



TE AKA ORA CHARITABLE TRUST

Practice Leader Social Work

Position Description¹

Position Title: Practice Leader Social Work

Reports to: Chief Executive Officer through Operations Manager

Location: 9 Temple Street, Gisborne and all off-sites, within Tairāwhiti-Hawkes Bay Communities

Accountability: Chief Executive

Vision: In everything we do, we strive to embody the qualities of Mihingaretanga – the love, faith and hope modelled by Te Karaiti

Mission: To support whānau to identify their strengths and aspirations to meet their own needs, and to work with other to mobilise resources that may realise the inherent potential in the communities we serve.

Functional Relationships: TAO colleagues; staff/students of schools serviced by the position; whānau; Police; Oranga Tamariki Services; Social, health and community agencies and other child/youth services.

Working Hours:

Contact with Staff, Whānau and Community will be flexible but majority of hours will be between 8am-5pm Monday – Friday, with occasional support in the weekend if and when required. Planning, preparation, meetings, training and networking will usually take place during the normal working week.

¹

Primary Purpose of the Position:

1. To support the social service team practice throughout the organisation.
2. To enhance life outcomes for children, young people and their whanau, whose social and family circumstances place at risk their chances of achieving positive education, social and health outcomes.
3. To support the provisions provided through early intervention service delivery to children and their families/whānau.

The Practice Leader will work collaboratively work with staff within the agreed protocols and support data care systems.

Lead professional practice	<ul style="list-style-type: none"> ➤ Ensure a clear focus on key strategic practice priorities ➤ Lead, influence, and support Social Work Supervisors and Social Workers to exercise professional expertise, decision making and judgement. ➤ Identify areas needing practice improvement and work with the management team to implement strategies/plans to strengthen practice ➤ Facilitate the implementation of practice initiatives/tools/systems. ➤ Ensure practice policies are promoted, enhanced and adhered to. ➤ Ensure that all activities maximise the key principles identified in the Children, Young Persons and their Families Act’s 1989 and Oranga Tamariki changes.2017. ➤ Support provisions for Supervision within the organisation.
Build team social workers capability	<ul style="list-style-type: none"> ➤ Lead, in conjunction with the Operations Manager as part of the Workforce Planning process, the development, implementation and evaluation of the site Professional Development Plan. ➤ Provide leadership and influence to facilitate transfer of learning from training and other learning opportunities. ➤ Mobilise, in conjunction with staff, local opportunities for continuing professional development that will give effect to site and individual Professional Development Plans ➤ Strengthen the climate of critical thinking and reflective supervision on site ➤ Support to induct new staff into the SW practice centre and maintain knowledge currency within the site ➤ Support the Management Team in the establishment and functioning of effective Community Support opportunities
Site and Role Responsibilities	<ul style="list-style-type: none"> ➤ As a member of the Practice Team, provide collective responsibility

	<p>for management and direction of service delivery performance.</p> <ul style="list-style-type: none"> ➤ Identify trends and developments in practice and, in conjunction with Manager, apply a continuous improvement approach to service delivery. ➤ Escalate service delivery risks to management as needed. ➤ Ensure that activities comply with all relevant legislation and ethical and industry standards. ➤ Manage and maintain all Client Database systems for all services. ➤ Assist and support with submission of Contractual reporting on an as needs basis. ➤ Develop and maintain Training schedules for staff which align with registration compliance and Te Aka Ora Values and Mission.
--	--

Appointee Specification

Knowledge and Experience

- Extensive successful experience in a supervisory or advisory role within a service delivery operation in social work services or comparable organisation.
- Demonstrated evidence of practice leadership
- Knowledge and/or experience of contemporary issues in social services delivery.
- Experience in and demonstrated ability to use influence to improve practice.
- Demonstrated commitment to the knowledge base underpinning social work practice (the practice frameworks) and the ability to communicate this effectively to others
- Demonstrated experience in managing complex practice and casework.
- Demonstrated ability to work in collaborative peer and other stakeholder relationships.
- Academic commitment to on-going learning and development.
- A sound knowledge of relevant legislation.

Skills and behaviours

The incumbent needs to demonstrate:

- An ability to influence action in areas for which they have responsibility but not line management authority
- Ability to strengthen critical reasoning resulting in sound decision making
- Strengths-based leadership, with the ability to collaborate with others across the spectrum of regional functions, to achieve mutually agreed goals
- Building and maintaining rapport with others based on their own integrity and honesty, demonstrating effective interpersonal skills
- Sensitivity towards Maori, Pacific Peoples and other cultures
- Commitment towards positive outcomes for children, young people and their families.
- An ability to work to resolve conflicts or difference by finding areas of agreement that benefit the organisation and individuals

- Understanding of the social services environment and the complexity of pressures that can impact on staff.
- Resiliency and ability to recover from setbacks and work under pressure
- Experience in leading and managing change.
- Excellent verbal, written and interpersonal communication skills; ability to communicate complex ideas to a variety of audiences.
- Appreciation of the political aspects of Oranga Tamariki work
- Computer literacy.

Qualification

- A relevant tertiary qualification in social work is essential.
- Current registration with the Social Worker Registration Board.
- A current, “clean” driving licence is essential.
- Post Grad Dip –Supervision or enrolled in a suitable programme

Competencies

Essential Competencies

Competencies	Descriptors
<p>1. Leadership</p> <p>The ability to inspire and communicate a compelling vision which generates enthusiasm and commitment to the organisation’s goals.</p>	<ul style="list-style-type: none"> • Demonstrates the organisation’s vision, values, principles and strategic goals; • Demonstrates the ability to maintain a work environment which people find supportive and stimulating; keeps the team focused on the desired outcomes.
<p>2. Service Delivery</p> <p>The ability and desire to focus attention on meeting the needs of all CYF’s clients and to ensure service delivery standards are met or exceeded.</p>	<ul style="list-style-type: none"> • Works to exceed client expectations; • Contributes to the development and implementation of a client-focused strategy; • Monitors client satisfaction; monitors service standards and implements cost-effective ways to improve service quality; • Identifies potential setbacks or obstacles to meeting clients needs; • Improves others’ ability to meet client needs across a region.
<p>3. Continuous Improvement</p> <p>The ability to review, develop and improve systems, processes and services in order to maximise organisational performance and support the achievement of the Department’s strategic goals. This includes the ability to lead and drive change and to support others through change processes.</p>	<ul style="list-style-type: none"> • Often questions the status quo and looks for better ways of doing things; • Is prepared to initiate improvements, mainly within local work area; • Is generally enthusiastic about changes which may lead to improvement; responds positively to change; • Communicates changes to others and provides advice on how to respond.

<p>4. Knowledge and Experience</p> <p>The willingness and ability through self and peer review to further develop, maintain and enhance current levels of technical knowledge, skills and expertise.</p>	<ul style="list-style-type: none"> • Maintains a high level of technical and professional skills/knowledge in position-related areas; • Keeps abreast of current developments, trends, best practice systems, methodologies and principles in areas of expertise; • Improves efficiency by examining own processes and work methods and designs new methods where established methods and procedures are not applicable or unavailable; • Learns from errors and as a consequence improves processes and systems; • Identifies a need for and knows where or how to gather information.
---	--

Essential Competencies

Competencies	Descriptors
<p>5. Impact & Influence</p> <p>The ability to seek and gain mutual understanding in a variety of situations in order to develop effective relationships and to influence favourable outcomes for the organisation.</p>	<ul style="list-style-type: none"> • Demonstrates strategies or means for influencing others • Takes time to build credibility with external parties • Recognises that not everyone responds to the same approach and adapts an approach to appeal to different groups
<p>6. Problem Solving</p> <p>Be ability to apply an objective, logical and systematic approach to understand an issue or problem and to make a decision or to develop a recommendation or solution.</p>	<ul style="list-style-type: none"> • Acknowledges and identifies straightforward problems and issues; • Is able to define and break down issues into clear and logical steps to develop a range of solutions; • Tends to problem solve alone, but attempts to listen to others' ideas; • Prioritises appropriately although in a task focused way.
<p>7. Team Orientation</p> <p>Teamwork is working collaboratively with others and actively committing to be part of the team. It involves developing trust between team members and following through on commitments made to the team.</p>	<ul style="list-style-type: none"> • Keeps people up to date and informed by sharing all useful information; • Works effectively with other team members and is able to gain acceptance as part of the team effort; • Recognises individual strengths and weaknesses in order to achieve objectives by working together; participates willingly and aims for consensus.
<p>8. Strategic Focus</p> <p>The ability to stand apart from day-to-day activities and take a broad or long-term perspective. This includes the ability to define a future view of the organisation and to identify broader strategic and conceptual issues for planning and decision making</p>	<ul style="list-style-type: none"> • Is clear on the direction of own service area and how it relates to the whole organisation; • Is aware of current trends, threats and opportunities, usually externally generated rather than generated by self; • Considers the medium term issues when planning and choosing a course of action.

Desirable Competencies

Competencies	Descriptors
<p>9. Results Orientation</p> <p>The ability and desire to achieve effective results, and work towards or exceed an agreed goal.</p>	<ul style="list-style-type: none"> Plans and achieves required results on tasks; Demonstrates an ability and preference to act independently in familiar situations; manages priorities; Takes on challenging tasks; works for a sense of accomplishment.
<p>10. Integrity</p> <p>The ability to maintain confidences and trust, and to act in an honest, ethical and professional manner. This also includes operating with credibility in any situation.</p>	<ul style="list-style-type: none"> Displays high personal ethics and acts as a role model for the organisation; Consistently demonstrates the desired behaviours and has a reputation for trustworthiness; Able to handle situations that involve major ethical dilemmas.
<p>11. Cultural Responsiveness</p> <p>The ability and desire to show cultural sensitivity, awareness and understanding of diversity.</p>	<ul style="list-style-type: none"> Knows how to address issues that impact on clients, employees, stakeholders and communities from different cultural backgrounds; Provides services to clients with sensitivity, understanding, and respect for the client's culture; Works in ways that enhance consultative relationships with different cultural groups and acts on opportunities to engage with them; Is able to participate confidently and competently in situations that involve processes, systems and organisations based on 'Matauranga Maori'.
<p>12. Christian Service Context</p> <p>Understands the principles and conventions of Anglican Services and the constitutional, legal and politically neutral framework in which one works in the Christian social Services. This includes recognising the impact of future environmental, economic, and social developments and trends on public sector policies, processes and methods.</p>	<ul style="list-style-type: none"> Understands and adheres to current government policies and practices, recognising what the Department is doing and why; Demonstrates sensitivity to the relationships between key players in the Public Service; Is able to see one's own organisation from different perspectives.
<p>13. Stakeholder Engagement</p> <p>The ability to build and maintain effective working relationships with key stakeholders in order to enhance understanding and co-operation to achieve desired results.</p>	<ul style="list-style-type: none"> Develops networks and relationships with individuals and agencies that have a role to play in meeting clients' needs; Facilitates individuals working together by identifying common goals, encouraging collaboration and joint ownership of ideas and approaches; Understands and helps others to understand one's own organisation and how it interfaces with other agencies and community organisations.