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| Position Description | |
| 1. **Position Title:** | 1. Family Start Worker |
| 1. **Support Function:** |  |
| 1. **Reports to:** | 1. Family Start Supervisor |
| 1. **Last review date:** | 1. 2018 |

*“In the first 1000 days we make the difference of a lifetime”*

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| Plunket Strategy |

The Plunket Strategy 2016-2021 is focused on making a difference for New Zealand children and whānau in their first 1000 days of life. To achieve this vision, we aim to be a cohesive and great national organisation grounded in evidence and best practice, with the needs of New Zealand families and whānau at the very centre of everything we do.

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| Overview of the Operations Support Function |

This role falls within the ‘Operations’ part of Plunket, which holds collective accountability for the delivery of all Plunket services across New Zealand. As a member of Operations you will contribute to national and local initiatives to ensure the achievement of Plunket’s vision and strategic goals. This will be include partnering with key stakeholders, service delivery excellence, innovative service development, revenue stream development and continuous improvement in the quality our services and how we deliver them.

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| Purpose of the Position |

The Family Start Worker is accountable for delivering an intensive home-based service for vulnerable families and whanau that focuses on improving health, education and social outcomes for children.

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| Dimensions of the position |

**Responsible to:** Family Start Supervisor

**Responsible for:** N/A

**Delegations:**The position’s full delegations are set out in the Schedule of Delegations and may be amended from time to time.

**Functional relationships:** *To follow are the main positions that this role will coordinate with; they are not meant or intended to be exhaustive, exclusive or limiting:*

**Internal:**

* Managers and staff in Operations Business Unit at local, regional and national level
* Well Child services staff
* B4SC Clinical Services staff
* Community Development & Volunteers staff
* All remaining Plunket Business Units
* Relevant Plunket Boards
* Local Plunket Volunteers

**External:**

* Sub-contractors at CE level (eg Maori and Pacific providers)
* District Health Board
* PHO’s
* Ministry of Health
* ECE’s, pre-schools, kindergarten centers
* Relevant local community agencies
* Local stakeholders as appropriate

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| Key accountabilities  (Some will be unique to the position; others will be common across the organisation and level within the organisation.) |

**Business as Usual:**

Ensures the Family Start service receives appropriate referrals. Relationships with key referral stakeholders are supported and developed. Feedback from referral stakeholders is incorporated into service planning and delivery of service.

Ensure that referrals to other agencies are made where appropriate.

Maintain positive working relationships with key internal and external stakeholders that support and build the reputation of Plunket and the Family Start programme. Whanau workers maintain the values and principles of Family Start programme. Whanau workers undertake weekly clinical supervision.

The child/ren’s health and well-being is always at the forefront. All needs assessments are made jointly with the family. Interventions and resources are appropriately identified to assist and meet the needs of the family. Develop measurable action plans jointly with the family, implement and review regularly.

Family Start programme is to be delivered in accordance with the Family Start manual and Plunket policies and procedures.

Ensure quality, timely and accurate recording of information to contribute to the Family Start key performance indicators via case notes.

Meet and maintain contract targets and requirements.

Operate effective and efficient procedures in accordance with Plunket’s policies and procedures and consistently with the Treaty of Waitangi.

**Leadership:**

* Embed One Plunket principles and role model desired culture and way of working.
* Provide effective leadership to the Family Start team.
* Leading and living Plunket’s values helping to build the desired culture and way of working.

**Health & Safety**

* Ensure the workplace is healthy and safe for staff and visitors
* Actively lead and promote Plunket health and safety policies and procedures
* Ensure national policies, processes and guidelines are adhered to

**Position description and scope of duties**

The job holder is expected to perform such other duties as can reasonably be regarded as incidental to the position description, and such other duties reasonably within their experience and capabilities as may be from time to time assigned following consultation.

Once appointed a programme of work will be developed with the appointee that will set out the specific tasks and time frames to achieve the key deliverables for this position. Progress will be monitored through Plunket’s Performance and development programmes.

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| Person Specification |

**Knowledge, Skills and Experience (including Technical Competencies)**

Qualifications

Must hold a recognised Degree level qualification under the current requirements of the Social Workers Registration Act 2003 or Early Childhood, or Health and;

* Be registered within the relevant qualified field or
* Have met the competency requirements of the Social Workers Registration Act 2003 or
* Have registration under the conditions of section 13 of the Social Workers Registration Act 2003

Skills & Experience

* At least three (3) years practical experience in service delivery to children and their families.
* Able to work in diverse and sometimes challenging situations
* Knowledge, understanding and experience of Early Childhood evidenced based parenting strategies.
* Awareness, understanding and knowledge of working with a variety of cultures including Tikanga Maori
* Strong communication skills
* Boundary setting skills
* Proven ability to be flexible, innovative, and motivated
* A team player, willing to support others to develop their skills

Other requirements

* A clean, current, full NZ driver’s licence.

**Competencies**

**ACE-Ability**

Plunket’s behavioural competency model is made up of three dimensions of personal behaviour - Connection to Plunket, Adaptability and Emotional Maturity.

***Adaptability***

**Thinking**

* Is comfortable with complexity and can think through operational problems and difficulties
* Can see beyond the immedicate problem to identify new, sustainable opportunities
* Keeps perspective and is pragmatic and solutions focused
* Able to accept and work with ambiguity and change

***Interpersonal***

* Is committed and capable of expanding professional/social networks
* Is strong enough to confront and deal with difficult people/issues
* A self-starter who can support and motivate key managers and staff

***Connection to Plunket’s Direction***

* Has a high level of energy and commitment to achieving Plunket’s vision
* Has a broad range of engagement
* Is committed to adapting and improving their own practice
* Is committed to growing the business and developing relationships

***Emotional Maturity***

* Is non-reactive and objective and maintains a high level of integrity
* Understands the degree of influence in their role
* Understands own limitation