

POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	Case Leader – Residential Services
Group:	Youth Justice Service / Care Services
Reports to:	Team Leader – Clinical Practice
Location:	As specified
Direct Reports:	No
Budget:	No

OUR ORGANISATION

About us

Oranga Tamariki—Ministry for Children is a Ministry dedicated to supporting any child in New Zealand whose wellbeing is at significant risk of harm now, or in the future. We also work with young people who may have offended, or are likely to offend. Our belief is that in the right environment, with the right people surrounding and nurturing them, any child can, and should flourish.

Our vision

Our vision is: New Zealand values the wellbeing of tamariki above all else.

Our purpose

Our purpose is: To ensure that all tamariki are in loving whānau and communities where oranga tamariki can be realised.

The Oranga Tamariki way

We've introduced a new way of doing things. A way of looking at the world that guides everything we do:



Our core outcomes

Our 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 tamariki and rangatahi Māori.

POSITION PURPOSE

The role of Case Leader:

- Delivers a multi-element ecological approach to ensure that interventions, programmes and steps are put in place for each child and young person that effectively addresses underlying criminogenic and health needs, and behavioural issues, and effects a successful transition from the Residence.
- Identifies and co-ordinates the required multidisciplinary input for a young person, and leads programme design and the delivery of clinical and therapeutic intervention services to children and young people by applying core social work skills and specialist knowledge in multi-disciplinary case leadership, longitudinal programme design and assurance, applied behaviour analysis, multi systemic therapy, cognitive behaviour therapy and problem analysis.
- Ensures that programmes and services are available to children and young people on a 24 hour a day, 7 days a week basis.

KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
Care of tamariki and rangatahi	<ul style="list-style-type: none">– Provide a comprehensive assessment of children and young people from which to develop and co-ordinate an associated plan that documents the interventions, programmes and steps needed to effectively address underlying criminogenic and health needs, and behavioural issues, and effect a successful transition from the Residence into employment, a vocational pathway or a stable external situation.– Co-ordinate multidisciplinary input and lead programme design to deliver appropriate clinical and therapeutic interventions to children and young people.– Ensure that programmes and services are tailored to the needs of children and young people, meet Residences service model service principles and standards, adhere to the clinical best practice standards, and are available to children and young people on a 24 hour a day, 7 days a week basis.– Undertake interventions using clinical methodologies based on evidence-based practice and consistent with the Residences service model service principles, and are effective in achieving positive outcomes for children and young people.– Assess barriers to engagement of children and young people in any intervention and use problem solving strategies to overcome these including assessing strengths and weaknesses within the systemic and ecological context of the young person that impact and contribute to problem behaviours.– Identify and engage key participants, including family/whānau, in setting the objectives and goals of intervention that are culturally pertinent with relevant strategies, to maintain their level of commitment to achieve the objectives and goals.

Key Result area	Key Accountabilities
	<ul style="list-style-type: none"> - Regularly review and revise interventions, processes, progress and monitor and coordinate participants towards achieving the objectives and goals at each stage of interventions. - Accountable for ensuring the implementation of the young person's clinical plan with the care team. - Maintain clear and concise documentation of clinical and therapeutic interventions and manage and comply with all requirements for other documentation and reporting. - Demonstrate on-going commitment to continuous development and improving the effectiveness of their current role.
Health and Safety	<ul style="list-style-type: none"> - Employees accept their responsibility to take all practicable steps to ensure their own safety and wellbeing while at work, and ensuring that no action or inaction on their part endangers themselves or others.
Personal Commitments	<p>Demonstrated evidence of ability to commit to the following principles:</p> <ul style="list-style-type: none"> - The vision, mission and goals of Oranga Tamariki - Treaty of Waitangi. - Working with clients and colleagues in a culturally sensitive and appropriate manner. - Equal employment opportunities
Being part of the Oranga Tamariki team	<ul style="list-style-type: none"> - Actively and positively participate as a member of the team - Proactively look for opportunities to improve the operations of Oranga Tamariki - From time to time, you may be required to perform other reasonable duties as requested by your manager - Comply with and support all health and safety policies, guidelines and initiatives - Ensure all incidents, injuries and near misses are reported into our H&S reporting tool - Comply with all legislative and regulatory requirements, and report any breaches as soon as they become known - Adhere to all Oranga Tamariki procedures, policies, guidelines, and standards of integrity and conduct - Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work.

KEY RELATIONSHIPS

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| Internal | <ul style="list-style-type: none">- Residence Manager- Team Leader Operations- Social Workers- Youth Workers- Employment & Programmes Coordinator- Other Oranga Tamariki Staff |
| External | <ul style="list-style-type: none">- On-site or contracted allied professional service providers (School Principal / school / education, medical, mental health)- Allied agencies involved in cases (Work and Income, Housing NZ, community providers)- Other external stakeholders- Iwi / Māori- Tangata Pasifika |

QUALIFICATIONS & EXPERIENCE

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| Qualifications | <ul style="list-style-type: none">- Minimum of an undergraduate degree level qualification in psychology, education, social work, nursing (mental health); or another related field.- A current, clean driver's licence. |
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Desirable Qualifications:

- 'C' or 'D' level registration with NZCER as a test user.

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| Experience | <ul style="list-style-type: none">- Twelve months minimum clinical and therapeutic experience coordinating work in a multi-disciplinary setting with children and adolescents to address complex behavioural issues.- Sound knowledge and experience of evidence-based practice.- Understanding of the multi-factor determinants and influences of youth offending.- Understanding of the model of Multi Systemic Therapy, the analytic process and how this is applied to clinical and therapeutic interventions.- Understanding of Social systems theory, ecological theory and how this informs assessment and intervention.- Understanding of behavioural theories and/or Cognitive-behavioural theory and how they inform assessment and intervention.- Sound knowledge of the theories of Child Development and Family Therapy and experience in applying these to intervention.- Demonstrated competence in applying the principles of risk assessment in relation to youth offending.- A sound understanding of issues relating to mental health disorders in youths and adults, and alcohol and substance abuse in youths and adults. |
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Desirable Knowledge and Experience:

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- Familiarity with the application of research to programme design.
 - Understanding and appreciation of cross cultural issues and concerns, in particular, knowledge of tikanga Māori and the kawa of local iwi, and those of the Pacific peoples.
 - Knowledge of, and established links to, community networks and experience working in collaboration and conjunction with community service providers, other government departments, including effective work in cross cultural environments and contexts.
 - Understanding of the statutory role and objectives of Oranga Tamariki.

Skills

- Demonstrated competence in interpersonal communication skills and interviewing skills with a focus on the assessment of social skills, motivational interviewing and assessment.
- A demonstrated competence in engaging individuals, families and other groups in clinical and therapeutic interventions.
- A demonstrated competence in clinical experience in a multi disciplinary setting with children and adolescents, and offending behaviours.
- Demonstrated ability to apply Cognitive Behavioural therapy and behaviourally-based approaches to address school behaviour and academic performance of adolescents.
- A demonstrated competence in the implementation of individual focused interventions, within or between multiple systems and groups that affect or influence the behaviour of adolescents.
- Demonstrated effectiveness in engaging in group and/or individual professional clinical and cultural supervision.
- Demonstrated empathy for working with children and young persons.
- Demonstrated tolerance and understanding.
- Demonstrated ability to work with comfort and success with professional staff in a multi-disciplinary setting.
- Ability to actively promote a pro-social environment.
- Demonstrated ability to practice ethically and maintain professional boundaries.
- Show a high degree of consistency in behaviour at all times and act as a clear role model, generating confidence and commitment of others through his/her own ethical conduct.
- Able to consistently exercise discretion and be able to earn the trust of children, young persons and other staff.
- Ability to competently use office technology (computer, cell phone, etc.)

Desirable Skills and Behaviours:

- Knowledge and appreciation of Te Reo Māori and/or a Pacific Island language/s and an awareness of different and appropriate forms of communication.

POSITION COMPETENCIES

Competency	Description of success profile behaviour
<p>1. Client Focus</p> <p>The desire and willingness to understand and meet or exceed client expectations. Clients are those groups or individuals, internal or external, who use the services of Oranga Tamariki.</p>	<ul style="list-style-type: none"> - Delivers superior service to clients. - Understands, empathises with, and identifies the needs, concerns and priorities of clients and ensures that services are delivered to take account of these. - Takes personal responsibility for correcting client service problems and/or “championing” client issues. - Corrects problems promptly, without getting defensive. - Actively supports the interests of the client by making choices
<p>2. Communication</p> <p>The ability to clearly convey thoughts and ideas effectively. This may include listening, interpreting, formulating and delivering: verbal, non-verbal, written, and/or electronic messages.</p>	<ul style="list-style-type: none"> - Work shows recognition of the importance of communication in achieving results. - Seeks to understand others’ frame of reference and uses this understanding to identify the most effective method of conveying information. - Uses different ways of conveying a message to add clarity and meaning to communications. - Adapts communications to the views and level of knowledge of the audience. - Prepares and structures communication well. Is able to make complex issues understandable. - Sets out arguments clearly and logically; persuades and influences others.
<p>3. Teamwork</p> <p>The ability and willingness to work with others co-operatively and productively in order to achieve group objectives. This may include informal work groups, advisory groups or committees and project teams.</p>	<ul style="list-style-type: none"> - Acts to promote a welcoming, productive climate, good morale and co-operation within and between teams. - Genuinely values others’ input and expertise. - Contributes own expertise to the team. - Facilitates and influences positive outcomes that support team goals. - Promotes team co-operation, even during heated discussions. - Is willing to set aside personal agenda in order to support the team consensus. - Assists in mediating between team members to resolve conflict.
<p>4. Relationship Management</p> <p>The ability to interact with and develop effective working relationships with a wide range of people of different types and in different situations. This includes: establishing formal and informal working relationships; developing win/win</p>	<ul style="list-style-type: none"> - Builds good rapport with people at all levels. - Actively seeks opportunities to contribute to positive outcomes for clients, stakeholders, staff and colleagues. - Approaches issues or disagreements with the objective of reaching win/win solutions. - Develops relationships with the intent of achieving effective delivery of relevant services

Competency	Description of success profile behaviour
relationships; assessing and responding to individual behaviour.	
<p>5. Planning and Organising</p> <p>The ability to identify objectives and develop effective action plans to achieve them. This may include: using sound personal organisation disciplines; using a methodical and systematic approach towards; planning workloads; using project management skills; exhibiting appropriate initiative and persistence; focusing on work that is of high quality</p>	<ul style="list-style-type: none"> - Manages resources so that priority tasks are achieved. - Reviews and adjusts priorities as circumstances change. - Communicates what needs to be done to all who need to be involved. - Sets realistic timetables and monitors progress against targets. - Introduces straightforward systems and monitors their use.
<p>6. Results Orientation</p> <p>The ability to take personal responsibility for the delivery of results. This includes delivering required results consistently and successfully, exhibiting appropriate initiative and persistence and focusing on work that is of high quality.</p>	<ul style="list-style-type: none"> - Takes full responsibility for making things happen, including in situations that are very demanding or not clearly defined. - Tenacious in finding alternative means to meet a goal if difficulties arise. - Regarded as totally dependable to achieve planned results.
<p>7. Information Gathering</p> <p>The ability to collect and manage information relevant to an issue through a variety of methods. This includes research, networking with others, observation, computer databases and sharing knowledge and information with others.</p>	<ul style="list-style-type: none"> - Demonstrates thorough knowledge of appropriate information resources. - Uses all means to research and secure relevant information. - Is proactive in seeking out new or alternative sources of information. - Demonstrates a thorough understanding of all information collected and its relevance. - Ensures that information is accurate, up to date and provided in an easily understood format.
<p>8. Problem Solving and Judgement</p> <p>The ability to apply an</p>	<ul style="list-style-type: none"> - Identifies a number of solutions and weighs the value of each to improve results. - Peels back multiple layers of complex problems.

Competency	Description of success profile behaviour
objective, logical reasoning process to a problem or work situation in order to develop a conclusion or recommendation.	<ul style="list-style-type: none"> - Uses several analytical techniques to break apart complex situations or problems to reach a solution. - Demonstrates significant evaluative judgment that goes beyond drawing conclusions. - Is creative in problem solving.
<p>9. Change Orientation The ability to think about a situation, issue or process in new or varying ways and to generate new ideas. This includes the willingness to seek out and implement better ways of doing things and to embrace change.</p>	<ul style="list-style-type: none"> - Demonstrates good ability to think about situations in many new ways. - Consistently questions and challenges the way things are done. - Actively looks for ways to improve activities and results, and contributes to their development and implementation. - Positively responds to numerous, diverse challenges and demands in the work environment.
<p>10. Self Development The ability and desire to take ownership of one's development and to proactively pursue opportunities to learn and develop.</p>	<ul style="list-style-type: none"> - Learning is focused on current role, but also on career development. - Designs a personal action plan to address own issues constructively and understand the most appropriate learning style for self. - Uses a range of sources to develop own knowledge and skills. - Seeks feedback from others with the intent to self-improvement.
<p>11. Integrity The ability to maintain confidences and trust, and to act in an honest, ethical and professional manner.</p>	<ul style="list-style-type: none"> - Takes action based on a clearly stated set of values, even if such action might disadvantage oneself. - Does not lie to cover up disadvantageous facts. - Challenges or confronts abuse of power.
<p>12. Technical Skills and Knowledge Demonstrates specialist or technical knowledge and skills within one's functional area (e.g., Finance, HR, Policy, QA, etc.)</p>	<ul style="list-style-type: none"> - Possesses advanced knowledge of functional area. - Establishes credibility, earns respect and influences others on the basis of technical knowledge. - Applies technical skills and knowledge to support the direction of the Department.
<p>13. Team Management The ability to provide direction and leadership to others and to maximise the effectiveness of a team.</p>	<ul style="list-style-type: none"> - Establishes clear direction for staff as individuals and as a team. - Effectively delegates and manages workloads appropriately and fairly. - Recognises and uses different talents within the team to good effect. - Assesses and frankly communicates team performance levels, improvements and shortfalls. - Trains and coaches staff.
<p>14. Cultural</p>	<ul style="list-style-type: none"> - Demonstrates an understanding of the key concepts embodied

Competency	Description of success profile behaviour
<p>Responsiveness</p> <p>Shows cultural sensitivity, awareness and understanding of diversity. Builds and maintains effective relationships with Māori and other cultural groups. Is responsive to the needs of Māori and other cultural groups, effectively relating to clients from diverse cultural backgrounds and ensuring opportunities for Māori input into decision-making.</p>	<p>within the Treaty of Waitangi and their application to the Department.</p> <ul style="list-style-type: none"> - Understands the social, ethnic and behavioural characteristics of those from different cultural backgrounds and is able to translate that knowledge into work practices and delivery of services. - Collaborates with different cultural communities regarding service delivery and demonstrates a willingness to work together. - Demonstrates that cultural responsiveness is valued, clearly defined, understood and applied within the Department.