



**Presbyterian Support**  
Upper South Island

## Position Description

# FAMILY WORKER – COMMUNITY

(Psychologist / Social Worker/ Counselor)

**Department:** Family Works

**Reporting to:** Team Leader - Greymouth  
**Responsible to:** Area Manager – Nelson, Marlborough & West Coast

**Direct Reports:** N/A

### ROLE DESCRIPTION

The purpose of the Family Worker – Community role is to provide individualised support, advocacy, case management and engage additional network connections for young people and their family/whanāu in order to promote mental and emotional wellbeing and enhance family relationships, primarily in response to situations where there has been, or is a risk of, family harm. This may include working with other Presbyterian Support colleagues or other agencies.

Key Relationships	Purpose of interaction
<b>Internal</b> Family Works employees (including Mana Ake, SWiS, Community, Youth Services, Budget Advisors) Intake/ Administration Team Leaders Area Managers	Collaboration & communication  Liaising Support, communication & supervision Responsible to
<b>External</b> Clients & their family/whanāu Key external agencies	Support & advocacy Liaise and advocate

## KEY ACCOUNTABILITIES AND EXPECTED PERFORMANCE OUTCOMES

Key Accountabilities	Expected Performance Outcomes
<p>1. To provide effective individualised support, advocacy and case management to referred clients and their family/ whānau</p>	<ul style="list-style-type: none"> <li>• Appropriate assessments, interventions, goal plans and support are provided in a goal-focussed and timely manner</li> <li>• Provide individualised service planning based around the young person’s, parents &amp;/or care provider’s strengths and needs</li> <li>• Offers services in a range of settings to meet the needs of the client</li> <li>• Establish and pro-actively maintain positive working relationships with client family members/ whānau, community groups and service providers relevant to the client</li> <li>• Provision of regular meetings with the client and regular communication with family/whanau, relevant providers and other stakeholders as required for effective support.</li> <li>• Provides advocacy on behalf of the client as required</li> <li>• Create a positive, safe and respectful environment that supports the client to have hope, work towards their goals and, where possible, take responsibility for their actions</li> </ul>
<p>2. Carry out timely and accurate administration and data entry including case monitoring, recording evaluation and reporting</p>	<ul style="list-style-type: none"> <li>• Capture and maintain client information using the Family Works database. This includes maintaining client details, assessment information, evaluations, goal plans, and activity management</li> <li>• Ensure progress and statistical data is recorded regularly, accurately and consistently</li> <li>• Timely collation and provision of reporting information as requested by line manager; this may include case studies or and narrative related to service delivery</li> <li>• Ensure that legal requirements of the relevant legislation are met including               <ul style="list-style-type: none"> <li>○ Where appropriate, consultation with appropriate senior staff about any areas of concern involving care and protection or risk management of a child or young person.</li> <li>○ Produce clear and relevant written records of any issues as determined by the legal requirements of the relevant Acts</li> </ul> </li> </ul>
<p>3. Actively contributes to the sustainability of PSUSI services</p>	<ul style="list-style-type: none"> <li>• Protects and promotes the PSUSI brand to ensure a positive reputation in the community</li> <li>• Is supportive of and actively contributes to fundraising and marketing initiatives where required, such as providing client stories to the Business Development team.</li> </ul>
<p>4. Stays current with advancements in field and has a focus on professional development</p>	<ul style="list-style-type: none"> <li>• Professional development opportunities are sought proactively for self</li> <li>• Development requirement are signalled in advance to line manager for approval</li> <li>• Competence and skill level are maintained to perform role to highest ability</li> </ul>

	<ul style="list-style-type: none"> <li>• Maintains a good understanding of current best practice in field of work and adapts accordingly.</li> <li>• Preparation for and attendance at monthly 1-2-1 coaching sessions and clinical supervision</li> <li>• Meets objectives set as annual performance reviews</li> </ul>
5. To continue to develop cultural practices which are inclusive of Maori cultural concepts, values, beliefs and practices, including commitment to the ongoing usage of Te Reo Maori.	<ul style="list-style-type: none"> <li>• Continued commitment to the development and achievement of PSUSI's cultural framework, Te Rauemi Atawhai</li> <li>• Where appropriate seeks assistance on cultural matters either internally or externally</li> <li>• Where appropriate, combines the value of our Maori partners to ensure the underserved in our community have their needs met across social, cultural and economic sectors.</li> </ul>
6. Actively participates and contributes to Health, Safety & Wellbeing in the workplace.	<ul style="list-style-type: none"> <li>• Ensures that a safe and healthy working environment is maintained at all times</li> <li>• Actively contributes to a safety and wellbeing conscious culture and attend H&amp;S meetings as required.</li> <li>• Complies with Health and Safety policies, regulations and legislation</li> <li>• Takes responsibility for own health and safety and ensures no action or inaction harms others in the workplace</li> <li>• Is aware and can identify hazards to which the organisation may be exposed and takes appropriate action accordingly</li> <li>• Has knowledge and is able to apply emergency procedures as required</li> </ul>
7. Attends to other duties as required	<ul style="list-style-type: none"> <li>• This role may facilitate group learning as required</li> <li>• Actively contributes to team meeting discussions and service planning sessions.</li> <li>• Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit the scope or the functions of this position. Duties and responsibilities can be amended from time to time by Presbyterian Support Upper South Island.</li> </ul>

## PERSON SPECIFICATION

### Qualifications

Essential	Desirable
<ul style="list-style-type: none"><li>• Tertiary qualification in relevant profession and professional registration (Counsellor, Social Worker, Psychologist)</li></ul>	

### Knowledge & Experience

Essential	Desirable
<ul style="list-style-type: none"><li>• Demonstrated experience working with similar client base and an understanding of the range of opportunities and challenges influencing this group</li><li>• A working knowledge of relevant legislations including Oranga Tamariki Act 1989 and Family Violence Act 2018</li><li>• Sound computer skills including the use of email, internet and Microsoft applications (Word/Excel/PowerPoint)</li><li>• Demonstrated ability to respect and adheres to confidentiality and professional boundaries</li></ul>	<ul style="list-style-type: none"><li>• Knowledge of relevant community networks and resources</li><li>• Experience in working with Māori and Pacifica</li></ul>

### Skills and Personal Attributes:

- Passionate about supporting young people and their family/whanāu
- Able to take responsibility, show initiative and is punctual and self-motivated
- Highly organised with the ability to prioritise and meet expected deadlines
- Ability to manage confidential information with responsibility and integrity
- Commitment to ongoing professional development
- Have an ability to positively connect with key stakeholders and foster community connections - established connections with relevant stakeholders an advantage
- Possess highly developed communication skills (including listening and mediation)
- Ability to manage stress and handle emotional situations while retaining empathy
- Able to make sound, informed decisions based on services available and client needs
- Excellent interpersonal skills – ability to build rapport with clients, colleagues and stakeholders
- Have self-awareness of self – abilities and limitations
- Creative problem solving
- A commitment to high quality of work and professionalism
- Commitment to the mission and values of Presbyterian Support Upper South Island
- Openness to and enjoyment of differences in values, beliefs and cultural practices
- Understanding of the principles of the Treaty of Waitangi