



Position Description

Position: **Team Leader**

Service: Family Works, South Canterbury

Hours of Work: 40 hours per week

Responsible For: Family Works Services

Responsible to: Family Works Practice Lead

Location: Primary base is 26 North Street, Timaru, will be required to work with families throughout the South Canterbury area.

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 nation 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

Approved by:
Chief Executive Officer

Date Written: January 2026

Primary Purpose of the Role

To provide leadership and management support to enhance the delivery of services and the efficient operation of Family Works Services.

To provide an effective, professional, culturally sensitive social service for children, young persons and their families; to carry out the statutory duties and roles of a Child and Family Support Service and Community Service in accordance with the objectives and principles of the Oranga Tamariki Act 1989. Family Works is an approved Child and Family Support Service and Community Service under Sections 396 and 403 of this Act.

Key Objectives/Outcomes

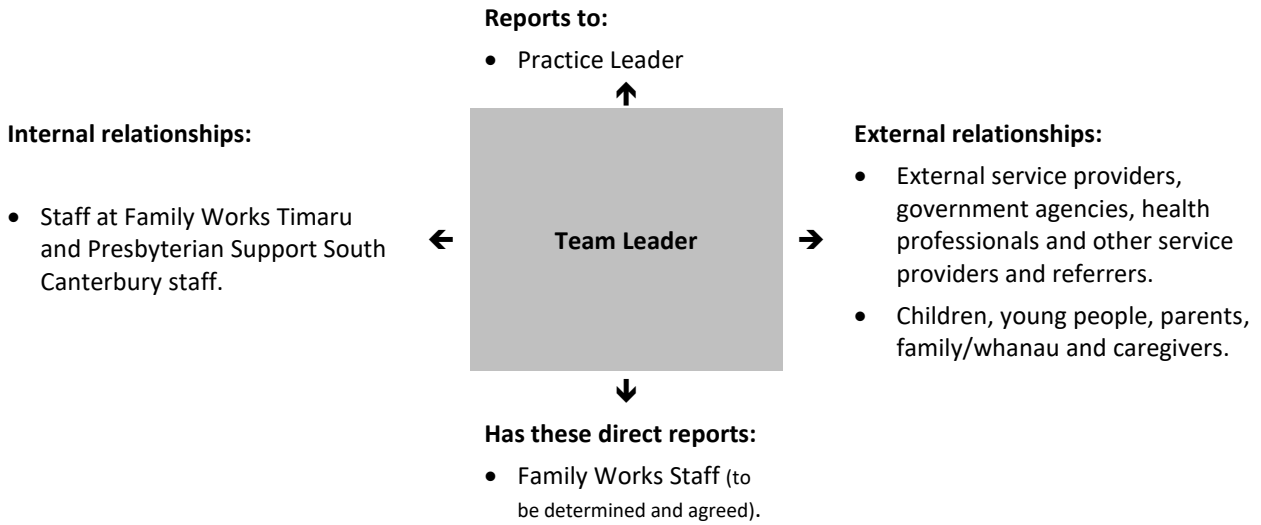
Key Objectives/Tasks	Measures/performance indicators
To provide leadership and management support to enhance the delivery of services and the efficient operation of Family Works Services.	• Ensure Family Works staff practice is compliant with National/Regional Family Works and/or Family Start practice manuals, policies, procedures and systems. • Meet the responsibilities regarding Care and Protection under the Oranga Tamariki Act 1989 and the Vulnerable Children's Act 2014 and any other relevant legislation requirements e.g. Reports of Concern, FGC's, case consultations, multi-disciplinary meetings. Maintain a focus of 'the best interest of the child or young person'. • Assisting in an effective caseload management system in consultation with the Family Works Practice Leader. • Provide supervision to Family Works social workers as required/delegated, ensuring supervision contracts are in place and records of supervision are kept. • Assist with areas of strategic and service development. • Participating in recruitment, appointment, orientation and induction of staff. • As appropriate undertake the management duties in the absence of other Management members.
To provide professional leadership support and supervision to Family Works practitioners and other designated service areas within Family Works, in provision of effective, professional, culturally sensitive service for children, adolescents and families.	• Lead and manage a team and ensure they are supported to achieve high standards of practice. • Ensure that team service contracts are met to a high standard and in a timely manner. • Contribute to service planning and strategic development for the region. • Model best clinical practice and behavior. • To identify strengths and needs of the team and to support staff in their continuing professional development/team development. • To manage conflict/courageous conversations within the team when and if required. • Utilizing a performance appraisal system and other human resource tools to achieve both staff development and organizational goals. • As appropriate, undertake the management duties in targeted areas of responsibility. • Transparent decision making, consultation and communication with staff.
To provide day to day oversight and supervision of the Family Works service team.	• Utilise the Family Works Dedicated Intake Services.

Key Objectives/Tasks	Measures/performance indicators
To carry out and oversee intake procedures for Family Works services if required.	• Framework and maintain accurate intake records. • Respond appropriately to referrals from individuals and other agencies, criteria for service met or referred on/back. • Ensure Family works staff carry out the above tasks appropriately, in a timely manner and in accordance with the agency's policies, procedures and standards. • Ensure intake, allocations and individual staff caseloads are managed to ensure meeting of contractual requirements. • Provision of weekly supervision for the Family Works team. • Organise and lead weekly meetings.
To supervise, coordinate and support staff to provide individual/family casework and social work support for children, adolescents, and families that is appropriately planned and the specific interventions assist clients to develop their own resources, skills and resilience and solutions.	• Clear focus is maintained on child wellbeing, safety, belonging, wellbeing, learning, and connection. • Practice frameworks re mapping strengths, risk assessment/safety plans; issues; assessments, plans, reviews are documented appropriately by the team in a timely manner. • Electronic and paper-based files maintained to requirements.
To review and evaluate with Family Works staff the effectiveness of interventions with the child/whanau. Ensure accurate timely service delivery statistics are kept monitored and analysed.	• Support staff to ensure all client information is completed to required standards prior to closure/exit of service. • Evaluations are complete • Celebrations of achievements and evaluations are completed • Family Works client result measures are reviewed and reported on with individual staff, team and management team.
Operational - delegated responsibility for day-to-day operations, which may include:	• Monitor daily service capacity, staff availability, caseload pressures and workflow priorities, escalating operational risks to the Practice Leader promptly. • Coordinate staff cover, leave arrangements and allocation of work to support continuity of service within delegated authority. • Ensure operational records, rosters, service data and reporting requirements are accurate, current and completed within agreed timeframes. • Progress against service contracts, key performance indicators and agreed teamwork plans is monitored, with corrective action taken or escalated within delegated authority. • Support effective use of facilities, vehicles, equipment and other resources, reporting maintenance, safety or supply issues in a timely manner. • Maintain practical business-continuity arrangements and support an effective response to service disruptions, critical incidents and emerging operational issues.

Key Objectives/Tasks	Measures/performance indicators
Community Liaison & External Relationships Develop and maintain close consultation and effective working relationships with key stakeholder and specialist services relevant to working with adolescents, adults, couples, children, families and groups. To actively support community development initiatives and events related to Family Works Services <i>(these may occur inside and outside working hours)</i>.	- Relationships with the community and with other relevant services are professional and constructive. - Family Works programmes and services are appropriately promoted. - Public relations material used is up-to-date and available. Support the development in the FW Management of new materials. - Provide assessments and reports and/or assist staff to provide the same, as may be required by other agencies where appropriate. - Attend professional meetings where appropriate and support staff in advocacy for clients with other Agencies, Community Groups.
Practice Administration/Administration/IT Ensure the implementation all Presbyterian Support Policies and administrative procedures.	- All appropriate Support policies and administrative procedures implemented and complied with fully: - Relevant administrative records and any appropriate statistical data are completed effectively and within timeframes. - Competently use a variety of IT software. programmes/applications and equipment/physical resources.
Teamwork To actively promote, teamwork, cooperation, and valuing of differing disciplines. Actively facilitates of multi-disciplinary/service methods of working in order to best meet the needs of clients/community with complex, comprehensive issues and situations.	Teamwork - Works efficiently and effectively with all team members for the benefit of the client. - Positively leads practice discussions/multi-disciplinary meetings and development of best practice/team practice innovations. - Attends and contributes constructively to Family Works Team meetings and Family Works Management team. - Proactive in managing team relationships and manages conflict and in a positive and constructive way.
Support for New developments/improvements and Programmes Actively support the development, implementation and delivery of new practice or services and programmes or groups within Family Works Services.	Support for New developments/improvements and Programmes - Innovative approaches are identified; explored and further developed if appropriate. - Proactive towards implementing changes that are required in services and systems.
Personal and Professional Development Ensures professional practice is up to date and relevant to the scope of practice	Personal & Professional Development - Maintain up to date knowledge and skills in areas of practice through continuing professional development that involves both professional and personal development activities. - Professional development needs are determined and linked to the key tasks and objectives of the position, at the time of annual performance appraisal. Professional development plan is established in conjunction with the Family Works Manager/Practice Leader. - All practice is based on sound, safe and current practice methods, theories and models which are appropriate to the needs of the client and

Key Objectives/Tasks	Measures/performance indicators
	the work undertaken, the ability of the worker and the values and beliefs of the agency. • Maintain full membership of an appropriate professional body and ensure maintenance of own professional standards • Share knowledge, skills and information with staff and team members and provide training if required. • Actively prepare and participate in /contribute to all forms and aspects of supervision.
Practice Development, Innovation; Service Quality Assurance/ Continuous Improvements Maintain ethical standard of social work/counselling practice in accordance with the ANZASW or Social Work Registration Board Standards of Practice and ethical code. NZAC code of ethics. Ensure active & positive contributions to continuous quality improvements in service delivery.	Practice & Service Quality Assurance & Continuous Improvements • Ethical standards consistently meet requirements. • Proactive participation in quality assurance improvements /audits relevant to their practice area. • MSD contracts and audit requirements are complied with, and all external contract requirements are met or exceeded. • The social service provided is evaluated regularly against established quality practice standards and they consistently meet those standards. • Proactive involvement in policy reviews and constructive feedback is provided.
Health & Safety Understands and complies with responsibilities under the Health & Safety in Employment Act. Takes all practicable steps to ensure your own safety and the safety of clients/others. Identifies and contributes to safe practice for self/ clients/others through practice discussions, development and improvement of practice standards or guidelines in working with clients in our internal or external settings.	Health & Safety • Actively supports and complies with H&S policy and procedures. • Procedures followed re the safety of any staff and volunteers working under your direction. H & S procedures complied with when working with clients. • Active participation in identification and hazard management process. • Proactively reports and/or remedies any unsafe work condition, accident or injury either observed or experienced within same working day.
General Undertake such other tasks and duties, as may be required by the Practice Leader, from time to time. Including carrying a small clinical caseload from time to time	General • Other tasks and duties, which may be required from time to time, undertaken co-operatively and with commitment. • Clinical caseload; Support high service intake numbers and maintaining professional practice and development.

Key Relationships & Authorities



Authorities and Delegations:

Nil.

Essential Professional Qualifications/Accreditations/Registrations:

The appointee should hold/have:

- Experience and/or a relevant qualification or papers in clinical supervision and the professional development of staff, is desirable
- Relevant tertiary qualification in Counselling and/or Social Work
- Membership of appropriate Counselling professional body and/or full registration Social Workers Registration Board
- Working knowledge of the Oranga Tamariki Act 1989 and other relevant New Zealand legislation.
- Relevant experience in working with children, young people and their families.

Other essential requirements

- The appointee will hold a current full New Zealand Driver's licence.

The position description will be reviewed regularly in order for it to continue to reflect the changing needs of the organisation. Any changes will be discussed with the position holder before being made. Annual objectives and performance measures will be set each year during the annual performance planning and development meeting.

I have read this job description and accept it.

Employee's Name: _____

Signed: _____

Date: _____

Name: _____

Position: _____

(PSSC)

Signed: _____

Date: _____

Competencies

Competent performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Core Competency	Key Behaviours
Leadership	- Proven leadership and evidence of effective management experience in a social service setting. - Ability to lead, guide and provide opportunities to staff.
Practice and Client Management	- Undertakes practice in a manner that upholds the highest standards of ethical and clinical practice. - A reflective practitioner. - Attends promptly any client concerns and resolves these where at all possible. - Constantly looks for innovative ways to achieve greater levels of best practice and service. - Experienced in providing a range of social work theory and practice competent in working with Children, Adolescents, Adults, and Families. - Experience & knowledge in working with a wide range of issues e.g. family violence, children's behaviours, blended families, trauma, grief & loss, stress, anxiety, conflict, and relationships. Parenting, attachment, mental health issues, advocacy, housing and budgeting etc. - Knowledge of legal responsibilities under various Acts e.g. Privacy Act, Oranga Tamariki Act, Domestic Violence Act, Vulnerable Children's Act, etc. - Knowledge of child, human, family growth and development / life cycle events. - Experience and competent in risk assessment/safety plans, assessment, goal setting/plans and reviews. - Competent in the application of professional social work values, respect for human dignity, partnership, autonomy, social justice.
Organisational Commitment	- Demonstrates organisational loyalty and works in partnership to assist staff and management of the organisation to deliver services. - Represents the organisation well; practices and behaves in a way that is consistent with its mission, values and ethical standards. - Is able to prioritise and work flexibly to support colleagues and to meet deadlines.
Co-operation and Teamwork	- Participates & contributes positively in practice meetings, multi-disciplinary meetings, team meetings and decision-making; looks to advance both organisational goals and practice goals. - Manages conflict well, in a timely manner, is constructive in their feedback to team members; encourages others to do the same. - Supports and helps other team members to perform their tasks. - Suggests ways to improve the way the team operates/works together. - Comes from a Strengths based perspective in working with other team members and is positive and constructive in managing team relationships.
Communication	- Highly effective interpersonal skills and excellent oral and written communications skills. - Is confident with people at all levels and backgrounds, including management. - Consults with others – actively seeks input from clients, colleagues and team members. - Uses a range of techniques to effectively and clearly present complex information in a clear and concise manner. - Expresses themselves clearly and confidently in conversations – the thoughts, information and ideas stated are easily understood by others. - Demonstrates absolute discretion when dealing with issues of a sensitive or confidential nature.
Best Practice & Quality Focus	- Keeps up-to-date with best practice in social work and ensures that services are delivered as intended. Facilitates the integration of new knowledge and learning into best practice. - Ensures all appropriate statutory requirements are adhered to. - Role models innovation and continuous improvement and their delivery; actively fosters and encourages an environment oriented to this objective. - Manages proactively their responsibilities and participation in administrative, clinical and peer supervision.

Core Competency	Key Behaviours
Result Focus	• Displays a “can do” attitude. Self-motivated, Well-developed organisational and timeliness skills. • Has the ability to advocate for themselves, clients, colleagues and the community. • Shows flexibility – able to work comfortably on more than one request, task or project, and is prepared to do a bit extra to attend to unexpected problems or to meet urgent pieces of work. • Knows own limitations and is willing to work in partnership/broker in external/internal assistance to ensure timeliness and quality. • Takes personal responsibility for making things happen.
Relationship Management	• Demonstrates thoughtfulness, courtesy, openness and respect for the external providers, programme deliverers and employees. Encourages a culture of trust, respect, empathy and dignity. • Establishes and sustains positive working relationships with people at all levels. This includes the development of networks, promoting the organisation’s brand and purpose and seeking new ideas. • Fosters an open, collective, mutually beneficial and co-operative culture. • Develops strong and close relationships with community and external service providers. • Experience in networking.
Cultural	• Knowledge of the articles of Te Tiriti o Waitangi and competent in their application to practice, a knowledge of Tikanga Maori and know where to seek advice and be willing to develop bi-cultural processes in the delivery of Family Works services. • Able to deliver culturally sensitive and responsive services to Pacific Island and people of other cultures.