

Job Description

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| Job Title: | Family Start Worker |
| Function: | Operations |
| Reports to: | Family Start Supervisor |
| Last review date: | July 2020 |

He huanui orange mo ngā mokopuna whakatipuranga roto i ngā hapori heke iho, heke iho -
Setting the path of wellness in our communities for the early years, for generations to come.

Whānau Āwhina Plunket – who we are and what we are about

Whānau Āwhina Plunket is a charity organisation and the largest service supporting the health and wellbeing of tamariki under-five and their whānau in Aotearoa. We're proud to visit over 80% of all newborn babies in Aotearoa and to support pēpē, tamariki and their whānau.

We aim to be a cohesive and effective national organisation grounded in evidence and best practice, with the needs of New Zealand whānau and families at the centre of everything we do.

Our Whānau Āwhina Plunket Goals are:

Pae Ora: Healthy Futures:

- **Mauri Ora:** Healthy babies and children
- **Whānau Ora:** Healthy confident families
- **Wai Ora:** Healthy environments and connected communities

We are on a pro-equity journey where we strive to give life to Te Tiriti o Waitangi principles of Tino Rangatiratanga, partnership, active protection, equity and options in our mahi/work to ensure healthy tamariki, confident whānau and connected communities.

Whānau Āwhina Plunket Values

In this role you will be expected to operate in a way that embodies and demonstrates Whānau Āwhina Plunket values as follows:

- **Māia** – to be courageous and lean into discomfort and challenge as we walk the path of pro-equity
- **Tūhono** – to connect and stand in relationship in calm and safe spaces (āhuru Mōwai)
- **Manaaki** – to care, love, nurture, support and mana enhancing. Respects mana atua, mana tīpuna, mana whenua, mana tangata
- **Māhaki** – to be humble as we share our knowledge experience to understand and learn from each other and foster trust.

Overview of the Operations Team

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.

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.

Key Dimensions of the Position

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:

- Operations team
- B4 School and Clinical kaimahi
- Volunteers

External:

- Contractors, e.g., District Health Board, PHO's, Ministry of Health, ECE's, Pre-schools, kindergarten centres, local community agencies.

Key accountabilities

Responsibilities

- 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

- Manage own personal health and safety, and take appropriate action to deal with workplace hazards, accidents and incidents
- Ensure own and others' safety at all times and observe health and safety practices in all workplace activities
- Understand the responsibility individuals and their manager play in health and safety
- Team training is up-to-date and all team members can demonstrate actions in an emergency that are specific to the workplace and are designed to keep individuals safe
- Comply with relevant safety legislation, policies, procedures, safe systems of work and event reporting
- Identify and report all incidents, accidents, and near misses in accordance with policy.

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.

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.

Person Specification

Qualifications and Background

The Family Start Worker will ideally possess the following technical skills/knowledge and personal attributes:

Technical Skills

- 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 or,
 - Be able to be registered within a relevant field.
- A clean, current, full NZ driver's license.

Experience

- At least three years practical experience in service delivery to children and their families
- Able to work in diverse and sometime 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 Māori.

- Proven ability to be flexible, innovative, and motivated,
- A team player, willing to support others to develop their skills.

Skills

- Strong communication skills
- Boundary setting skills.

I have read and understood the above position description and accept all the above responsibilities incorporated herein.

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| Role Title | Date |

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| Manager Title | Date |