

POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	Allied Support Worker
Group:	Services for Children and Families
Reports to:	Supervisor
Location:	As Specified
Direct Reports:	No
Budget:	No

POSITION PURPOSE

The purpose of this temporary role is to provide support with home visits, administration, and escorting services to assist a team of practitioners in achieving quality outcomes for children and young persons. This role is to be on a trial basis, to form as a prototype for possible future ways of working and in developing career pathways into social work in providing services to children and young persons.

Working under the supervision and guidance of a team of social workers and supervisors the focus of the role is on:

- Providing support across a site on an on-demand basis based on the day to day operating needs of the team.
- Supporting social workers on home visits by attending and taking good clear notes to help draft home visit reports under the supervision of a social worker.
- Safely transporting children and young people from one location to another such as appointments, school and sports as required under a social worker's direction and supervision.
- Supporting and assisting social workers in the care of tamariki and rangitahi on occasions when out of school or waiting for placements.
- Supporting children and young people at schools through settling in, returning after periods away
- Conduct supervised access/visitations by driving clients and supervising contacts, some weekends and afterhours is required.
- Providing ad hoc administrative casework support to social workers when other admin staff are stretched.
- Fostering cooperative working relations with internal colleagues and external partners and stakeholders

The Allied Support Worker is a non-regulated role and is not a Social Worker in training, or para-social worker. The position does not undertake social work activities and does not have a case load.

It is important to note that this role will be regularly reviewed by seeking feedback from the incumbents in the role and key stakeholders with iterations to the role as required.

KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
Home visits and case work Assistance	<p>Provide a range of casework related activities under the guidance of social workers including:</p> <ul style="list-style-type: none"> - Attend home visits with social workers to observe, support and keep factual and timely notes during the visit, especially any agreed actions/next steps. - Helping social workers in the set up and administrative tasks of Family Group Conferences (FGC) in the case of absenteeism of admin staff and co-ordinators. - Help social worker in formatting court reports and co-ordinating return from legal after their review. - Assisting social workers to enter case notes and other information into CYRAS and other information systems. - Making necessary administrative arrangements for children in placement and/or programme transition under supervision of a social worker.
Transporting responsibilities relating to the child/young people	<ul style="list-style-type: none"> - To assist social workers in transporting when social workers are unable to. - Transport and attend supervised access visits tamariki, rangatahi and their whanau. - Duties as requested by the Social Worker relating to the tamariki's care plan. - The transporting of tamariki and rangatahi must adhere to the transport policy.
Physical and psychological safety of children and young people	<ul style="list-style-type: none"> - Maintain an appropriate level of vigilance as described in the job assignment. - Take reasonable steps within procedures to prevent the tamariki and rangatahi from: <ul style="list-style-type: none"> - self-harming or causing serious harm to others and; - from absconding - from damaging property. - In the event of an incident taking all reasonable steps to ensure their own safety and that of the tamariki and rangatahi. All incidents are reported to the supervisor and logged into the Health Safety and Security system.
Cultural Awareness	<ul style="list-style-type: none"> - Be aware and demonstrate an understanding of, and commitment to, our Maori cultural framework
Risk Management	<ul style="list-style-type: none"> - Effectively identify and escalate risks and propose appropriate mitigation where necessary.

IN-CONFIDENCE

Key Result area	Key Accountabilities
Familiarisation with Policy and Guidelines	<ul style="list-style-type: none">- Accept responsibility for understanding and delivering the requirements of the job as outlined in the Casuals/PVH Orientation Handbook, including,- complying with the Health and Safety at Work Act 2015- Fleet – Driver and Vehicle Policy- always maintain a sense of professionalism as a Public Servant and as described in the Code of Conduct
Being part of the Oranga Tamariki team	<ul style="list-style-type: none">- Actively and positively participate as a member of the site team.- Proactively look for opportunities to improve the operations of Oranga Tamariki.- From time to time, you may be required to perform other reasonable duties as requested by your manager.- Comply with and support all health and safety policies, guidelines, and initiatives.- Ensure all incidents, injuries and near misses are reported into our H&S reporting tool.- Comply with all legislative and regulatory requirements and report any breaches as soon as they become known.- Adhere to all Oranga Tamariki procedures, policies, guidelines, and standards of integrity and conduct.- Demonstrate a commitment to and respect for the Treaty of Waitangi and weave these into your work.

KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none">- Practice Manager- Social Work Supervisors- Coordinators- Social Workers- Other Practice Resource Assistants- Oranga Tamariki staff
External	<ul style="list-style-type: none">- Public, State sector and other organisations- Service Providers and suppliers- Local community groups, networks and social service agencies- Local Iwi social services- Tamariki, rangatahi, whānau and caregivers- General Public

QUALIFICATIONS & EXPERIENCE

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Qualifications	<ul style="list-style-type: none">- An interest in, or studying towards relevant tertiary qualifications.- A clean, current full driver's licence is essential and a willingness to drive the Ministry's vehicles.
Experience	<ul style="list-style-type: none">- Working in the community assisting or supporting people in need.- Experience in dealing with emotional situations and being empathic to people's challenges and stresses.- Excellent verbal, written and interpersonal communication skills.- Demonstrated ability to work in collaborative peer and other stakeholder relationships.
Skills	<ul style="list-style-type: none">- Intermediate level competence in the use of the Microsoft Office suite, particularly Microsoft Word, Outlook, Excel and PowerPoint- Well-developed written and verbal communication skills and effective interpersonal skills.- Ability to maintain demeanour in emotionally complex situations.- Calm professional demeanour, with the ability to maintain performance under stress.- Effective organisation, planning and time management skills.- The ability to manage sensitive and confidential information in an appropriate manner.- Works to resolve problems, conflicts or differences by finding areas of agreement that benefit the organisation and individuals.- Commitment towards positive outcomes for children, young people, and their families- Understanding and appreciation of cross-cultural issues and concerns, in particular, knowledge of tikanga Māori, and Pacific peoples' culture
