

March 2021

Kia ora

Thank you for your registration of interest in the role of full time Lead Practitioner – Social Work with Wesley Community Action’s Elder Care Team.

This pack includes a job description and outlines the key tasks and expected outcomes of the position.

The pack also includes a Pre-employment Disclosure Statement (page 10) and a copy of Te Ara Wēteriana / The Wesley Way (page 9). Te Ara Wēteriana is our quality assurance practice framework which guides how all staff are expected to interact with each other and with those we work alongside. Please read this carefully to ensure there is alignment between your beliefs and Te Ara Wēteriana / The Wesley Way.

To apply for this position please send us (**please note incomplete applications may not be accepted**):

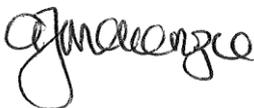
- a cover letter
- up to date CV
- the completed Pre-employment Disclosure Statement.

We look forward to receiving your application and please do not hesitate to contact us if you have any questions.

Please send your application to:

Isabel Macdonald
imacdonald@wesleyca.org.nz
PO Box 9932
Te Aro, Wellington 6141
04 8050875

Regards



Andrea McKenzie
General Manager



Lead Practitioner, Social work, Elder Care Team, Wellington region – full time

This position will champion best practice in a team of best practitioners who support vulnerable older adults to live safely in their communities so that they are socially included, with autonomy and dignity, protected for the future, and free from abuse and neglect. This position will support the innovative and leading-edge social change initiatives of Wesley Community Action

The person in this role will hold a small caseload and provide casework oversight to the other social workers in our Elder Care Team.

The role entails working collaboratively across Wesley Community Action and the wider 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.

This position will support the wellbeing of older persons through ‘older person -led case work and provide a key link with other government and community agencies ensuring good connections are made. This person will model WCA’s values and unique approaches as expressed in Te Ara Wēteriana / The Wesley Way. These include a desire to give effect to Te Tiriti o Waitangi, and to staying current with new models that ensure resources are utilised in the most effective way.

This role is based in Wellington city within the Wesley Elder Care Team who work across the greater Wellington region, with 8 staff in 4 site teams. This role will lead best practice in investigations of allegations of elder abuse and supporting the wellbeing of isolated older persons through strengths-focused and trauma informed case work. It will hold a small case load.

This position will be delegated and assume, agreed leadership functions in the absence of the team manager during periods of leave as negotiated with the team manager.

Reporting and responsible to:	Team Manager
Important relationships with:	<ul style="list-style-type: none"> • Older people living in the community. • Significant other people in the lives of our older persons • Staff and management of Wesley Community Action • Government and community agencies linked to the well-being of older persons. • All elder abuse referring agencies and individuals.
Hours:	Full time: 40 hours per week – Mon to Fri 8.30am to 5pm with half hour unpaid lunch included.
Location:	This role is located predominantly in Wellington but is also required to work across our Hutt, Kapiti, Porirua sites as negotiated with the Team Manager.

About the Wesley Community Action Elder Care Team

The Wesley Community Action Elder Care team works to ensure the safety and wellbeing of older people living in the community who experience vulnerability and isolation, to have a life that they value; socially engaged and with minimised risks.

The team is responsible for two contracts:

1. **Supported Independent Living**, which supports vulnerable older people living alone to continue living independently. This work is funded by Capital and Coast District Health Board and Hutt Valley District Health Board.
2. **Elder Abuse Response Service** which responds to allegations of elder harm across the greater Wellington region. This work is funded by the Ministry of Social Development.

Our team members work alongside the older person, their whānau and their community to improve their quality of life by establishing sustainable safety and improving their access to healthcare, home environment, and social engagement.

Our social workers fulfil all obligations in the contracts with the District Health Board and Ministry of Social Development.

The elder care team maintains a client and community-led approach to support community initiatives that help sustain and empower older people.

The team is flexible and responsive to changing work demand and flow, and is based across four offices: Wellington central, Naenae, Porirua and Paraparaumu.

Who will thrive in this role?

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 collaborative approach through trust, mutual respect, transparency, consultation, and communicating clear expectations.
- Confidently manages all professional interactions and communications to maintain high performance.
- Through case management and coaching with the team, addresses vulnerability to abuse and improves safety and wellbeing for older people.
- Works to create sustainable safety and future protection for older people.

Is excited about our Mission and style of working.

- How person / community led approaches contribute to just communities and increase effectiveness
- Open to 'pitch in' to get a job done.
- Committed new approaches - applying PCOMS.
- Committed to applying a strengths-based approach using ākongā -centred planning and feedback to guide service delivery.
- Strong commitment to working in a kaupapa te tiriti partnership organisation.
- Values align with Te Ara Wēteriana – The Wesley Way

Get results and is organised.

- Is motivated to get the best results with the resources available in an efficient manner.
- Organises time and resources effectively and efficiently.
- Understanding the power of mistakes – actively learns from them to do better next time.
- Is confident in the use of digital technology and is willing to learn new systems.

Is relationship focused.

- Understands that relationships matter – across all levels of the organisation and with the stakeholders and communities we work with.
- Respects the dignity and autonomy of all people across society.
- Able to self-reflect and exercise self-care in a fast-paced environment.
- Demonstrates clear boundaries and accountability in practice.
- An active learner who engages well in the process of feedback.

Is a clear thinker.

- Takes time to stand back and think about what is happening.
- Sees the “big picture” of the strategic direction of the team and the organisation and puts strategies into practice.
- Demonstrates high-level thinking relevant to effecting social change.
- Analyses risks, opportunities, and solutions for sustainable change.
- Comprehensive understanding of ethical principles and the SWRB code of conduct in social work practice.
- Has qualifications to demonstrate higher level thinking relevant to the work (justice, health, social service, social work, case management)

Values effective communication

- Writes clearly and concisely and speaks with courage on behalf of older people
- Listens for bias and gaps in information and uses facts and context effectively to support ethical and collaborative decision making.
- Gives and receives feedback to others to improve practice and promotes a learning culture.

Key objectives and expected outcomes:

Key objectives	Expected outcomes
<p>CAPABILITY</p> <p>Demonstrates effective client management and work-flow organisation, completes administrative tasks and reporting to a good standard and on-time, works collaboratively with external agencies.</p>	<ul style="list-style-type: none"> • Ensure that people we work with have plans that are inclusive of their own goals and are relevant to them and established within expected time frames and reviewed formally within expected time frames. • Ensure that changes in wellbeing of people we work with are noticed and measured using PCOMS, strengths-based letters, and other measures of wellbeing where appropriate. • Maintains a case load of up to 8 older people in supported independent living, and elder abuse response. • Provide 1:1 case management supervision monthly or as required with other staff in the elder care team. • Support site teams to effectively manage caseloads, including waiting lists and discharge planning. • Act in the position of team manager when required. • Ensure that the team manager is informed about risk and risk management, including staff performance. • Ensure that client management system database, emails and calendars are always kept up to date. • External and internal reporting is accurate, on time and to the quality expected by Wesley Community Action and the contracting agency. • Appropriate external agencies and health professionals are utilised effectively to support the work with older people.
<p>SERVICE EXCELLENCE</p> <p>Strives for excellence in the provision of client services, using the strengths-based approach and PCOMS or other appropriate client feedback to measure change. Contributes to excellence in practice in team hui and with external stakeholders.</p>	<ul style="list-style-type: none"> • Ensure older people have their physical, emotional, spiritual, cultural, and psychological needs respected and acknowledged. • Support whanau to be actively engaged where possible to help older people remain safe and in their own home. • Use creative and innovative safety strategies to support the older person and their key supports to respond to mental physical and addiction challenges. • Works with colleagues to ensure the integrity and quality of all casework including clear articulation of ethical principles. • PCOMS or other appropriate feedback is used to measure signs of safety, vulnerability to abuse, and to measure positive changes in the older person's wellbeing. • Champions Wesley Way Practice: trauma informed, strengths-based, restorative, and social justice. • Promotes Wesley Elder care with external organisations involved in the care and support of older people. • Attendance and active contribution at all key WCA meetings, professional development trainings, clinical supervision, and line management/operational meetings.
<p>INNOVATION</p> <p>Critically reflects on practice and engages in community</p>	<ul style="list-style-type: none"> • Brings service development ideas and communicates and expresses their ideas openly. • A capacity for flexibility and adaptability when addressing changing work needs and priorities.

<p>development ideas and activities for older people living in communities.</p>	<ul style="list-style-type: none"> • Demonstrate respect and courage in supervision with colleagues, and actively contribute to continuous learning and innovation. • Appropriate clinical and safety issues are raised with colleagues and with the team manager in a timely manner. • Champion better support older people. • Actively explores innovative ways to support social inclusion and ageing well for older people.
<p>INFLUENCE Uses opportunities to improve practice and bring about systemic change for older people living in the community.</p>	<ul style="list-style-type: none"> • Supports ethical decision making and best practice in an open learning culture in the team. • External agencies including health, housing, Work and Income, lawyers, banking institutions are aware of the needs of the older person and work collaboratively to support safety and wellbeing of the older person. • Wherever possible, the older person is supported to develop the skills and confidence to access services independently. • 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 local communities. • Maintains a sound knowledge of government policy, legislation and trends impacting older people living in the community. • Proactively develops and maintains collaborative relationships with key stakeholders to benefit older people in our communities.
<p>TE TIRITI O WAITANGI Committed to the principles of Te Tiriti</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 Ara Tangata is used as a key framework when working alongside Maori, using the principles of Āhurutanga, Manaakitanga, Kaitiakitanga, Rangatiratanga • Understands the history of colonialism and works to end institutional racism. • Participation in cultural practices appropriate to the older person being supported. • WCA Tikanga Advisors are consulted in any cultural issues. • The Worker participates in appropriate cultural practices when older persons and their whānau..
<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.
<ul style="list-style-type: none"> • Any other duties as discussed and agreed with leadership. 	

Abilities and ideal person specification

1. An Aotearoa New Zealand tertiary qualification and registration with the SWRB, current annual practicing certification, and commitment to on-going professional development.
2. Competent ability to champion best practice and positively influence best practice in others through coaching and case management supervision.
3. Experience in acting in a team managers role when required.
4. Comprehensive knowledge of the issues that impact on older persons, including understanding of dementia and chronic health conditions, the impact of social isolation, elder abuse, and mental health and addiction challenges.
5. Knowledge of social services for older people provided by government and non-government agencies in the local community.
6. Demonstrated ability to establish and maintain external key stakeholder relationships for the benefit of older people.
7. Knowledge and experience using appropriate legislation to investigate and end elder abuse, and to legally protect vulnerable older people.
8. A demonstrated ability to work within the principles of Best Practice and Strength Based Practice and a commitment to working within Te Wēteriana / The Wesley Way.
9. Demonstrated ability to keep the older person's voice central to service delivery by developing and client-led plans, measuring change and seeking client feedback with PCOMS, and using other appropriate feedback and assessment tools effectively.
10. An outstanding standard of written and oral communication, organisational and time management skills.
11. A commitment to working within the Treaty of Waitangi using the principles of Manaakitanga, Rangitiratanga, Ahurutanga and Kaitiakitanga.
12. Ability to work autonomously, responsibly, and confidently in ambiguous and complex situations, and knowing when to ask for assistance or guidance from colleagues, leadership, and coaches.
13. Works from a "no surprises" basis in informing leadership of risks and risk mitigation.
14. Achieves full police vetting clearance annually.
15. Demonstrates proficiency with IT and mobile office technology, and a full clean NZ drivers' licence.
16. Always presents a professional appearance and character.
17. Has a good sense of humour and a 'can do' approach to team work and tasks.
18. Has high standard of personal health.

How we work: Te Ara Wēteriana / The Wesley Way

Te Ara Wēteriana / The Wesley Way is the heart of our work. It's based on the belief that people are the experts in their own lives. We support them to identify their strengths and skills and the changes they believe will allow them to have a better life.




TE ARA WĒTERIANA The Wesley Way

Te Ara Wēteriana brings out the best in people.
The following principles guide all our engagements:



We give effect to these by:

Viewing people as experts of their lives	Using the Treaty of Waitangi as the base for our work	Calling out and challenging injustice	Seeking and using feedback to guide our relationships
Focusing more on what's working	Being as courageous as those we work alongside	Acknowledging our power and sharing this	Striving to be our best by being open to learning and new ideas

KĀORE MĀ TE WAHA ENGARI MĀ TE RINGA Don't tell me, show me

Pre-employment disclosure statement

As part of our final pre-employment process, 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"/>		
Are there any criminal charges currently pending against you? Details if yes..... 2.a Have you been subject to any performance, employment, or disciplinary processes with any previous employer, or been dismissed from any role? Full details if yes (use separate sheet) 2b Have you been the subject of any censure or suspension to your professional practice / certifications, of any type for any reason? Full details if yes (use separate sheet)	<input type="checkbox"/>	<input type="checkbox"/>		
Have you had any circumstance where you have had engagement with the police for any matter (including traffic matters)? Full details if yes (use separate sheet).....	<input type="checkbox"/>	<input type="checkbox"/>		
Medical / general wellbeing clearance				
Do you have any current medical/health or psychological conditions that we should be aware of that may interfere with your ability to carry out your duties as a member of Wesley Community Action? Full details if yes (use separate sheet)	<input type="checkbox"/>	<input type="checkbox"/>		
4.a Do you have any history of an event/s, traumatic or otherwise, that could impact on your ability to carry out your duties objectively, professionally, and non-judgementally? Details if yes.....	<input type="checkbox"/>	<input type="checkbox"/>		
Do you have any pre-existing medical/health or psychological conditions? Details if yes..... If the above condition/s impact on your ability to fulfil your role in any way (Q4&5) please provide us with an appropriate medical clearance from your health practitioner authorising you as fit for the purpose of the role.	<input type="checkbox"/>	<input type="checkbox"/>		
Declaration				
I am legally entitled to work/volunteer in Aotearoa New Zealand. YES/NO I give permission for my referees to be contacted. YES/NO I give permission for my medical records to be accessed if requested YES/NO I have a full and clear driver license I can produce for sighting. YES/NO The information given in this application is factual and truthful. YES/NO				
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Signed/Dated				

Please note: 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.