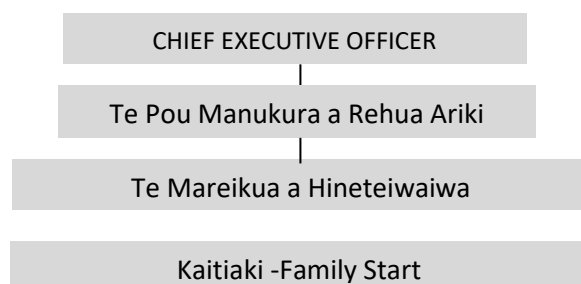


Position Description



POSITION TITLE	Kaitiaki - Family Start-(Te Wahakura o te Hineiwaiwa)
LOCATION	Whakatane
REPORTS TO	
PURPOSE OF POSITION	<ol style="list-style-type: none"> To work in partnership with families/whanau to improve health, education and social outcomes for their tamariki To act at all times in accordance with the mission, values and policies of NASH and within appropriate professional standards.
NASH VISION	Te Pou Maataho! – Optimum Health and Wellbeing.
NASH MISSION	To achieve prosperity and well-being for our whanau and our communities, we service through a high performing organisation.
NASH VALUES	<p>Tika – working with integrity</p> <p>Whakapono – working toward the vision/genuine intent</p> <p>Aroha – compassion and regard for others</p>

REPORTING STRUCTURE



RELATIONSHIPS

Internal

- CEO
- Service Managers
- Care and Protection Co-ordinator
- NASH Staff
- NASH Trustees
- Ngati Awa uri and Marae

External

- Other Iwi
- Key Stakeholders
- Funding agencies
- Government agencies
- Local government agencies

FAMILY START

Programme Overview

Family Start is a child-centred, intensive home visiting programme that focuses on improving tamariki/children's health, learning and relationships, family/whanau circumstances, environment and safety.

The programme supports families/whanau who struggle with challenges or problems that put health, education and social outcomes for their children at risk. Participation by families/whanau in the programme is voluntary

Family Start operates on a strength-based approach of working with vulnerable children and families/whanau. Strength based practice emphasises people's self-determination and strengths. It is a philosophy and a way of viewing clients as resourceful and resilient in the face of adversity. It is client led with a focus on future outcomes. Within this approach careful attention must be paid to maintaining a balance between supporting parents and ensuring child safety is paramount.

Programme Goals

- To support vulnerable children and reduce maltreatment
- To promote health and education outcomes

An important part of the Family Start programme is to encourage uptake of Well Child/Tamariki Ora health services, immunisation and health/oral screening and early childhood education from 18 months of age.

KEY ACCOUNTABILITY	PERFORMANCE GOALS/EXPECTED RESULTS
<p>INITIAL CONTACT & ACCEPTANCE</p> <ul style="list-style-type: none"> ▪ Contact made with whanau ▪ Clear Information is provided to whanau on Family Start programme core service delivery components including <ul style="list-style-type: none"> ▪ Importance of regular home visits ▪ Importance of parenting as an integral part of FS (parenting resource) ▪ Strength and Needs Assessment ▪ Use of Child Safety Tools (CST) ▪ Child Family Plans (CFP) ▪ Whanau are informed of the next steps should they be accepted onto Family Start. ▪ Informed consent is obtained and complaints procedure explained to whanau ▪ Client rights and provider rights are explained and a copy left with the whanau ▪ Urgent needs to whanau are responded to at the earliest possible moment ▪ Referrals are made to other agencies with the agreement of the whanau, if not accepted onto Family 	<ul style="list-style-type: none"> ▪ Contact is made with whanau within 5 days of receiving the referral ▪ Files and database indicate: <ul style="list-style-type: none"> ▪ relevant information has been given to the whanau ▪ whanau informed of next step in process ▪ Copy of informed consent is on file ▪ Documentation on file confirming complaints procedure explained to whanau ▪ Whanau have formally signed agreeing to participate on the programme ▪ Evidence whanau have received a copy of their rights and the provider's rights ▪ Urgent needs addressed and documentation on file ▪ Reason for declining acceptance to the programme is formally noted. ▪ Referrals to another agency are formalised and copy is retained on file ▪ Referrer is formally advised of outcome of referral
<p>STRENGTHS AND NEEDS ASSESSMENT</p> <ul style="list-style-type: none"> ▪ Strengths and needs assessment is completed by due dates. ▪ Strengths and needs assessments do not appear as overdue items in the database. 	<ul style="list-style-type: none"> ▪ First formal strengths and needs assessment will be completed within 6 weeks of the whanau being made active ▪ Assessments repeated every three months ▪ SNA informs Child Safety Tools and Child Family Plan ▪ Evidence SNA builds on strengths and identifies progress ▪ There are no overdue strengths and needs assessment appearing in the database

KEY ACCOUNTABILITY	PERFORMANCE GOALS/EXPECTED RESULTS
<p>WHANAU PLANS AND WHANAU PLAN REVIEWS</p> <ul style="list-style-type: none"> ▪ Whanau Plans are developed with the whanau that identifies their needs, reflects and builds on their strengths. ▪ Whanau Plans will outline steps that will be taken and the services that will be provided to increase the capacity of whanau so tamariki receive the best possible start in life. ▪ Whanau Plan Review date is included in each plan. ▪ Contingency Plans are included within the Whanau Plan. ▪ Whanau Plan Reviews are completed and new goals identified. 	<ul style="list-style-type: none"> ▪ Plan formed at completion of SNA ▪ Plans are completed, signed by whanau, whanau worker and supervisor and filed. ▪ Evidence that Plan is reviewed every three months or earlier if required. ▪ Whanau Plan describes actions ▪ Evidence that assessment links to whanau plan. ▪ Contingency Plans are evident in whanau plans. ▪ New goals are identified in new Whanau Plan. ▪ Contingency plans are part of whanau plan.
<p>HOME VISITS</p> <ul style="list-style-type: none"> • Whanau are to be visited as per Family Start requirements: <ul style="list-style-type: none"> • New clients – weekly visits • High Intensity – weekly visits • Medium Intensity – fortnightly visits • Low Intensity – fortnightly visits • A Home visit needs to include: <ul style="list-style-type: none"> • An update on the whanau situation • Ongoing assessment of risk • Interactive parenting component with primary caregiver and child present. • Focus on child including developmental progress, observations or interactions between them and their parents/caregivers • Discussion with parents/cargivers about their own situation, particularly needs that impact on parenting. • Regular review of CFP • All visits that are rescheduled are to be noted on the non contact form. • Case notes are to be entered into FS Net or any other client management system used by the organisations. 	<ul style="list-style-type: none"> ▪ Home visits take place in primary place of residence and child is sighted at each visit. ▪ Home visit casenotes evidence that visits are planned and purposeful. ▪ All whanau on caseload are to receive visits as required. ▪ Evidence on file and in client management system that this has occurred. ▪ Evidence that changes to appointments have been rescheduled and noted. ▪ Database is up to date. ▪ All information is entered into database by end of the week the visit was made. ▪ Case notes are entered into within 48 hours of the home visit being made.
<p>CHILD SAFETY TOOLS</p> <ul style="list-style-type: none"> ▪ Child safety tools are completed for every whanau. The Child Safety Tools will be completed during the strengths and needs assessment process and then 3 monthly. ▪ Whanau are to be informed of the Child Safety Tools before implementation. ▪ Where concerns are identified, safety plans are developed and put in place. 	<ul style="list-style-type: none"> ▪ Child Safety Tools are completed and on file. ▪ Evidence that Tools have been completed to meet the required timeframes. ▪ Supervisor sign off has been gained on all completed Child Safety Tools. ▪ Evidence discussion has occurred where there are concerns regarding child safety. ▪ Safety plans are developed and in place for all whanau where concerns are identified
<p>KEY PERFORMANCE INDICATORS (KPIs)</p> <ul style="list-style-type: none"> ▪ The KPIs set are achieved. ▪ Areas of non-achievement are identified with Supervisor and a plan with timeframes for achievement is put in place. 	<ul style="list-style-type: none"> ▪ Evidence KPIs are being achieved. ▪ Monthly FS report . ▪ Plan is developed. ▪ Evidence of improvements in areas of non performing areas.
<p>EXITS</p>	

KEY ACCOUNTABILITY	PERFORMANCE GOALS/EXPECTED RESULTS
<ul style="list-style-type: none"> ▪ Whanau Plans are reviewed prior to a planned exit. ▪ Whanau encouraged to complete Family Start survey providing feedback that will enable improvements to service delivery to be made 	<ul style="list-style-type: none"> ▪ Formal review of whanau plans completed prior to any exit from Family Start. ▪ Survey given to whanau prior to exiting service.
<p>PROFESSIONAL DEVELOPMENT</p> <ul style="list-style-type: none"> ▪ Professional development plan is completed and agreed with Supervisor and Manager. ▪ Areas for development included in plan link to role in Family Start. <p>Supervision is attended weekly</p>	<ul style="list-style-type: none"> ▪ Plan completed and signed off appropriately. ▪ Training is completed as approved. ▪ Evaluation of training completed. ▪ Supervision contract is in place and signed appropriately. ▪ Supervision records are kept. ▪ 1.0 hour supervision completed per week.
<p>CULTURAL SENSITIVITY</p> <ul style="list-style-type: none"> ▪ Undertakes appropriate training in regards Te Pou Mataaho and any other appropriate training approved by management as required ▪ Works in a way that promotes and ensures culturally appropriate practices 	<ul style="list-style-type: none"> ▪ Evidence training attended and completed ▪ Evidence learning is put into practice ▪ Cultural protocols are observed and practice is not contrary to tikanga of Te Tohu O Te Ora O Ngati Awa
<p>SITE MANAGEMENT/ADMINISTRATION</p> <ul style="list-style-type: none"> ▪ Complies with requirements for collection of statistical data ▪ Ensures all data entered into FS Net and Exess Client management systems is accurate and up-to-date ▪ Maintains client caseload, keeps accurate records, and prepares confidential reports as required ▪ Electronic systems are used for recording appointments and booking of resources including vehicles. ▪ Attend Family Start and monthly Staff hui. ▪ Is familiar with the policies and procedures of the service and organisation and adheres to these guidelines 	<ul style="list-style-type: none"> ▪ All data entered into FS Net and Exess or any other client management system by 8th of month following end of the month. ▪ Data is accurate and up-to-date. ▪ Files are accurate and up-to-date. ▪ All cases are seen as required. ▪ Appointments are entered into electronic calendar in Microsoft Office ▪ Vehicle booking and resource booking systems are used as required ▪ Minutes indicate attendance at Family Start and Staff hui. ▪ No evidence of non compliance

PERSON SPECIFICATION

QUALIFICATIONS AND EXPERIENCE

- a qualification and experience relevant to working with tamariki and their whanau ie. social work, education or health
- ability to make crucial decisions involving safety and wellbeing based on their professional judgement, therefore must have appropriate knowledge and skills to carry out their roles safely and in partnership with others in the workforce.
- must have a clean Police Vetting status
- a full current clean drivers licence

INTERPERSONAL STYLE

- Is thoughtful, resilient, calm and stable in challenging situations
- Shows initiative, decisiveness and openness
- Has excellent oral communication and written skills
- Is open, honest and approachable
- Negotiation, advocacy and facilitation skills

RELATIONSHIP MANAGEMENT

- team player and able to work well in a team environment
- ability to develop and maintain good working relationships at all levels with clients and Te Tohu o Te Ora o Ngati Awa Staff
- respect for confidentiality and discretion; ability to deal with sensitive issues.
- ability to build rapport and trust with whānau
- ability to build and maintain positive relationships with professionals to support access to services for whanau
- an understanding of the impact of trauma, adolescent brain development and youth development approaches
- an understanding of disability, mental health, substance abuse and the impact these can have on a young person’s life
- cultural competency and demonstrable knowledge and skill about kaupapa Māori, te reo Māori, Te Tiriti o Waitangi and Pacifica protocols.
- behaviour management / conflict resolution skills.

OTHER ATTRIBUTES

- Is very well organised, with the ability to plan and prioritise work demands
- Self motivated – an achiever
- Empathy and patience
- Willing to attend training sessions

JOB DESCRIPTION CREATED / AMENDED

Date: 22 12 2021

SIGNATURES

On behalf of Te Tohu o Te Ora o Ngati Awa: _____ Date: _____
Signature

Employee: _____ Date: _____
Signature