



**Wesley
Community
Action**

community ■ compassion ■ change

19 March 2019

Kia ora colleague,

Community social worker, Elder Care Team WCA – 27 hours per week.

Thank you for your interest in a permanent part time role with the Wesley Elder Care team in Wellington. The Position is 27 hours per week over four days.

Attached:

- (1) A detailed Job Description and 'ideal person' specification for this role
- (2) The 'Wesley Way', which is a document that states how all staff is expected to interact with each other and those we work alongside. Please read this carefully to ensure there is alignment between your beliefs and the Wesley Way.
- (3) A pre-employment clearance form

Please forward you CV and covering letter outlining your relevant skills and experience, to:

Isabel Mcdonald
Executive assistant
imcdonald@wesleyca.org.nz

**For more information, call Claire Booth, Manager Wesley Elder Care on 04 805 0876.
Applications should to be received by close of business Sunday 31st March 2019**

Once again, thank you for your interest in this role, and we look forward to receiving your application in due course

Yours sincerely

Andrea J McKenzie
MANAGER OPERATIONS - COMMUNITY SERVICES

WESLEY COMMUNITY ACTION



POSITION DESCRIPTION

Community Social Worker – Wellington
Permanent part time 27 hours per week.

This position will contribute best practice in a team of best practitioners who support vulnerable older adults to be free from abuse or neglect, remain in their own homes and maintain their dignity and quality of life. This position sits within a wider community team who cover Hutt Valley, Wellington and Kapiti areas and supports the innovative and leading edge social change initiatives of Wesley Community Action. This entails working collaboratively across Wesley and the community to support effective outcomes, service delivery and advancement of the strategic direction of Wesley. They will support transparent communication between services and staff and will identify 'risks', 'opportunities and innovative approaches'.

S/he will investigate allegations of elder abuse, and support the wellbeing of older persons through strengths focused case work and provide key links with other community agencies ensuring good connections are made. This person will model WCA values and unique approaches as expressed in our Wesley Way, client and community led commitment and desire to give effect to Te Tiriti o Waitangi, staying current with new models that ensure that resources are utilised in the most effective way.

RESPONSIBLE TO:

Team Manager

Important relationships with:

Clients
Significant other people in the lives of our clients
Staff and Management of Wesley Community Action
Staff of the CCDHB and HVDHB,
Nurse Maude Care Coordination Centre
Home Care Support Providers
Primary Health Organisations
Police
Community Agencies linked to the safety and well-being of older people
Other providers and community services

Hours:

27 hours per week

Location:

This position will support clients in Wellington though from time to time subject to volumes, may provide support to other sites.

Older Persons Team

The Older Persons Team work to ensure the safety and wellbeing of Older Persons living in the community who due to a lack of supports experience a reduced quality of life and are at high risk of elder abuse. By working alongside the person, their whanau and their community the Older Persons team stops abuse or neglect, and works to improve older people's health, welfare, and address social challenges faced by elders.

The Older Persons Team works to ensure immediate safety and builds social connections for Older Persons who are isolated from family and community supports. The Community Social Work role entails fulfilling contractual obligations for the Ministries of Health and Social Development. The Older Persons team maintain a client and community led approach to support community initiatives that help sustain and empower older people.

The person who will thrive in this role is someone who;

Has proven experience in leading best practice case investigation and management

- Ability to lead a cohesive community approach through trust, mutual respect, transparency, consultation, and communicating clear expectations
- Confidently manages all professional interactions and communications to maintain high performance
- Addressing client vulnerability to abuse and working effectively to ensure client safety

Is excited about our Mission and Style of working

- How person / community led approaches contribute to just communities and increase effectiveness
- Are open to 'pitch in' to get a job done
- Committed to new approaches - applying PCOMS and restorative justice in elder care

Get results and is organised

- Is motivated to get the best results with the resources available
- Organises time and resources to maximise effect
- Understanding the power of mistakes – actively learns from them to do better next time
- Has a current full driver's license

Is relationship focused

- Understands that relationships matter – across all levels of the job
- Enjoys meeting and mixing with a wide cross-section of people.
- Ability to self-reflect and exercise self-care

Is a clear thinker

- Takes time to stand back and think about what is happening
- Sees the "big picture" of where the organisation is going while putting strategies into practice
- Demonstrates higher level thinking relevant to the work (justice, health, social service, social work, case management)

Values effective communication

- Writes well and speaks with clarity
- Listens for subtext and digests information to support collaborative decision making
- is open and confident using IT systems

Capability + Service Excellence + Innovation + Influence = SUCCESS

Key Tasks	Expected Outcomes
<p>CAPABILITY:</p> <p>Ensure all Administration and support systems are being actively utilised and completed</p>	<ul style="list-style-type: none"> • All clients have plans that are inclusive of their own goals and are relevant to them. • All plans are established within expected time frames and reviewed formally within expected time frames and are accurately recorded and documented. • Plans are client led as far as possible and include assessment of challenges and goals with appropriate supportive responses. • All files are up to date and accurate and reflect WCA's commitment to transparency and client owned recording. • All internal and external reporting and feedback requirements are met and submitted on time. • Effective use of WCA assets and facilities occurs at all times including computers, mobile phones and petty cash. • Keep Centralised client and stakeholder databases, emails and calendars up to date at all times. • All contract 'service volumes' are maintained, including discharge planning and work flow. • Reporting requirements are accurate, on time and to the quality expected by Wesley and contracting agency. • Appropriate agencies and health professionals are utilised to support the work of the service
<p>SERVICE EXCELLENCE</p> <p>Strives for excellence in provision of client services, and actively utilises a strengths based approach and PCOMS to measure change. Contributes to excellence in the team environment.</p>	<ul style="list-style-type: none"> • Clients have their physical, emotional, spiritual, cultural and psychological needs acknowledged by the service • Effective advocacy occurs on behalf of clients to ensure that their safety, needs, rights and interests are being addressed and promoted. • Families are actively engaged where possible to help the client remain safe and in their own home. • Client and their key supports feel safe and respected within their relationship with the worker. • Where appropriate family/whanau and key supports are involved in the development of plans and feel engaged in the service. • The worker ensures creative and innovative 'safe' strategies are explored and identified to support the client and/or key supports to respond to challenges which may include addiction, health and/or mental health issues. • Worker meets regularly with the client and reports on important changes in health and wellbeing to health care partners. • Where appropriate, PCOMS is used to measure and support client wellbeing. • Social work practice is shaped by strengths based and restorative justice frameworks. • Issues that may impact on service delivery are communicated to the Team Manager at the earliest opportunity. • Those organisations involved in the care and support of the client are aware of the plan and are informed of the bigger picture involving the client. • Information flow is both consistent and respectful of the client • Attendance and active contribution at all key WCA meetings, professional development trainings, clinical supervision and line management/operational meetings. • Actively contribute to the team business plan that maps tasks and responsibilities of the team and support the agency business plan. • Professional boundaries, current health and safety regulations are adhered to and all policies and procedures are followed. • Recognise and celebrate individual, team and organisational achievements. • Knowledge of and attendance at key aged care forums within the Wellington area • Positive strategic relationships are maintained with key stakeholders involved in the care and support of older people in the community. • Relevant training and professional development is attended as per Wesley requirements. • A positive attitude towards guidance and/or correction is demonstrated • Demonstrates punctuality and reliability.

<p>INNOVATION</p> <p>Worker critically reflection on practice and new ways of working</p>	<ul style="list-style-type: none"> • The worker is engaged in service development ideas and communicates and expresses their ideas openly. • A capacity for flexibility and adaptability when addressing changing needs and priorities, including a willingness to cover for other staff on leave. • Team members feel respected, with each person's contribution acknowledged • The strengths of a multi-disciplinary team are valued • Appropriate issues are raised within the team environment • Willingness to support and provide a solutions focus to better support older people. • Willingness to step in and provide services for older people when other staff are absent.
<p>INFLUENCE</p> <p>Proactively manages key stakeholder relationships</p>	<ul style="list-style-type: none"> • Other groups and agencies including health, housing, Work and Income, lawyers, are aware of the service and its client base and are keen to work alongside • Where-ever possible, the older person is supported to develop the skills and confidence to access services independently. • Actively engages with community providers and attends relevant forums and participates in and promotes opportunities for cross agency interactions, sharing of expertise and knowledge in the best interest of older people. • Represents Wesley professionally at key forums. • Attend Wesley forums and are punctual, prepared and engaged. • The Team Manager is provided up to date knowledge of key people and organisations within the communities the worker is working. • The worker maintains a sound knowledge of the policy, legislation and trends impacting on our client group. • An understanding of the aging process and special needs of the elderly is demonstrated • Worker proactively develops relationships with key stakeholders and manages those in a routine and proactive way.
<p>Te Tiriti o Waitangi</p> <p>Works from a bicultural base and relates to staff and older people within their cultural context</p>	<ul style="list-style-type: none"> • Older people experience the service as showing respect for and understanding of their different cultural and spiritual beliefs • Principles of Te Tiriti o Waitangi and Maori perspectives are actively demonstrated in all interactions with older people and demonstrate commitment to Maori perspective as Tangata Whenua. • Te Mana Mauriora is used as a key framework when working alongside Maori • WCA Tikanga Advisors are consulted in any cultural issues • participation in cultural practices appropriate to the older person being supported.
<p>Contributes to the wider work of WCA</p>	<ul style="list-style-type: none"> • Demonstrates an understanding and knowledge of the work of all teams within WCA • Promotes the activities of WCA to key forums and at key events. • Works actively to collaborate with other WCA services.
<p>And any other duties as agreed to with the Team Manager</p>	

I Understand and Accept the key tasks and expected outcomes of the Social Work Position description.

(NAME) _____ (SIGNATURE) _____ + (Date) _____

Ideal Person Specifications

1. Have a tertiary qualification in social work or equivalent and be registered or willing to attain registration with the social worker registration board.
2. Experience in working with vulnerable older persons and an excellent understanding of and ability to establish a rapport with older people.
3. Have comprehensive knowledge of the issues that impact on older persons, including elder abuse, long term conditions, mental health and addictions.
4. Knowledge of social services for older people provided by government and non-government agencies in the local community.
5. Demonstrated ability to develop and support individual client goals and plans
6. A demonstrated high standard of written and oral communication, organisational and time management skills.
7. A commitment to working within the Treaty of Waitangi, an understanding of the nature of partnership and the issues of bi-cultural relationships.
8. A valid full driver's license.
9. Ability to work autonomously, responsibly and confidently and able to self-manage competently.
10. A demonstrated ability to work within the principles of Best Practice and Strength Based Practice and a commitment to working within the "Wesley Way"
11. Achieves full Police vetting clearance.
12. Demonstrate commitment to on-going professional development.
13. Commitment to using the relevant assessment and feedback tools including the partnering for outcomes management system (PCOMS) wherever possible to measure outcomes for older people.
14. Demonstrated proficiency with IT and mobile office technology.

Working for Wesley Community Action

The Wesley Way to creating just and caring communities.

We believe in

- The Uniqueness of People: All people reach their full potential through supportive and caring relationships
- Justice: The big context of inequality, pollution and poverty are named and challenged.
- Transformation: New positive change is our core focus for all (clients, staff, organisations, communities)

We aim for

- Authentic Relationships: Being fully present with people
- Prompting Optimism: Backing and believing in people's capacity despite the odds and having fun
- Open professional Approach: Being open to better ways of working, accountable, encouraging self-reflection

Our common approach for how we work

What we believe in and what we aim for shape how we work in Wesley Community Action. We call it the Wesley Way - our model of practice that informs how we all work.

The Wesley Way is to engage with and relate to people / groups in a way that brings out the best in all. We create and hold the space for people to step into new possibilities and futures. This is our bias and shapes how we work and function as an organisation. This applies to all people (clients / taurira, families, colleagues, funders, staff, government officials).

As an Organisation our Wesley Way means we...

- Emphasize that how we relate to each other is just as important as how we relate to those we work alongside
- Value learning from many sources, mistakes, client /taurira, studies
- Use the Treaty of Waitangi as a resource for shaping our mission (a Treaty based organisation)
- Acknowledge and own our power and resources and work collaboratively with diverse groups for a wider common vision
- Can hold paradoxes together – for example are OK with uncertainty and value sound planning

As Staff we

- Focus more on what is working rather than what's not
- Acknowledge that the people we work alongside know most about their situation and what could work for them
- Use the Treaty of Waitangi as base and resource for shaping our work.
- Build respectful relationships based on transparency and our belief in their abilities
- Acknowledge the power we have in our roles and work to shift power to them

- Support people to drive the process of change and inspire them to step into new possibilities
- Are open to change and show courage as we expect the people we work with to
- Get on going feedback that directs both the relationship and the journey
- Have a collective integrity for inspiring practice - we want to do our best and we want everyone else to do their best by sharing what works and being open to feedback.

What this means – some bottom lines:

- We intentionally invest in learning opportunities to critically reflect on and grow our practice
- We do not talk about people to anyone else without their permission- we do not attend meetings about them if they don't know about them and/or have not been invited.
- We help craft client documentations (care-plans etc) that reflect what's working for them and their desired future. These documents build on their strengths and are resources of and for the client.
- We get feedback from people after each interaction that measures how things are for them (ORS) and how they view the relationship between us and them (SRS). We measure this because we know it's the best predictor of good outcomes.
- We refer to people by the many things they are managing - we don't label people by the one or two things they may have problems with or automatically accept diagnostic labels.
- We keep reminding people that they are Heroic and they have the ability to control and direct their lives – as often they forget this.

Pre-Employment Checklist

As part of our final pre-employment/volunteer checklist, we require you to answer the following questions.

Your full name: _____

Date: _____

Previous convictions		YES	NO
1. Have you ever been convicted of a criminal or driving offence? Details if yes:.....		<input type="checkbox"/>	<input type="checkbox"/>
2. Are there any criminal charges currently pending against you? Details if yes:.....		<input type="checkbox"/>	<input type="checkbox"/>
2.a Are there any notifications regarding performance or practice on file about you with any previous employer? Details if yes:.....		<input type="checkbox"/>	<input type="checkbox"/>
3. Have you had any circumstance where you have had engagement with the police for any matter? Details if yes:.....		<input type="checkbox"/>	<input type="checkbox"/>
Medical clearance			
4. Do you have any medical or psychological condition that we should be aware of that may interfere with your ability to carry out your duties as a member of Wesley Community Action.? Details if yes:.....		<input type="checkbox"/>	<input type="checkbox"/>
5. Do you have any on-going serious medical or psychological conditions? Details if yes:.....		<input type="checkbox"/>	<input type="checkbox"/>
6. If the above condition/s (Q5) is an ongoing one, please provide us with an appropriate medical clearance from your health practitioner authorising you as fit for the purpose of the role.			
Declaration			
<ul style="list-style-type: none"> ▪ I am legally entitled to work/volunteer in Aotearoa New Zealand. ▪ I give permission for my referees to be contacted. ▪ To the best of my knowledge the information given in this application is correct. 			
Signed		--/--/20--	

Please be advised that we rely on the accuracy of the information given to us. If it is later discovered that you have not fully disclosed all matters to us or that you have failed to disclose significant information, then the employer is entitled to treat such non-disclosure or misrepresentation as misconduct or serious misconduct and disciplinary proceedings may follow.