

May 2021

Kia ora

Thank you for your registration of interest in the role of Strengthening Families Coordinator based in Porirua.

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

Please complete the Pre-employment Disclosure Statement on page 9 and return it with:

- your covering letter of application
- your CV
- the names of two referees (including your most recent employer).

We will contact you to advise you of the outcome of your application.

Our learning at Wesley Community Action is that we – and you – need to ensure there is a good ‘fit’ between the type of person and management style we are looking for, and your skills and strengths.

This pack includes a copy of Te Wēteriana /The Wesley Way (page 8). This 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 Wēteriana / The Wesley Way.

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

Manager Operations

Position Description

Strengthening Families Coordinator – Porirua (fulltime)

This position will contribute best practice in a team of best practitioners who support the caring for and development of children and families in our service and who support 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

The Strengthening Families (SF) Coordinator is responsible for the day-to-day Coordination of the SF process in the Porirua area. They will promote the SF process, coordinate and support the SF collaborative case conference process, work with the Local Management Group to identify children, young people and their families/whānau needing support from more than one agency and encourage government and community agencies to work together to deliver the required services to them.

The SF Coordinator provides a key link with the wider services of the Porirua community and families/whānau. This person will model WCA values and unique approaches as expressed in Te Wēteriana / The Wesley Way, family 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. A focus for this position will be the growth and development of current services and to help to innovate relationships within the community that ensure that the SF process is utilised in the most effective way.

Responsible to:	Team Manager, Wesley Waitangirua
Important relationships with:	<ul style="list-style-type: none"> • Children, whānau and families • Staff – Wesley Community Action • Referral agencies • Government and Community agencies linked to the wellbeing of children and families. • Management of Wesley Community Action • Local Management Group – Porirua • Education sectors/early childhood sectors • Family violence sector agencies
Hours:	40 hours per week excluding lunch – Monday to Friday
Location:	Wesley Waitangirua – 3 Niagara Street, Waitangirua

About Wesley Waitangirua

The team at Wesley Waitangirua enhances the wellbeing of children, youth, young adults and families 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 grows the effective supports to address the various health, welfare, and social challenges to enable them to achieve a lifestyle they seek/

The Strengthening Families role creates a coordinated response for families to increase their resilience by accessing the broadest and most specific support available to them in the community.

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 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 child 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

Key tasks and expected outcomes

Key Tasks	Expected Outcomes
<p>Capability</p>	<ul style="list-style-type: none"> • Proactively promote SF as an early intervention/prevention initiative in the community amongst relevant agencies including early childhood, health, education, family harm, government and other NGO's. • Provide a programme and Integrated Service Response to goals families identify. • Promote Strengthening Families to Oranga Tamariki staff, in conjunction with Differential Response strategy where relevant. • All matters of significance are reported to the Team Manager. • All supervision and client notes are up to date and accurate as prescribed by the Strengthening Families contract. • All reporting and administrative requirements are met and submitted on time via the SF data base. • Effective use of WCA assets and facilities occurs. • Attendance and active contribution at all key WCA meetings, professional development trainings, clinical and line management/operational meetings occurs. • Create, Organise and facilitate an annual programme of training with workshops and meetings for current and new SF facilitators. • Deliver 4 cross-sector training/information sessions about Strengthening Families annually, in conjunction with LMG. <ul style="list-style-type: none"> • Identify priority participants; and promote the sessions within their agencies <p>Use an evaluation form at the sessions to:</p> <ul style="list-style-type: none"> • gather evidence of improved understanding of the Strengthening Families process • gather feedback on usefulness of information presented • modify/ presentation session from feedback gathered <p>Provide monthly summary reports to Local Management Group:</p> <ul style="list-style-type: none"> • improvements in awareness about Strengthening Families among local agencies • other outcomes from the sessions
<p>Service excellence</p>	<ul style="list-style-type: none"> • Proactively role models positive team culture and ensures all interactions with staff, families and providers/agencies is developing and respectful. • Regular engagement with key agencies as well as other Wesley services to ensure SF is widely understood. • Provides a collaborative and proactive response to 'team' and is flexible in work approach to ensure continuity of Waitangirua service.

	<ul style="list-style-type: none"> • Support the application wherever possible of PCOMS (Partners for Change Outcome Management Systems to support ongoing client feedback. • Practice is shaped by the strengths based, Wesley Way and Te Mana Mauriora frameworks and PCOMS informed work. • Participate in community hui and share effective practice models with other community workers and WCA staff through the WCA team meetings. • Staff own a team business plan that maps tasks and responsibilities of the team and support the agency business plan. • Professional boundaries are adhered to at all times. • Staff comply with current health and safety regulations and reporting. • Recognise and celebrate individual and team achievements. • manage any complaints about effectively. • Team members feel respected, with each person’s contribution acknowledged and valued.
Innovation	<ul style="list-style-type: none"> • The worker ensures creative and innovative ‘safe’ strategies are explored and identified to support the children and whānau and/or key supports to respond to challenges. • 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. • Other team members feel supported to meet their obligations and the worker demonstrates a willingness to provide solution focus to the support of children and whānau when staff is absent. •
Influence	<ul style="list-style-type: none"> • Other groups and agencies in the Porirua region, including health, education, housing, Work and Income, family services are aware of the service and its client base and are keen to work alongside it. • Proactively manages the relationship with Ministry for Vulnerable Children Oranga Tamariki as a key stakeholder and reports any concerns to the team manager. • Demonstrates the ability to connect with stakeholders and forms good relationships with them. • 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 families’ families. • Has a community presence at promotional activities implemented to gain new referrals. • Attends community forums and represents and promotes Strengthening Families at these forums. • Deliver presentations / visit organisations in the service areas for the purpose of promoting Strengthening Families

	<ul style="list-style-type: none"> • The team manager has an up-to-date knowledge of key people and organisations within the communities where the worker is working. • The worker maintains a sound knowledge of the policy, legislative, and trends impacting on client group • Proactively records evidence of impact of service through stories and feedback (phone, text, letter etc). • Active liaison and support of those NGOs funded locally to deliver SF support services (previously known as Lead Agency Services) • Meetings with NGOs funded locally to deliver SF support services to discuss and develop best practice regarding interface with SF Coordinator and the SF case management process • Implementation of regular feedback process between NGOs funded locally to deliver SF support services and SF LMG • Evidence of effective and positive transition between SF case management and the lead agency activity as well as shared accountability. • An open environment exists within the team to encourage critical reflection on practice and new 'strength based ways of working • Ensuring that positive relationships between cross sector agencies and families/whānau are supported and maintained and issues of conflict of managed promptly using a strengths focus.
<p>Te Tiriti o Waitangi</p> <p>Works from a bicultural base and relates to staff and young people within their cultural context</p>	<ul style="list-style-type: none"> • Children and whānau 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 children and whānau 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 children and 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.
<p>ANY OTHER DUTIES AS AGREED TO WITH THE TEAM MANAGER</p>	

Ideal person specification

The ideal person for this role will have:

- Senior experience of networking and community development and an understanding of the dynamics of 'team work'.
- Social Work qualification. Registration preferred.
- Outstanding organisational, administrative and writing skills
- Outstanding relationship and stakeholder management skills.
- Extensive experience working with vulnerable families, preferably in a health or social work role and an excellent understanding of and ability to establish a rapport with families and whānau.
- Knowledge of social service's provided by government and non-government agencies in the local community.
- A commitment to working within the Treaty of Waitangi, an understanding of the nature of partnership and the issues of bi-cultural relationships.
- A valid full driver's license.
- Ability to work responsibly and confidently and able to self-manage competently.
- A demonstrated ability to work within the principles of Best Practice and Strength Based Practice and a commitment to working within the "Wesley Way"
- Achieves full Police and Oranga Tamariki vetting clearance.
- Demonstrate commitment to ongoing professional development.
- Commitment to using PCOMS framework to support best outcomes for children and families wherever possible.
- Well-developed computer and IT, technical skills.
- A sense of humour.
- Presents a professional appearance and character at all times
- Exceptional communication and interpersonal skills including negotiation and conflict resolution.
- Outstanding ability to work under pressure and meet deadlines and high competence at managing self care issues.

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.



**Wesley
Community
Action**

community ■ compassion ■ change



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"/>
2. Are there any criminal charges currently pending against you? Details if yes:	<input type="checkbox"/>	<input type="checkbox"/>
2a. 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 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? Details if yes:	<input type="checkbox"/>	<input type="checkbox"/>
5. Do you have any pre-existing medical/health or psychological conditions? Details if yes:	<input type="checkbox"/>	<input type="checkbox"/>
6. 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.	YES	N/A
Declaration		
<ul style="list-style-type: none"> • 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 licence I can produce for sighting. YES/NO • The information given in this application is factual and truthful. YES/NO 		
Signature	Date	

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.