

POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	Hospital Liaison (Practice Leader)
Group:	Services for Children and Families
Reports to:	Site Manager
Location:	As specified
Direct Reports:	Nil
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're introducing 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 purpose of this role is to provide a pro-active approach to managing cases of child abuse and non-accidental injury and reflects our commitment to ensuring interagency responses to protecting our most vulnerable children and young people.

The purpose of the role is to strengthen our response to children who are admitted to hospitals with non-accidental injuries. The role's primary objective is to lead and influence practice to ensure Oranga Tamariki/DHB processes and planning are robust. Responsibilities involve attending multi – disciplinary meetings, providing a link between DHB and Oranga Tamariki, and working collaboratively with health professionals and police to ensure an appropriate response to children.

These roles offer a more strategic focus to managing high risk cases and provide the opportunity for sharing information to ensure continuous improvement and a level of consistency across the country.

KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
Building relationships	<ul style="list-style-type: none">- Promote collaboration between hospitals and sites to ensure a seamless service and as positive an experience as possible for our shared clients- Engage with Police to ensure an appropriate response to children- Work constructively with multidisciplinary teams to support and contribute to all facets of effective child protection practice- Develop key relationships with all hospital staff that work with vulnerable children, including for example, midwives, mental health services and disability services to improve understanding and enhance working together- Develop and maintain 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 Māori and Pacific Island people, community groups, professional agencies and other client groups relevant to the practice area.
Practice leadership	<ul style="list-style-type: none">- Proactively work with hospital staff (paediatricians and other medical specialists, nurses, hospital social workers) on cases of suspected abuse and medical neglect- Assist in the effective management of the often complex interface between hospitals and sites to ensure the delivery of professional and timely services- Promote initiatives that assist in developing a standardised approach between the DHB and Oranga Tamariki, including initiating and maintaining inter-agency guidelines and identifying and clarifying issues of communication- Attend inter-agency case meetings to support robust safety planning prior to discharge- Be available for consultation on complex cases in the area of child abuse and neglect, and family violence

Key Result area	Key Accountabilities
	<ul style="list-style-type: none"> - Support Oranga Tamariki staff working with other children who are in hospital.
Sharing knowledge	<ul style="list-style-type: none"> - Facilitate and enhance the knowledge of: <ul style="list-style-type: none"> o medical indicators of child abuse among Oranga Tamariki staff o child protection work amongst DHB staff o DHB processes among Oranga Tamariki staff and o Oranga Tamariki processes among DHB staff - Promote and support the provision of child protection training to all DHB staff who work with children and families in consultation with the DHB Child Protection Coordinator - Facilitate shared learning to improve understanding of the practice environments of each organisation and how we can better work together.
Continuous improvement	<ul style="list-style-type: none"> - Identify trends or issues in practice or interagency relationships that need to be brought to the attention of management in Oranga Tamariki and DHB - In conjunction with management, design and implement improvements to address such issues - Liaise with other Hospital-based Practice Leaders to share information to ensure a level of consistency around the country - Identify and draw to the attention of both organisations, systemic issues which prevent the provision of a seamless and professional service between Oranga Tamariki and DHB.
Self-management	<ul style="list-style-type: none"> - Participate in professional supervision - Maintain and enhance own professional development - Maintain support networks within Oranga Tamariki such as the Practice Leaders Forum - Manage work priorities and personal workload with assistance from Oranga Tamariki host manager and DHB support manager - Comply with Oranga Tamariki and DHB health and safety policies and participate in organisational provision of a safe and healthy work environment.
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 - Perform any other duties as needed by Oranga Tamariki - 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

Key Result area	Key Accountabilities
	<ul style="list-style-type: none"> - Adhere to all Oranga Tamariki procedures, policies, guidelines, and standards of integrity and conduct - Commitment to the Treaty of Waitangi and respect and incorporate these into your work.

KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> - Practice Leaders, Advisors and Specialists - Senior Advisor - Social Work Supervisors/Social Workers - CP Coordinators - Other site office staff - Residence Managers and staff - Care and Adoptions staff - Contact Centre - Chief Social Worker and staff - Service Support staff - Learning and Development staff - Oranga Tamariki staff
External	<ul style="list-style-type: none"> - District Health Board staff - Police - Multi-disciplinary teams - Inter-agency collaboration

QUALIFICATIONS & EXPERIENCE

Qualifications	<ul style="list-style-type: none"> - A relevant tertiary qualification in social work is mandatory - Current registration with the Social Worker Registration Board - A clean, current driver's licence is essential.
Experience	<ul style="list-style-type: none"> - Demonstrated evidence of practice leadership - Experience in and demonstrated ability to use influence to improve practice - Demonstrated experience in managing complex practice and casework - Demonstrated ability to work in collaborative peer and other stakeholder relationships - Academic commitment to on-going learning and development - A sound knowledge of relevant legislation.

Skills

- Excellent verbal, written and interpersonal communication skills
 - Ability to communicate complex ideas to a variety of audiences and build and maintain rapport with others
 - Understanding and appreciation of cross cultural issues and concerns, in particular, knowledge of tikanga Māori, and Pacific peoples' culture
 - Ability to influence action in areas for which they have responsibility but not line management authority
 - Ability to strengthen critical reasoning resulting in sound decision making
 - Strengths-based leadership, with the ability to collaborate with others
 - Building and maintaining rapport with others based on their own integrity and honesty, demonstrating effective interpersonal skills
 - Ability to work to resolve conflicts or difference by finding areas of agreement that benefits the organisation and individuals
 - Resiliency and ability to recover from setbacks and work under pressure
 - Experience in leading and managing change
 - Facilitation skills
 - Self-starter and works autonomously.
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POSITION COMPETENCIES

Essential competencies

Competency	Description of success profile behaviour
1. Leadership The ability to inspire and communicate a compelling vision which generates enthusiasm and commitment to the organisation's goals.	<ul style="list-style-type: none">- Demonstrates the organisation's vision, values, principles and strategic goals- Demonstrates the ability to maintain a work environment which people find supportive and stimulating; keeps the team focused on the desired outcomes.
2. Service delivery The ability and desire to focus attention on meeting the needs of all MVCOT's clients and to ensure service delivery standards are met or exceeded.	<ul style="list-style-type: none">- Works to exceed client expectations- Contributes to the development and implementation of a client-focused strategy- Monitors client satisfaction; monitors service standards and implements cost-effective ways to improve service quality- Identifies potential setbacks or obstacles to meeting clients' needs- Improves others' ability to meet client needs across a region.

Competency	Description of success profile behaviour
<p>3. Continuous improvement</p> <p>The ability to review, develop and improve systems, processes and services in order to maximise organisational performance and support the achievement of the Ministry's strategic goals. This includes the ability to lead and drive change and to support others through change processes.</p>	<ul style="list-style-type: none"> - Often questions the status quo and looks for better ways of doing things - Is prepared to initiate improvements, mainly within local work area - Is generally enthusiastic about changes which may lead to improvement; responds positively to change - Communicates changes to others and provides advice on how to respond.
<p>4. Knowledge and experience</p> <p>The willingness and ability through self and peer review to further develop, maintain and enhance current levels of technical knowledge, skills and expertise.</p>	<ul style="list-style-type: none"> - Maintains a high level of technical and professional skills/knowledge in position-related areas - Keeps abreast of current developments, trends, best practice systems, methodologies and principles in areas of expertise - Improves efficiency by examining own processes and work methods and designs new methods where established methods and procedures are not applicable or unavailable - Learns from errors and as a consequence improves processes and systems - Identifies a need for, and knows where or how to gather information.
<p>5. Impact & influence</p> <p>The ability to seek and gain mutual understanding in a variety of situations in order to develop effective relationships and to influence favourable outcomes for the organisation.</p>	<ul style="list-style-type: none"> - Demonstrates strategies or means for influencing others - Takes time to build credibility with external parties - Recognises that not everyone responds to the same approach and adapts an approach to appeal to different groups.
<p>6. Problem solving</p> <p>The ability to apply an objective, logical and systematic approach to understand an issue or problem and to make a decision or to develop a recommendation or solution.</p>	<ul style="list-style-type: none"> - Acknowledges and identifies straightforward problems and issues - Is able to define and break down issues into clear and logical steps to develop a range of solutions - Tends to problem solve alone, but attempts to listen to others' ideas - Prioritises appropriately although in a task focused way.

Competency	Description of success profile behaviour
<p>7. Team orientation</p> <p>Teamwork is working collaboratively with others and actively committing to be part of the team. It involves developing trust between team members and following through on commitments made to the team.</p>	<ul style="list-style-type: none"> - Keeps people up to date and informed by sharing all useful information - Works effectively with other team members and is able to gain acceptance as part of the team effort - Recognises individual strengths and weaknesses in order to achieve objectives by working together; participates willingly and aims for consensus.
<p>8. Strategic focus</p> <p>The ability to stand apart from day-to-day activities and take a broad or long-term perspective. This includes the ability to define a future view of the organisation and to identify broader strategic and conceptual issues for planning and decision making.</p>	<ul style="list-style-type: none"> - Is clear on the direction of own service area and how it relates to the whole organisation - Is aware of current trends, threats and opportunities, usually externally generated rather than generated by self - Considers the medium term issues when planning and choosing a course of action.

Desirable competencies

Competency	Description of success profile behaviour
<p>1. Results orientation</p> <p>The ability and desire to achieve effective results, and work towards or exceed an agreed goal.</p>	<ul style="list-style-type: none"> - Plans and achieves required results on tasks - Demonstrates an ability and preference to act independently in familiar situations; manages priorities - Takes on challenging tasks; works for a sense of accomplishment.
<p>2. Integrity</p> <p>The ability to maintain confidences and trust, and to act in an honest, ethical and professional manner. This also includes operating with credibility in any situation.</p>	<ul style="list-style-type: none"> - Displays high personal ethics and acts as a role model for the organisation - Consistently demonstrates the desired behaviours and has a reputation for trustworthiness - Able to handle situations that involve major ethical dilemmas.

Competency	Description of success profile behaviour
<p>3. Cultural responsiveness</p> <p>The ability and desire to show cultural sensitivity, awareness and understanding of diversity.</p>	<ul style="list-style-type: none"> - Knows how to address issues that impact on clients, employees, stakeholders and communities from different cultural backgrounds - Provides services to clients with sensitivity, understanding, and respect for the client’s culture - Works in ways that enhance consultative relationships with different cultural groups and acts on opportunities to engage with them - Is able to participate confidently and competently in situations that involve processes, systems and organisations based on ‘Matauranga Māori’.
<p>4. Public service context</p> <p>Understands the principles and conventions of government and the constitutional, legal and politically neutral framework in which one works in the Public Service. This includes recognising the impact of future environmental, economic, and social developments and trends on public sector policies, processes and methods.</p>	<ul style="list-style-type: none"> - Understands and adheres to current government policies and practices, recognising what the Ministry is doing and why - Demonstrates sensitivity to the relationships between key players in the Public Service - Is able to see one’s own organisation from different perspectives.
<p>5. Stakeholder engagement</p> <p>The ability to build and maintain effective working relationships with key stakeholders in order to enhance understanding and co-operation to achieve desired results.</p>	<ul style="list-style-type: none"> - Develops networks and relationships with individuals and agencies that have a role to play in meeting clients’ needs - Facilitates individuals working together by identifying common goals, encouraging collaboration and joint ownership of ideas and approaches - Understands and helps others to understand one’s own organisation and how it interfaces with other agencies and community organisations.