

2019

Kia ora

Thank you for your interest in working with Wesley Community Action.

To ensure there is a good 'fit' between your skills and our organisation, I attach;

- (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 your completed application form, CV and covering letter outlining your skills and experience in this role, to:

**Isabel Macdonald
Wesley Community Action
P O Box 9932
75 Taranaki Street
Te Aro
Wellington
imacdonald@wesleyca.org.nz**

Applications should to be received by 30 June 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
LOCUM 6 MONTH POSITION – 27 HOURS PER WEEK

This position will contribute best practice in a team of best practitioners who support socially isolated older adults to remain in their own homes, maintain their dignity and achieve a quality of life they can enjoy and feel in control of. This position sits within a wider 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 support the wellbeing of older persons through client led case work and provide a key link 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
Community Agencies linked to the well being of older people
Staff and Management of Wesley Community Action
Staff of the DHB, Care Coordination Centres
Home Support Providers
Primary Health Organisations
Other providers and community services

Hours:

27 HOURS per week

Location:

This position will support Wellington clients.

Older Persons Team

The Older Persons Team enhances the wellbeing of Older Persons living in the community who due to a lack of family and social supports experience a reduced quality of life. By working alongside the person and their community the team help grow the effective supports to address the various health, welfare, and social challenges to enable them to achieve a lifestyle they seek.

The Older Persons Team creates an entry point in to increasing social connections through community connections for Older Persons who are 'not' engaged in other services and isolated from family. The Community Social Work role entails fulfilling the contractual obligations for the Ministry of Health and maintaining a client and community led approach supporting the range of community initiatives that help sustain people.

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

Has proven experience in leading best practice case 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
- Awareness of safety issues including client safety and worker 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 new approaches - applying PCOMS

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 drivers 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
- Has qualifications to demonstrate higher level thinking relevant to the work (justice, health, social service, social work, case management)

Values effective communication

- Writes, speaks well
- Listens
- is open and confident using IT to support work

Capability + Service Excellence + Innovation + Influence = SUCCESS FORMULA

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 driven by them and all goals are relevant to them. • All plans are established within expected time frames and reviewed formally within expected time frames. • Plans are client led and include assessment of challenges and goals with appropriate supportive responses and accurately recorded and documented. • Effective advocacy occurs on behalf of clients to ensure that their needs, rights and interests are being addressed and promoted. • Facilitate a smooth and positive process for clients and where appropriate their whanau/families are aware of that process. • All files are up to date and accurate and reflect WCA's commitment to transparency and client owned recording. • All petty cash receipts are maintained and reconciled again budgets. • 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 IT, Cell phone, Centralised databases, Electronic Calendars to ensure optimum efficiencies occur. • All contract and/or agreement 'service volumes' are maintained. Threats to this are identified early and advised to Team Manager. • Attendance and active contribution at all key WCA meetings, professional development trainings, clinical and line management/operational meetings occur. • Appropriate agencies and/or health professionals are utilised to support the work of the service • Families are actively engaged where possible to help the client remain in their own home.
<p>SERVICE EXCELLENCE</p> <p>Contributes to an excellent team environment and actively promotes strengths based approach and PCOMS.</p>	<ul style="list-style-type: none"> • Client has a strong relationship with the worker and feels supported and understood by them. • Client and/or 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. • Worker meets routinely in scheduled meetings with the client and client feels supported by this contact. • The PCOMS Outcome Rating Scale (ORS) and Session Rating Scale (SRS) are used to support on going client feedback throughout the relationship. • PCOMS data is input into ASIST/BON database. • Social work practice is shaped by the strengths based framework, including PCOMS Client Directed Outcome Informed work. • Issues that may impact on service delivery are communicated to the Team Manager. • Participate in community hui and share effective practice models with other community workers and WCA staff through the WCA community team meetings. • Staff owns a team business plan that maps tasks and responsibilities of the team and support the agency business plan. • Professional boundaries are adhered to by the worker. • Worker complies with current health and safety regulations and reporting. • Recognise and celebrate individual, team and organisational achievements. • Clients have their physical, emotional, spiritual, cultural and psychological needs acknowledged by the service • Knowledge of and attendance at key aged care forums within the Wellington area • Positive and supportive relationships occur with key staff members at the Care Coordination Centre (Nurse Maude) • Awareness of other organisations that contribute to the care and support of older people • 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

	<ul style="list-style-type: none"> • Policies and procedures are adhered to. • An active commitment to applying the strength based approach to work is evident • 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.
INNOVATION Worker critically reflection on practice and new ways of working	<ul style="list-style-type: none"> • 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. • 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 • 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 • Other team members feel supported to meet their obligations and the worker demonstrates a willingness to provide solution focus to the support of clients when staff is absent.
INFLUENCE Proactively manages key stakeholder relationships	<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 • Client is supported to develop the skills and confidence to access services independently. • The worker 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 clients. • Reporting requirements are accurate, on time and to the quality expected by Wesley and contracting agency. • 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.
Te Tiriti o Waitangi Works from a bicultural base and relates to staff and clients within their cultural context	<ul style="list-style-type: none"> • Clients 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 clients 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 • The Worker participates in appropriate cultural practices when with clients.
Contributes to the wider work of WCA	<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.
And any other duties as agreed to with the Team Manager	

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

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

ABILITIES AND IDEAL PERSON SPECIFICATION

1. Be a degree qualified and/or registered social worker – or equivalent.

2. Extensive experience in working with vulnerable older person, preferably in a social work role and an excellent understanding of and ability to establish a rapport with them.
3. Have comprehensive knowledge of the issues that impact on older persons, including health and addictions issues.
4. Knowledge of social service's provided by government and non-government agencies in the local community.
5. Demonstrated ability to develop individual goals and plans and a very high standard of written and oral communication skills, 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 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 PCOMS framework to support best outcomes for Taurira (Client).
14. Well developed computer and technical skills.

Working for Wesley Community Action:

At Wesley Community Action there are some key things that shape how we work here. This applies to how we work along side all people – people in the community, Counsellor, the public We believe in

The Uniqueness of People

- We have a conviction that all people have intrinsic value and our relationships must reflect that.
- All people are on a journey toward meeting their full potential and this is only possible through supportive and caring relationships and communities.

Social Justice

- We are called to work for a just society for all people where inequality and poverty are challenged.
- Our relationships with people will be respectful and empowering.

Supporting Transformation

- We are committed to supporting transformation at a personal, social, economic or political level.

Action Speak

- Meaning is found in doing, as opposed to only thinking or talking about doing.
- We work with people in whatever way is necessary to empower them.

In our work we strive for:

Authentic Relationships

- Listening and being responsive
- Meeting individual and group needs
- Living the Treaty of Waitangi
- Being honest and open
- Recognising and rewarding each other's contributions and efforts

Prompting Optimism

- Believing that personal, social, economic and political change are always possible
- Not giving up on people
- Enjoying and having fun in what we do

Looking for New and Better Ways to Work

- Encouraging being visionary and creative
- Being open to change
- Critically assessing what we do and how we do it

Being Professional in All We Do

- Always striving to do our best
- Being accountable and encouraging debate and scrutiny of our actions
- Being responsible and responsive
- Providing good working conditions and environment



The Wesley Way

To creating just and caring societies.

We believe in:

The uniqueness of people	All people reach their full potential through supportive and caring relationships
Justice	The context of inequality, pollution and poverty are named and challenged
Transformation	New positive change is our core focus for all clients, staff, organizations, and 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 in the process
Open professional approach	Being open to better ways of working, being accountable and encouraging self reflection

Our Common approach to how we work:

What we believe in and what we aim for shapes how we work at Wesley Community Action. We call it 'The Wesley Way.' This model of practice informs how we work.

The Wesley Way is to engage with and relate to people 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.

Our bias shapes how we work and function as an organisation and applies to all people we work with, (eg clients / taura, colleagues, funders, staff, government officials, families etc).

As an organization the 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 / taura, studies
- Use the Treaty of Waitangi as a resource for shaping our mission. WCA is a Treaty driven 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, we are OK with uncertainty and value sound planning



For Staff the Wesley Way means we:

- Focus more on what is working rather than what's not
- Acknowledge that the people we work along side 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 /Volunteering 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.