

# POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children

Title:	Social Work Resource Assistant
Group:	Youth Justice Services / Services for Children and Families
Reports to:	Social Work Supervisor
Location:	As per 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'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 Social Work Resource Assistant will provide social work support services to social workers that promote the protection, wellbeing and best management of children and young persons in safe families. The Social Work Resource Assistant will work toward this goal through the delivery of a range of tasks as agreed with the Social Work Supervisor including:

To work with and under the supervision and guidance of social work staff by:

- Providing resource assistance in the management of children and young persons receiving social work services.
- Undertake simple/routine information gathering and recording, including CYRAS data entry and associated reports as required.
- Completing appropriate tasks associated with case plans.
- Fostering cooperative working relationships with internal colleagues and external partners and stakeholders.
- Compliance with all Ministry policy and procedures.
- Managing work priorities, personal workload and stress levels with the support of the supervisor.
- To undertake any other social work resource and administration support activity that falls within the general purpose of the position, as appropriate.

The Social Work Resource Assistant is not a social worker in training, or para-social worker. The position does not undertake social work activities and does not have a case load.

The Social Work Resource Assistants are part of a team of social workers and work proactively in that team to produce effective outcomes.

The Social Work Resource Assistant is an additional resource to support a team of social workers by carrying out those routine social work administration activities that do not require a social worker to complete. As a member of a social work team, the Social Work Resource Assistant will participate in an appropriate induction process and regular supervision.

## KEY ACCOUNTABILITIES

---

Key Result area	Key Accountabilities
<b>Administration</b>	<ul style="list-style-type: none"> <li>- Gather and provide appropriate information to clients, professionals, colleagues and others.</li> <li>- Complete agreed tasks associated with the notification, investigation FGC/FWA and court process, including helping to prepare a range of reports, arranging and setting up of meetings, filing and service of documents etc.</li> <li>- Keep factual and timely formal records through the use of computer based and other information systems, e.g. CYRAS (case management system) inputting and paper based files.</li> <li>- Assist the social worker to meet organisational quality assurance and reporting requirements – e.g. 3 monthly home visits, KPIs etc.</li> <li>- Complete whanau searching/genogram activities.</li> <li>- Assist the social worker to monitor the Ministry’s obligations for children and young persons in care.</li> <li>- Make necessary administrative arrangements for children in placement and/or programme transition.</li> </ul>

- Organise holiday placements and/or access arrangements for children and young persons in care.
- Assist social workers with the managing of client financial plans, board payment adjustments, and clothing grant payments by carrying out administrative tasks associated with these.
- Provide general support to the team, e.g. telephony and reception duties as required.
- Assist team in Care and Protection Resource Panel (CPRP) preparation etc.

---

**Relationship and Interagency Cooperation**

- Make a positive contribution to the development of a co-operative relationship with the supervisor. This includes actively participating in supervision.
- Work collaboratively with others within the workplace and wider communities. Have a functional relationship with:
  - Other Social Work Resource Assistants
  - Social Work Practitioners and Senior Practitioners
  - Social Work Supervisors
  - Practice Manager and SDU Managers as required
  - Administration staff including Administration Support Officers and Supervisors
  - Local Iwi Social Services
  - Local community groups, networks and social service agencies
  - Other Government agencies as required.

---

**Organisational**

- Following legislative requirements, and Ministerial policies and practices at all times.
- Accepting responsibility for accurate entering of data required for casework recording and Oranga Tamariki information.
- Accepting and obeying all lawful and reasonable instructions given by managers.

---

**Self-management**

- 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. This includes the taking of annual leave and TOIL as appropriate.
  - Complying with Oranga Tamariki 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 of Oranga Tamariki.
-

---

**Being part of the Oranga  
Tamariki team**

- 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.
  - 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

- |                 |   |
|-----------------|---|
| <b>Internal</b> | <ul style="list-style-type: none"> <li>- Other Social Work Resource Assistants</li> <li>- Social Work Practitioners and Senior Practitioners</li> <li>- Social Work Supervisors</li> <li>- Practice Manager and SDU Managers as required</li> <li>- Administration staff including Administration Support Officers and Supervisors</li> <li>- Oranga Tamariki staff.</li> </ul> |
| <b>External</b> | <ul style="list-style-type: none"> <li>- Local Iwi Social Services</li> <li>- Local community groups, networks and social service agencies</li> <li>- Other Government agencies as required.</li> </ul>   |

## QUALIFICATIONS & EXPERIENCE

- |                       |  |
|-----------------------|--|
| <b>Qualifications</b> | <ul style="list-style-type: none"> <li>- A minimum of four years' secondary education.</li> <li>- An understanding of social work practice and operations within Oranga Tamariki would be beneficial but not essential.</li> </ul> |
|-----------------------|--|

## POSITION COMPETENCIES

Competency	Description of success profile behaviour
<b>Teamwork and co-operation</b>	<ul style="list-style-type: none"> <li>- A demonstrated ability to contribute as a member of the team and to an environment of co-operation. This includes the ability to be adaptable and responsive within a changing work environment.</li> </ul>
<b>Self-confidence</b>	<ul style="list-style-type: none"> <li>- Demonstrate confidence in own judgement on matters of integrity, confidentiality, flexibility and initiative</li> </ul>
<b>Resilience</b>	<ul style="list-style-type: none"> <li>- A demonstrated ability to persevere though periods of heavy workload and stressful situations.</li> </ul>
<b>Conceptual thinking</b>	<ul style="list-style-type: none"> <li>- 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.</li> </ul>
<b>Analytical thinking</b>	<ul style="list-style-type: none"> <li>- 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</li> </ul>
<b>Interpersonal understanding</b>	<ul style="list-style-type: none"> <li>- 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 Ministry.</li> </ul>

## In-Confidence

<b>Competency</b>	<b>Description of success profile behaviour</b>
<b>Achieving the task</b>	<ul style="list-style-type: none"><li>- An ability to organise work through an efficient use of time, working independently as required, setting targets and achieving them.</li></ul>
<b>Relationship building</b>	<ul style="list-style-type: none"><li>- A demonstrated ability to establish working relationships with individuals, social work teams, caregivers, voluntary agencies and others stakeholders.</li></ul>
<b>Influencing others</b>	<ul style="list-style-type: none"><li>- Ability to influence others in a non-directive manner.</li></ul>
<b>Computer systems</b>	<ul style="list-style-type: none"><li>- Familiarity with and skills in the range of computer systems used by Oranga Tamariki.</li></ul>
<b>Communication</b>	<ul style="list-style-type: none"><li>- Ability to influence others through persuasive written and oral communication and clear logical presentation of facts.</li></ul>
<b>Information seeking and interpretation</b>	<ul style="list-style-type: none"><li>- An ability to elicit basic information and record/relay accurately through a wide range of information gathering skills.</li></ul>
<b>Listening and responding</b>	<ul style="list-style-type: none"><li>- An ability to listen, clarify and respond appropriately</li></ul>
<b>Role clarity</b>	<ul style="list-style-type: none"><li>- An ability to be clear about one's role and to evaluate the purpose of taking a particular action</li></ul>
<b>Service orientation</b>	<ul style="list-style-type: none"><li>- An ability to work within the framework of Oranga Tamariki (and where appropriate, Iwi Social Service) toward meeting the desired outcomes for clients.</li></ul>