



**Presbyterian Support**  
Upper South Island

## Position Description

# FAMILY WORKER – COMMUNITY

**Department:** Family Works

**Responsible to:** Line Manager

**Direct Reports:** N/A

### ROLE DESCRIPTION

The purpose of the Family Worker –Community role is to provide tailored support, advocacy and case management for young people and their whanāu to promote mental and emotional wellbeing and enhance family relationships. This may include working with other Presbyterian Support staff or other agencies.

<b>Key Relationships</b>	<b>Purpose of interaction</b>
<b>Internal</b> Family Works Chch employees (Mana Ake, SWiS, Community & Youth Services) Area Manager Family Works – Chch & Environs Intake Workers Administrators Team Leaders	Collaboration & communication  Support & communication Liaising Liaising Support, communication & supervision
<b>External</b> Clients & their whanāu Key external agencies	Support & advocacy Liaise and advocate

## KEY ACCOUNTABILITIES AND EXPECTED PERFORMANCE OUTCOMES

Key Accountabilities	Expected Performance Outcomes
<p>1. To establish positive working relationships with young people and others in the community</p>	<ul style="list-style-type: none"> <li>• The worker will create a positive and respectful environment that supports the young person to have hope, work towards their goals and, where possible, take responsibility for their actions</li> <li>• The worker will establish and pro-actively maintain positive working relationships with others in the community. (Examples: family/whanau of the young persons, Iwi and other community organisations.</li> <li>• The Worker has a broad knowledge of other community supports available for young people</li> </ul>
<p>2. To respond to referrals by engaging young persons and undertaking a strengths and needs assessment, including setting of goals relevant to the young person</p>	<ul style="list-style-type: none"> <li>• Referrals are responded to in a timely fashion</li> <li>• Strengths and needs assessment is undertaken in the agreed timeframe</li> <li>• Evidence of goal setting and the evaluation of progress against the goals is apparent for individual clients</li> <li>• The Worker will demonstrate a commitment to advocacy on behalf of the young person as appropriate.</li> </ul>
<p>3. To provide individualised service planning based around the young persons strengths and needs and the goals set</p>	<ul style="list-style-type: none"> <li>• The Worker will provide individualised case management, coordination and ongoing support and guidance for clients.</li> <li>• The Worker will meet regularly with the young person, and speak with other relevant providers as may be identified in the support plan.</li> </ul>
<p>4. Case monitoring, recording evaluation and reporting</p>	<ul style="list-style-type: none"> <li>• The Worker will have completed and documented young person assessments, appropriate and measurable time-framed development goals and plans.</li> <li>• The Worker will capture and maintain young person information using the Family Works database. This includes maintaining client details, assessment information, goal plans, and activity management.</li> <li>• The worker will carry out evaluation expectations</li> <li>• The Worker will have ensured statistical data is recorded regularly, accurately and consistently and provided information as required by management, within designated time frames.</li> </ul>
<p>5. Care &amp; Protection and Safety matters. –fulfilling the duties and responsibilities necessary to meet the legal requirements of relevant legislation</p>	<p>The Worker will:</p> <ul style="list-style-type: none"> <li>• Be aware of the Child and Young Persons act, and consult with appropriate senior staff (Respective Team Leader in the first instance) about any areas of concern involving care and protection or risk management of a child or young person.</li> <li>• Will have prepared accurate written records as determined by the</li> </ul>

	legal requirements of the relevant Acts.
6. Actively contributes to the sustainability of PSUSI services	<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.</li> </ul>
7. Stays up-to-date with advancements in field and has a focus on professional development	<ul style="list-style-type: none"> <li>• Professional development opportunities are sought proactively for self</li> <li>• Development requirements are signalled in advance to line manager for approval</li> <li>• Competence and skill level is maintained to perform role to highest ability</li> <li>• Meets organisational expectations/requirements? around cultural competence</li> <li>• Maintains a good understanding of current best practice in field of work and adapts accordingly</li> <li>• Preparation for and attendance at monthly Admin and Clinical supervision</li> <li>• Meets objectives set as annual performance reviews</li> </ul>
8. 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</li> <li>• Complies with Health and Safety policies, regulations and legislation</li> <li>• Takes responsibility for your own health and safety and ensures no action or inaction on your own part 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</li> </ul>
9. Attends to other duties as required	<ul style="list-style-type: none"> <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</li> </ul>	

## Knowledge & Experience

Essential	Desirable
<ul style="list-style-type: none"> <li>• Experience in a similar role</li> <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 Maori and Pacifica youth</li> </ul>

## Skills and Personal Attributes:

- Passionate about supporting young people and their 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