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| Position Description | |
| 1. **Position title:** | 1. **Family Start Worker** |
| 1. **Business unit:** | 1. Business Operations Unit |
| 1. **Location:** | 1. Palmerston North/Manawatu |
| 1. **Last review date:** | 1. April 2018 |

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| Business Unit overview |

The Operations Business Unit ensures Plunket’s relevance to all communities, in line with Plunket’s organisational goals, vision and strategic direction. It holds collective accountability for the delivery of all Plunket Services, the leadership of national and local initiatives and contribution to the wider leadership team of Plunket to ensure the achievement of Plunket’s vision and strategic goals. This will be achieved through engagement, service delivery, service development and innovation of service, funding stream development and continuous improvement. The business unit is responsible for working with the relevant Plunket Boards, Plunket Groups and external stakeholders to provide relevant services to improving the health outcomes for children and their families.

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| Purpose of 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:** Nil

**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.

**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 level 7 Degree 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 license.

**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 beyond the operational
* Can look beyond face value to see possibilities from different angles and viewpoints
* Keeps perspective
* Accepts and able to work with ambiguity and change

***Interpersonal***

* Is committed and capable of initiating and broadening professional and social networks
* Holds courage to face and deal with difficult people and issues

***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

***Emotional Maturity***

* Is non-reactive and objective
* Understands the degree of influence in their role
* Understands own limitations