

JOB DESCRIPTION STRENGTHENING FAMILIES CO-ORDINATOR SOUTH CANTERBURY

JOB HOLDER

POSITION TITLE

Strengthening Families Co-ordinator

SERVICE

Strengthening Families Co-ordination – Strengthening Families is a structured process for government agencies and community organisations to work together to improve the social, emotional and physical well-being of vulnerable children and young people and their families/whanau. It provides co-ordinated support for families dealing with more than two government or non –government organisations.

LOCATION

26 North Street Timaru

REPORTS TO

Family Works Manager

HOURS OF WORK

32 hours per week worked from 8.30am to 5pm from Monday to Thursday

ROLE OF POSITION HOLDER

The primary role of the Strengthening Families Co-ordinator is to work with Local Management Groups (LMG's) to identify the children, young people and their families needing support, and help to co-ordinate and deliver appropriate services.

PURPOSE OF THIS POSITION

Strengthening Families Co-ordinators support local solutions to local problems within a national framework. They encourage government and community agencies to work together to deliver services to families with children or young people at risk. Co-ordinators work closely with Local Management Groups to efficiently deliver the Strengthening Families services in a way that empowers and achieves positive outcomes for those involved.

FUNCTIONAL RELATIONSHIPS

Family Works Manager
Presbyterian Support South Canterbury /Family Works staff
People, their family/whanau and support networks
Local Management Group for Strengthening Families (LMG)
Agencies/individuals from government sector services
Community organisations and groups
Government and other Contracting agencies

APPROVED BY

Chief Executive Officer

Agreed to by:

Signed: Date :

PERSON SPECIFICATION STRENGTHENING FAMILIES CO-ORDINATION POSITION

QUALIFICATIONS:

The appointee should have:

Technical/Professional Knowledge and Experience

- Knowledge and/or experience of children's behavioural and developmental issues.
- Sound working knowledge of how key agencies work with families in the social/health/education and youth justice sectors, including an awareness of current resources and services.
- Understanding of social work processes.
- The ability to work across government and community sectors, including working with iwi and with other ethnic groups.
- The ability to mix professionally and build effective relationships at all levels both within the Ministry and with outside agencies and clients.
- Knowledge and understanding of the Treaty of Waitangi.
- Project management skills.
- Experience, and demonstrated ability, in coordinating services.
- Well-developed communication and networking skills.
- Excellent organisation, record keeping and time management skills.
- Computer skills are desirable.

Attributes/Success Factors

- Well-developed communication skills - in all fora but particularly oral and written
- Well-developed relationship management skills - able to establish, build and maintain effective working relationships, able to develop extensive networks
- Excellent Interpersonal skills– able to adapt to the needs of the audience, able to mediate, facilitate and negotiate key outcomes for all parties
- Excellent organisation, record keeping and time management skills– able to prioritise, schedule and work systematically, achieves/meets competing deadlines without compromising quality
- Strong client focus – adapts approach to meet needs, looks to create the best outcome for all, anticipates needs and responds appropriately
- Exercises sound judgement and political sensitivity
- Flexible, adaptable and pragmatic
- Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected

Other Requirements

- Willing to travel to fulfil job requirements
- Holds current drivers licence.
- Flexibility to work out outside normal working hours to meet client needs as required.

PRIMARY OBJECTIVES OF THE POSITION

To enable Presbyterian Support Services (South Canterbury) to deliver Family Works Services in terms of its mission and policies with particular focus on Strengthening Families Co-ordination service.

KEY TASKS AND PERFORMANCE STANDARDS

Key Responsibilities and Functions

<u>Key Tasks</u>	<u>Expected Outcomes</u>
1. Case Management / Facilitation	<ul style="list-style-type: none"> • Coordinates case management meetings in a professional manner from first meeting through to closure, making sure that all administrative and logistical arrangements are timely (either by self or lead agency), and that cases are managed in a way that empowers families. • Facilitates or, ideally, organises for an independent, trained SF facilitator to facilitate, case management meetings. • Reports on review meetings by getting feedback from lead agencies and families. • Receives and screens referrals, and helps the referring field worker to set up the first Strengthening Families meeting. • Provides an accessible phone-in service to workers who have inquiries about Strengthening Families, including how to apply Strengthening Families practice and whether specific cases meet Strengthening Families criteria. • Attends interagency networking meetings with the option of initiating similar meetings as workload permits.
2. Relationship Management and Liaison	<ul style="list-style-type: none"> • Builds and maintains networks with government agencies, community organisations, local authorities, schools and other organisations that have a focus on social development. • Promotes local interagency teamwork so that the Strengthening Families initiative is effective. • Liaises closely with local management group and attends local management group meetings, reporting as required. • Encourages all relevant sectors to have delegated staff member on local management group. • Builds and maintains effective networks with iwi/hapu and other Maori groups. • Builds and maintains effective networks with other ethnic groups as appropriate.
3. Development	<ul style="list-style-type: none"> • Responds to the national Strengthening Families direction and makes it happen locally. • Identifies, clarifies and reviews the needs of people and organisations we work with. • Contributes to the local operational plan and helps local management group to draft it. • Implements and manages the local operational plan. • Responds to changes and initiatives proposed by local management group where reasonably practicable. • Participates in local cross-agency initiatives to further the goals of Strengthening Families, using own resourcefulness where appropriate. • Identifies and clarifies opportunities for Strengthening

	<p>Families to develop best practice locally.</p> <ul style="list-style-type: none"> • Suggests changes to local methodology and protocols in line with experience and researched best practice. • Manages projects to further the goals of Strengthening Families.
4. Administration and Information Management	<ul style="list-style-type: none"> • Maintains accurate records on the Strengthening Families National Reporter Tool of cases and other aspects of Strengthening Families locally. • Liaise with Family Works administration staff in the provision of administration support to the SF Co-ordination service and the Local Management Group • Provides regular, accurate reporting to the national Strengthening Families programme. • Collects, collates, interprets and synthesises data and information and makes recommendations as appropriate. • Provides local management group with reports from the Reporter Tool on local statistics and trends of local issues • Establishes (where necessary) and maintains electronic and physical filing systems and other administrative tasks as required. • Helps local management group apply for funding (eg, from the Discretionary Fund).
5. Quality	<ul style="list-style-type: none"> • Provides coordination services in a timely and efficient manner. • Maintains standards with regular evaluation and notify the local management group of any major difficulties in a timely manner. • Monitors the delivery of Strengthening Families services, and reports on the achievements against key objectives, standards and guidelines.
6. Promotion	<ul style="list-style-type: none"> • Promotes Strengthening Families process to local community organisations, territorial local authorities, schools and iwi. • Makes sure promotional activity is consistent with the national direction of the Strengthening Families programme. • Keeps informed about local and national developments and updates staff and the local management group about the current status of the Strengthening Families programme.
7. Facilitator Support	<ul style="list-style-type: none"> • Maintains a sufficient pool of neutral facilitators within the area by ensuring that appropriate people are identified and trained. • Coordinates training for facilitators as appropriate, either as a local initiative or with the national trainer. • Provides peer support for facilitators as required.
6. Health and Safety	<ul style="list-style-type: none"> • Is familiar with responsibilities under the Health & Safety Act. • Is familiar with Accident Reporting and Hazard Identification requirements. • Is responsible for ensuring work environment is safe.
7. General	<ul style="list-style-type: none"> • Any other duties as may be required by the Family Works Manager.