



**FAMILY WORKS
DEDICATED INTAKE / REFERRAL SERVICE
CO-ORDINATOR**



JOB DESCRIPTION

- Position:** Dedicated Intake Referral Co-ordinator
- Service:** Dedicated Intake Referral Service
Family Works, South Canterbury
- Hours of Work:** 30 hours per week. Predominately Monday, Wednesday, Friday 5 hours per day, however some level of flexibility will be required and mutually negotiated
- Reports to:** Family Works Practice Leader
Responsible to: Family Works Manager
- Location:** Primary base is 26 North Street, Timaru, will be required to work with families throughout the South Canterbury area.
- Functional Relationships:** Family Works/PSSC Staff
Local agencies and service Statutory/Government Sector and NGO's

Vision: Presbyterian Support South Canterbury:

“The South Canterbury Community is strong, vibrant, safe and healthy”

Mission: Presbyterian Support South Canterbury:

“Supporting People with Quality care and Christian Love”

Values: Presbyterian Support South Canterbury

- ✚ Excellence in service provision
- ✚ Working in Partnership with clients, staff, volunteers and stakeholders
- ✚ Respect - through listening and responding to our community

Vision: Family Works New Zealand:

“Aotearoa is the best place in the world to raise our children, our tamariki”

Mission: Family Works New Zealand

“We want all children/tamariki to flourish so we work to support them and their families and whanau, and to champion their cause in our communities.”

Values: Family Works New Zealand

- ✚ Recognise the strengths inherent in everybody
- ✚ Accessible and non-discriminating
- ✚ Confident and competent to work with people
- ✚ Operate within a Code of Ethics as defined by their profession
- ✚ Work with children, young people, families and whanau and individual adults in respectful relationships
- ✚ Recognise Te Tiriti o Waitangi as the founding document of our nations and for our relationship with Maori, who are ‘tangata whenua’ – the first peoples of the nation
- ✚ Recognise New Zealand as a bi-cultural nation and a multicultural society

Schedule 1

Approved by:
Chief Executive Officer

Date Written: February 2018

Approved by: Michael Parker, Chief Executive Officer

Date Written: February 2018

Agreed to by: Name:

Signature: _____ Date: _____

PERSON SPECIFICATION

QUALIFICATIONS:	<p>The appointee should:</p> <ul style="list-style-type: none"> • Hold an appropriate degree level qualification in Social Work, Counselling or allied health • Be registered or working towards registration
KNOWLEDGE, SKILLS & COMPETENCIES	<ul style="list-style-type: none"> • Experienced in working with children, adolescents and their families and adults, (engagement, assessment, goal setting/intervention, closure) to promote change from strengths based perspective. • A sound theoretical knowledge and experience in the application of multiple modalities/theories/approaches, clear professional practice framework. • Knowledge of the Children, Young Persons and their Families Act 1989, Care of Children Act 2004, Vulnerable Children's Act 2014 and other relevant New Zealand legislation. Understanding of child abuse risk factors and indicators of abuse. • Ability to respond to immediate safety issues for children and adults • Experience in building rapport and relationships, gathering information, through gentle and inquisitive enquiry. • Knowledge/ understanding of Human Development in particular child development. E.g. neuro sequential model, attachment theory • Knowledge/understanding and experience in working with family/whanau dynamics & systems; concepts of trauma and attachment • Knowledge of and experience in working with social problems and risks factors with children/families/adults, i.e. Family violence, child behaviours, parenting theory, understanding of child and adult mental health issues , alcohol and drugs, disability, child abuse and neglect and poverty. • Knowledge and understanding of the key purpose of engagement. • Excellent communication/micro counselling skills, ability to create & maintain positive interpersonal relationships. • Highly developed assessment skills in working with children/adolescents/families/adults • Clear understanding and knowledge of their professional ethics/standards • Demonstrated delivery of culturally sensitive and responsive services to clients, able to identify the articles of Te Tiriti o Waitangi, - and the incorporation of Kawanatanga; Tino Rangitertanga; and Oritetanga into their bicultural practice.
<p>PERSONAL ATTRIBUTES</p> <p>This position requires these listed personal attributes:</p>	<ul style="list-style-type: none"> • Ability to be self-motivated and work independently • To work effectively/collaboratively with colleagues and contribute pro-actively to multi-disciplinary team practice and development. • Demonstrate good organisational and time management skills • Resourcefulness and ability to remain calm and make effective decisions under pressure • Ability to maintain confidentiality • To consistently demonstrate warmth, empathy, genuineness/ congruence, unconditional positive regard, honesty and non-judgemental approach • Ability to reflect on their practice and participate in professional develop and supervision.
OTHER REQUIREMENTS	<ul style="list-style-type: none"> • The appointee will hold a current full driver's licence. • To have some flexibility to work outside normal working hours to meet client needs if required.

OBJECTIVES

To provide an effective, professional, culturally sensitive intake/referral service as part of entry to Family Works Services for children, adolescents, families and adults;

To support clients in accessing services within and external to Family Works, ensuring there is a seamless response to their needs.

KEY TASKS AND PERFORMANCE STANDARDS

KEY TASKS

1. Intake/ Referrals

1.1 To receive and respond to all self/family-referrals via phone, in person, in the clients home or other venue – whichever is best suited to the client's needs.

1.2 To receive and respond appropriately to all referrals from the community, i.e. statutory organisations, community groups and other professionals.

1.3 To gather information to allow for completion of referral/intake information.

1.4 To carry out an intake assessment (inclusive of risk) to determine with the client/s what is required to meet their needs both within and external to Family Works.

1.5 To discuss with client the current level of Family Works service availability

1.6 Develop and Implement a plan of support

- Referral to other appropriate agencies if identified risks are of concern.
- Referral to an alternative community service with client consent. This may either be in writing or supported in person to the other service.
- Referral to Family Works Services
- Short term intervention where appropriate to either reduce the waiting list or to reduce stress for the client/family while they wait for longer term intervention.
- Maintain contact with clients on the waiting list (monthly or more if appropriate) to check on their status and explore/offer any short term assistance where possible – continuing assessment of risk or crisis factors

PERFORMANCE INDICATORS/STANDARDS

1. Intake /Referrals

Referrals are processed in accordance with organisational policy and guidelines

Feedback and Evaluations from referrers are completed and reflect positively on services.

Referrers are notified within the appropriate timeframes as per guidelines

Documentation is complete and correct to allow for processing and meets the required standard.

Assessments clearly identify needs/strengths/ issues/ risks and are appropriately documented.

Clients are engaged with services and evaluations reflect positive engagement.

Plans are documented and address identified needs.

Referral to other services are identified and made as appropriate. (Number of referrals made to other agencies)

Referrals made to Family Workers services

Maintenance of relevant case notes and progress of plan

Clients supported and kept informed of their waitlist status as agreed in the plan

Schedule 1

1.7 To advise referring agency of the acceptance and status of client, service availability and waitlist timeframes to ensure risks of safety are minimised for clients.

1.8 Ensure the positive transition of clients from the intake/referral service to other Family Works Services.

1.9 To refer client's/families successfully to other agencies in the community and provide appropriate support to transition into the identified services.

1.10 To advise the Practice Leader of Intake/Referral information

- status of the waiting list clients, levels of risk and recommendations regarding priority for allocation
- identification of statutory agency referrals

2. Teamwork

2.1 Contributes proactively and positively to the multi-disciplinary Family Works Team and works collaboratively and cooperatively in order to provide the most appropriate social service for the families and clients.

2.2 Attend staff meetings where appropriate

2.3 Share knowledge, skills and information with other team members,

3. External Relationships

3.1 Develop and maintain close consultation and effective working relationships with agencies and individuals within the community especially in the area of children and families.

3.2 Establish strong networks and ongoing relationships to ensure sufficient knowledge of the other professionals, social service agencies and community groups to ensure that appropriate referrals are made

4. Administration/reporting

4.1 Implement and follow Presbyterian Support/Family Works policies, administrative procedures and Family Works practice guidelines

4.2 Maintain efficient, accurate record keeping systems and data bases.

4.3 Provide reporting as required i.e. statistical information/verbal and written reports

5. Health & Safety

5.1 Ensure that the referral/intake service is provided in a safe environment and the health and safety of clients, and staff are protected at all times.

Referrers kept informed and client safety maximised.

Follow practice guide for positive transfers of clients from one service to another.

Evaluations of intake service

Regular reporting to Practice leader and required completion of reporting documentation.

2. Teamwork

Works efficiently and effectively with all team members for the benefit of the clients

Attends and contributes positively/ constructively to Family Works Team and multi –disciplinary team meetings

3. External Relationships

Relationships with the community and with other social services, consistently positive and constructive through evaluation of the Dedicated Intake Service

Regular liaison with other professionals and community. Formal and informal documentation as required

Advocating for clients with other agencies, professionals and community groups

4. Administration/Reporting

All appropriate practice and organisational policies/ guidelines are implemented and complied with.

Records accurate, up to date and presented in the required reporting formats.

Requested statistical information and reports are provided accurately and promptly.

5. Health & Safety

All health and safety policies and procedures are adhered to.

Critical incidents or identified risks of concern are reported to the Practice Leader/ Manager.

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5.2 Explicit consideration of risks involved with client/family meetings (especially home visits) and appropriate documentation of this.

6. Practice Development, Innovations and Quality Assurance

6.1 Ideas for improvements in practice or systems is part of everyday practice and discussion

6.2 To pro-actively contribute to improvements in practice quality and to implement appropriate changes and required improvement plans

6.3 Professional practice is ethical and meets required standards of their professional body

7. Demonstrate a commitment to Professional & Personal Development

7.1 Demonstrate a commitment to professional and personal development through being a reflective practitioner and the participation in regular supervision.

7.2 Maintain continuing Professional Development plans as required by Profession and with the Practice Leader.

7.3 Attend and participate in training appropriate to the position

7.4 Maintain up to date knowledge and skills in their relevant professional practices.

8. General

Undertake such other tasks and duties, as may be required by the Practice Leader / Manager.

All hazards for the Dedicated Intake Service are reported and made safe as a high Priority.

6. Practice Development, innovations and Quality Assurance

Quality plans implemented on time.

Practice/services is evaluated regularly against established quality and outcome measures

Current full membership of agreed professional body

7. Demonstrate a commitment to Personal & Professional Development

Performance objectives agreed and Performance reviewed regularly.

Up-to-date knowledge and skills maintained through regular professional and personal development activities.

Continuing Professional Development plans in place

8. General

Other tasks and duties, which may be required undertaken co-operatively and within timeframes