Title: Social Work Resource Assistant – Social Work Operations

Group:

Reports to: Social Work Supervisor

Location: Specific Site to be allocated

Personnel Delegations: N/A

Financial Delegations: N/A

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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 Work Resource Assistant, Social Work Operations 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 departmental 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 | (To be undertaken under the direction of social workers/social work supervisors).* Gathering and providing appropriate information to clients, professionals, colleagues and others
* Completing 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.
* Keeping factual and timely formal records through the use of computer based and other information systems, e.g. CYRAS inputting and paper based files
* Assisting the social worker to meet organisational quality assurance and reporting requirements – e.g. 3 monthly home visits, KPIs etc.
* Complete whanau searching/genogram activities
* Assist the social worker to monitor departmental obligations for CYP in care
* Make necessary administrative arrangements for children in placement and/or programme transition
* Organise holiday placements and/or access arrangements for CYP in care
* Assist social workers with 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 CPRP preparation etc.
* Recording notifications the outcomes of which have been assessed by a duty social worker/supervisor
* Occasional emergency typing, e.g. critical notifications when typing services are not available
* Daily roster to support duty supervisor to do CYRAS checks and record the CYRAS ID of children
* Uplifting and distributing faxes to duty supervisors; faxing to site; recording in registers; elementary enquiries to obtain more information, e.g. if faxes lack pages, are illegible, address or names not supplied
* Process notifications of which the intake text and response decision have been completed by ISW.
* **Relationship and interagency cooperation**
* Making a positive contribution to the development of a co-operative relationship with the supervisor. This includes actively participating in supervision
* Working collaboratively with relevant others within the workplace and wider communities. Having 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 MVCOT 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 MVCOT 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 MVCOT’s Supervision policies.
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| Appointee Specification  | **Qualifications*** A minimum of four years’ secondary education
* An understanding of social work practice and operations within MVCOT would be beneficial but not essential.

The successful appointee will be able to demonstrate the possession of the following abilities and qualities:* **Teamwork and co-operation** - 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.
* **Self-confidence** - Demonstrate confidence in own judgement on matters of integrity, confidentiality, flexibility and initiative.
* **Resilience** - A demonstrated ability to persevere though periods of heavy workload and 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.
* **Achieving the task** – Ability to organise work through an efficient use of time, working independently as required, setting targets and achieving them.
* **Relationship building** - A demonstrated ability to establish working relationships with individuals, social work teams, caregivers, voluntary agencies and others stakeholders
* **Influencing others** - Ability to influence others in a non-directive manner
* **Computer systems** - Familiarity with and skills in the range of computer systems used by MVCOT
* **Communication** - Ability to influence others through persuasive written and oral communication and clear logical presentation of facts
* **Information seeking and interpretation** – An ability to elicit basic information and record/relay accurately through a wide range of information gathering skills
* **Listening and responding** – An ability to listen, 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** –An ability to work within the framework of MVCOT (and where appropriate, Iwi Social Service) toward meeting the desired outcomes for clients.
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| Health and safety | It is the Ministry’s policy to act positively in creating and maintaining a safe and healthy working environment and to comply with health and safety measures required by law. This includes providing necessary information, training and supervision for all employees. |
| Personal commitments | 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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