitment to the following is required:* The MVCOT vision, mission and goals
* Treaty of Waitangi, Te Pounamu, Te Punga and Puao-te-Ata-tu
* Working with clients and colleagues in a culturally sensitive and appropriate manner.
* Equal employment opportunities, including a knowledge of and commitment to the Ministry’s policies on Lali, Gatherings and Pathways.
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| Key internal partners  | * Chief Executive
* National office managers and staff
* Relevant managers on specific issues
* GM Voices of Children
* Tamariki Advocate
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| Key external partners | * The Minister's Office
* Central agencies
* Ombudsman
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**Appendix 1**

Position: Social Worker -Caregiver

Reports to: Social Work Supervisor

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| Key responsibilities  | * Making home visits and providing support to departmental caregivers[[1]](#footnote-1) on a regular basis.
* Ensuring the inclusion of family/whanau caregivers in all caregiver services.
* Carrying out liaison visits to Service Delivery Locations within the Service Delivery Unit.
* Promoting a better understanding of Caregiver Services policy and roles and responsibilities within Service Delivery Locations in the area.
* Carrying out and recording six monthly caregiver compliance reviews for all departmental caregivers, reporting to National Manager Residential and Caregiver Services and providing the report to inform the Service Delivery Unit Care Outcome Improvement Plan.
* Ensuring caregivers have received from the caseworker all required appropriate information and documentation related to the placement.
* Co-ordinating recruitment, assessment, training and support for all caregivers and Family Home caregivers (whether for temporary or permanent placement options) by the Service Delivery Unit.
* Co-ordinating a ‘caregiver approval panel’ to consider and advise on all caregiver approvals.
* Co-ordinating and facilitating targeted caregiver services to Family Home caregivers in the area.
* Facilitating effective management of Family Home caregivers, especially in relation to leave, reimbursements and use of relievers.
* Involvement in purchased care services planning and utilisation at the Service Delivery Unit level.
* Co-ordinating interagency strategies for improved caregiver services, especially liaison with and support to Child and Family Support Services, Iwi Social Services and Cultural Social Services.
* Assisting and supporting caregivers, or Child and Family Support Services, Iwi Social Services or Cultural Social Services, in line with policy guidelines in the event of departmental investigation and actions in respect of complaints about the caregivers.
* Assisting social workers with placement decisions and options.
* Keeping factual and timely formal records through the use of computer based and other information systems.
* Co-operating with any agreed quality assurance process operated by the Department, including Approvals staff and Purchase Advisors in the Contracting Group.
* Other social work duties, as required.

Internal and inter-agency relationships (Responsibilities additional to those of generic social worker position and specific to Caregiver Liaison Social Worker Position)* Working collaboratively with other social work colleagues, professional advisors, managers and other employees of the Department, local Foster Care Associations and any Iwi Social Service, Cultural Social Service or Child and Family Support Service with whom the Department may be in partnership.
* Promoting the role of caregiver in the care process, assisting the ongoing development of best practice.
* Developing and maintaining effective links with a range of other people and agencies in order to maximise services built on inter-agency collaboration. This will include links with Approvals staff and Purchase Advisors in the Contracting Group, appropriate Maori and Pacific Island peoples, community groups, professional agencies and other client groups that relate to the practice area.
* Liaising with agencies in the provision of National Caregiver Training.

Organisational (Responsibilities additional to those of generic social worker position and specific to Caregiver Liaison Social Worker Position)* Undertaking investigations of allegations against caregivers in other areas (only) as requested by the Practice manager.
* Performing social work tasks other than caregiver liaison social work tasks as may be deemed necessary by management.
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| Desired outcomes  | In carrying out the responsibilities and accountabilities outlined above, the social worker will be contributing towards the following outcomes: Short term:* Children and young people are safe and receiving proper care and control in an appropriate planned placement.
* Children and young people who have been physically, emotionally or behaviourally damaged as a result of abuse or neglect are adapting appropriately to a safe environment.
* Families that have experienced relationship problems, or problems with child care or control are functioning in a way that does not compromise the development nor the rights of the children and young people.
* There is improved management of delivered care services.
* There are improved outcomes for children and young people entering Departmental care e.g. Care assessments are always carried out, there is less re-entry into care and fewer multiple placements.
* There is permanency planning for each child or young person coming into care with a view to children and young people returning home, being placed with extended family members, having a placement with a new family group or, in the case of a young person, living in an appropriate family-like setting.
* Caregivers are assessed, approved, trained and supported in carrying out their role.
* Young offenders are back on a path toward a satisfying and productive adult life by attending school or work, avoiding substance abuse and meeting agreed standards for acceptable behaviour.
* The factors that put children at risk of further harm by others, self-harm, neglect offending, or substance abuse have been identified and reduced where possible.
* Services for Iwi Maori are delivered in partnership with approved Iwi/ Maori Social Services where it is their wish to do so.
* Services for Pacific Island peoples and ethnic groups are delivered in partnership with Cultural Social Services where it is their wish to do so.

 Medium term: * Families that have received assistance from MVCOT continue to meet their care and control obligations without need for further intervention.
* Young offenders do not re-offend, and in particular, do not develop toward likely offending as adults.
* Children continue to be safe and to progress toward a satisfying and productive adult life.
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1. “Departmental caregivers” includes: family/whanau caregivers, non-kin caregivers, and family home caregivers [↑](#footnote-ref-1)