

April 2021

Kia ora

Thank you for your registration of interest in the role of Community Social Worker – Kāpiti with Wesley Community Action's Older Persons Team.

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

It also includes a copy of Te Ara Wēteriana / The Wesley Way, a document which states 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.

If you wish to apply for this position please send us:

- A cover letter
- Your CV
- The completed pre-employment checklist (page 9).

Please send your application to:

**Isabel Macdonald**

[imacdonald@wesleyca.org.nz](mailto:imacdonald@wesleyca.org.nz)

**PO Box 9932**

**Te Aro, Wellington 6141**

**04 8050875**

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

Regards



Andrea McKenzie  
**Manager Operations**

## Position Description

### Community Social Worker 0.8 fte – Kāpiti location

*This position will contribute best practice in a team of social work 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 sits within the Wesley Older Persons Team who work across the greater Wellington region. Wesley Community Action supports innovative and leading-edge social change. We work collaboratively across our organisation and with communities to support effective outcomes and high-quality service delivery for older people who live on their own with little or no whānau support.*

*The community social workers support transparent communication between services and will identify 'risks', 'opportunities and innovative approaches.*

*You will investigate allegations of elder abuse and support the wellbeing of older persons through strengths-focused case work and providing key links with other community agencies. You will model WCA values and unique approaches as expressed in the social justice principles of Te Ara Wēteriana / The Wesley Way and as a Te Tiriti-responsive organisation. Wesley Community Action is working towards being a dementia-friendly organisation.*

<b>Responsible to:</b>	Team manager
<b>Important relationships with:</b>	<ul style="list-style-type: none"> <li>• Older people living in the community.</li> <li>• Significant other people in the lives of our clients</li> <li>• Staff and management of Wesley Community Action</li> <li>• DHB community health teams and inpatient teams</li> <li>• Needs Assessment Service Coordination over 65's</li> <li>• Home Care Support Services</li> <li>• Primary GP practices and Health Care Home practices</li> <li>• Police and Victim Support staff</li> <li>• All elder abuse referring agencies and individuals.</li> <li>• Community agencies linked to the safety and well-being of older people.</li> <li>• Other providers and community services</li> </ul>
<b>Hours:</b>	<b>Part-time:</b> 32 hours paid per week over 4 or 5 days - Monday to Friday. Working day consists of paid hours and half hour unpaid lunch break.
<b>Location:</b>	Kāpiti. From time to time you may be required to work from another of our Wesley sites.

## About the Wesley Community Action Older Persons Team

The Wesley Community Action Older Persons team works to ensure the safety and wellbeing of older people living in the community who experience vulnerability and isolation, so they have a life that they value with reduced risk of abuse.

The team is responsible for two programmes:

1. **Supported Independent Living**, which supports vulnerable older people to help them keep living independently. The programme is funded by Capital and Coast District Health Board and Hutt Valley District Health Board.
2. **Elder Abuse Response Service** for the greater Wellington region. This service is funded by the Ministry of Social Development.

Our team members work alongside the older person, their whānau and their community to strengthen their quality of life and health outcomes by, establishing sustainable safety and improving their wellbeing, and social inclusion.

We ensure immediate and sustainable safety and build social connections for older people who are isolated from family and community supports. Our social workers fulfil all obligations in the contracts with the District Health Board and Ministry of Social Development.

The Older Persons 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 engages in all professional interactions and communications with courage and integrity on behalf of older people we work with.
- Addresses vulnerability to abuse and reduces risks for older people.
- Works to create sustainable safety and future protection for older people.

### **Is excited about our Mission and style of working.**

- Believes in client-centred and community-led approaches that contribute to just, caring and resilient communities.
- Open to 'pitching in' to get a job done.
- Committed to new approaches, applying a strengths-based approach using client-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

### **Gets results and is organised.**

- Is motivated to get the best results with the resources available.
- Organises time and resources effectively and efficiently.
- Has a full drivers licence and can efficiently plan community visits across a wide geography.
- 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 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.
- Understands the power of mistakes – an active learner who engages well in 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.
- Demonstrates high-level thinking relevant to effecting social change.

### **Values effective communication**

- Writes clearly and concisely and speaks with courage on behalf of older people.
- Listens for gaps in information and uses facts and context effectively to support collaborative decision making.

## Key objectives and expected outcomes

Key objectives	Expected outcomes
<p><b>CAPABILITY</b></p> <p><b>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.</b></p>	<ul style="list-style-type: none"> <li>• All clients have plans that are inclusive of their own goals and are relevant to them.</li> <li>• All plans are established within expected time frames and reviewed formally within expected time frames and are accurately recorded and documented.</li> <li>• All internal and external reporting and feedback requirements are met and submitted on time.</li> <li>• Client and stakeholder databases, emails and calendars are always kept up to date.</li> <li>• External and internal reporting is accurate, on time and to the quality expected by Wesley Community Action and the contracting agency.</li> <li>• Appropriate external agencies and health professionals are utilised effectively to support the work with older people.</li> </ul>
<p><b>SERVICE EXCELLENCE</b></p> <p><b>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.</b></p>	<ul style="list-style-type: none"> <li>• Older people have their physical, emotional, spiritual, cultural, and psychological needs respected and acknowledged.</li> <li>• Families are actively engaged where possible to help older people remain safe and in their own home.</li> <li>• The worker uses creative and innovative safety strategies to support the older person and their key supports to respond to mental physical and addiction challenges.</li> <li>• 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.</li> <li>• Practice is shaped by strengths-based and restorative justice frameworks.</li> <li>• External organisations involved in the care and support of the older person are aware of the plan and are informed of the bigger picture involving the client.</li> <li>• Attendance and active contribution at all key WCA meetings, professional development trainings, clinical supervision, and line management/operational meetings.</li> </ul>
<p><b>INNOVATION</b></p> <p><b>Critically reflects on practice and engages in community development ideas and activities for older people living in communities.</b></p>	<ul style="list-style-type: none"> <li>• The worker is engaged in service development ideas and communicates and expresses their ideas openly.</li> <li>• A capacity for flexibility and adaptability when addressing changing work needs and priorities.</li> <li>• Demonstrate respect and courage in clinical reflection with colleagues, and actively contribute to continuous learning and innovation.</li> <li>• Appropriate clinical and safety issues are raised with colleagues and with the team manager.</li> <li>• Willingness to support and provide a solution focus to better support older people.</li> <li>• Actively explores innovative ways to support social inclusion and ageing well for older people.</li> </ul>



<p><b>INFLUENCE</b></p> <p>Uses opportunities to improve practice and bring about systemic change for older people living in the community.</p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Wherever possible, the older person is supported to develop the skills and confidence to access services independently.</li> <li>• Represents Wesley professionally at key forums.</li> <li>• Attend Wesley forums and are punctual, prepared and engaged.</li> <li>• The Team Manager is provided up to date knowledge of key people and organisations within the local communities in which the worker is located.</li> <li>• Maintains a sound knowledge of government policy, legislation and trends impacting older people living in the community.</li> <li>• Proactively develops and maintains collaborative relationships with key stakeholders to benefit older people in our communities.</li> </ul>
<p><b>TE TIRITI O WAITANGI</b></p> <p>Committed to the principles of Te Tiriti</p>	<ul style="list-style-type: none"> <li>• Older people experience the service as showing respect for and understanding of their different cultural and spiritual beliefs.</li> <li>• Principles of Te Tiriti o Waitangi and Māori perspectives are actively demonstrated in all interactions with older people and demonstrate commitment to Māori perspective as Tangata Whenua.</li> <li>• Te Ara Wēteriana is used as a key framework when working alongside Māori.</li> <li>• WCA Tikanga Advisor is consulted in any cultural issues.</li> <li>• Participation in cultural practices appropriate to the older person being supported.</li> </ul>
<p><b>Contributes to the wider work of WCA</b></p>	<ul style="list-style-type: none"> <li>• Demonstrates an understanding and knowledge of the work of all teams within WCA.</li> <li>• Promotes the activities of WCA to key forums and at key events.</li> <li>• Works actively to collaborate with other WCA services.</li> </ul>
<ul style="list-style-type: none"> <li>• Any other duties as discussed and agreed with leadership.</li> </ul>	

## Abilities and ideal person specification

1. A tertiary qualification in social work and be registered as a social worker.
2. Significant experience in working with vulnerable older people.
3. A demonstrated ability to establish an easy and quick rapport with older people.
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 updating client-led plans, measuring change and seeking client feedback with PCOMS, and using other appropriate feedback and assessment tools effectively.
10. A high 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. A valid full driver's license.
13. Ability to work autonomously, responsibly and confidently in ambiguous and complex situations, and knowing when to ask for assistance or guidance from colleagues, managers and coaches.
14. Works from a "no surprises" basis in informing manager of risks and risk mitigation.
15. Achieves full police vetting clearance annually.
16. Demonstrates proficiency with IT and mobile office technology.

## 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:

**RANGATIRATANGA:**  
Being in control of your own journey

**ĀHURUTANGA:**  
Creating and maintaining a safe and comfortable space



**KAITIAKITANGA:**  
Seeing people's abilities and supporting them to achieve their potential

**MANAAKITANGA:**  
Showing respect, generosity and care for people

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"/>
2. Are there any criminal charges currently pending against you? Details if yes.....	<input type="checkbox"/>	<input type="checkbox"/>
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) .....	<input type="checkbox"/>	<input type="checkbox"/>
2.b 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"/>
3. 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		
4. 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? Full details if yes (use separate sheet).....	<input type="checkbox"/>	<input type="checkbox"/>
5. Do you have any pre-existing medical/health or psychological conditions? Full details if yes (use separate sheet).....  If the above condition/s impact on your ability to fulfil your role in any way (Q4&5) please provide us with an appropriate <b>medical clearance</b> 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		
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.

V.MARCH 2021 AJM