POSITION DESCRIPTION

Role Title: Team Leader - Social Work
Business Unit: Child & Family Services
Reports to: Services Manager
Salary Band: Grade 14/15

Barnardos is New Zealand’s leading children’s charity, doing more for Kiwi kids. Every year our services and people make a real and positive difference in the lives of thousands of children, young people and their families.

Our vision / moemoeā
An Aotearoa New Zealand where every child shines bright.

Our mission/kaupapa
Be the voice and greatest fan of the next generation
Shape brighter futures via early education and targeted social services
Create insightful ways to empower tamariki/children to shine bright

Our Guiding Principles
Kotahitanga - Unity
Māiatanga – Realise Potential
Ata Whakarongo – Hear with Intent
Kaikōkiritanga – Progress with Purpose
Mahi tōtika – Do the Right Things Well

Barnardos is committed to the Treaty of Waitangi as a founding document of New Zealand.

Purpose of the role:

The purpose of the role is to lead the practice and operational management of an effective team of Child and Family support (CAFs) staff by working directing with our Social Workers, community and Barnardos stakeholders in line with Barnardos core principles, strategic plan and values.

The Team Leader will:

- Provide support, professional supervision and leadership
- Be responsible for the day-to-day management; practice of the service
- Liaise closely stakeholders and the community
- Assist the Service Manager in the overall management of the team
Purpose of the Business Unit:

Child and Family Services work to meet the needs of children from birth to adulthood and range from population based universal services to intensive services targeted at some of New Zealand’s most vulnerable children and young people.

Through our work tamariki/children are safe from physical and emotional harm; their capability and resilience and that of their family/whanau is strengthened; they are all empowered for the future and all tamariki/children are better understood and valued in their homes and communities.

Key Result Areas

Working with Children and Families

Outcome: Children and young people are safe and their wellbeing and life outcomes are enhanced

Key responsibilities include:

- Work with clients and families/caregivers utilising a range social work skills and strategies consistent with the relevant Barnardos practice approach and framework.
- Ensure that the individual needs of clients are jointly assessed with the family/caregiver using the specified assessment framework in all cases.
- Identify and utilise appropriate interventions and resources available to assist clients and families/caregivers.
- Ensure that individual plans are developed, managed, coordinated, delivered, monitored and reviewed in partnership with the client and their family.
- Ensure that interventions are effective or alternative strategies are sought.
- Ensure that the client and families/caregivers have sufficient support networks, and resources to develop greater resiliency and maintain a positive and safe environment for themselves and their family within their community.
- Ensure that referrals are made to other agencies where appropriate.
- Complete work in accordance with Barnardos policies and procedures and contractual obligations.
- Adhere at all times to the standards of practice and codes of ethics of relevant professional and regulatory bodies.
- Contribute to the development and delivery of group programmes to clients and families/caregivers where required.
- Advocate for the needs and rights of clients and their families/caregivers.

**Leadership /Management**

**Outcome:** Strong leadership, supervision and coordination of services and staff is maintained

**Key responsibilities include:**
- The Service Manager is kept informed of all activities and progress of service.
- Participate in professional learning and development to enhance individual leadership and management capability and facilitate learning opportunities for the team.
- Provide credible advocacy for professional development and practice.
- Take responsibility for ensuring all direct reports in accordance with Barnardos policies and procedures:
  - Receive regular planned supervision
  - Are coached and mentored
  - Attend team meetings
  - Have ongoing performance reviews
  - Have access to professional development opportunities
- Develop an understanding of the external environment within which the service operates
- Support the Manager in the thorough induction of staff in accordance with Barnardos policies and procedures
- Identify risks to unit and/or service and ensure risk management strategies are in place to mitigate them
- Support the Service Manager to ensure that accountability reporting is completed as required, eg monthly and quarterly reporting

**Relationships**

**Outcome:** Reciprocal relationships are built and maintained with internal and external stakeholders

**Key responsibilities include:**
- Relationships are built and maintained with stakeholders and the community to enable collaboration and achievement of goals and outcomes for all parties in alignment to the Barnardos Strategic Plan

**Practice Standards**

**Outcome:** Best practice standards are met or exceeded at all times through continuous improvement.
Key responsibilities include:

- Ensure comprehensive service reviews or audits are completed.
- Provide consistent staff supervision and personal/professional development of staff.
- Significant trends concerning practice issues have been identified within the unit, work with the Manager to develop and implement plans to address these.
- Ensure all legislation, policies and practice procedures are adhered to for the best interests of children, whanau, stakeholders and Barnardos employees.
- Inspire and motivate all employees to be engaged in the service and Barnardos vision, purpose and strategic outcomes.

Ngā Pou e Whā (Māori Strategy)
Outcome: All work at Barnardos is guided and informed by Ngā Pou e Whā the Barnardos Maori Strategy.

Key responsibilities include:

- Have a sound understanding of the principles of Ngā Pou e Whā, the Treaty of Waitangi and apply them to everyday practice.
- Build all relationships with consideration of the Barnardos principles and Ngā Pou e Whā.

Health, Safety and Environment
Outcome: A safe and healthy working environment is maintained at all times.

Key responsibilities include:

- Take individual responsibility for Health and Safety practices.
- Comply with occupational health and safety legislation and regulations.
- Be familiar with and observe all safe work policies, procedures and instructions.
- Promote and participate in health and safety, maintain a safe workplace, and ensure that all equipment is used correctly at all times.
- Take responsibility for own health and safety and ensure no action or inaction on your part harms others in the workplace.

Projects or Other Duties as Required
Outcome: The team and function meets its purpose and strategy.

Key responsibilities include:

- Perform other duties which may reasonably be required which fit the role’s purpose, and for which the position holder is qualified or has received adequate training or instruction.

Key Relationships
All Barnardos employees have a responsibility for developing and maintaining excellent relationships. In this role, the key relationships to be developed are as follows:
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<thead>
<tr>
<th>Within Barnardos NZ</th>
<th>Outside Barnardos NZ</th>
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<tbody>
<tr>
<td>Service Development team</td>
<td>The child, their families/whanau and their support networks</td>
</tr>
<tr>
<td>Client Management System support staff</td>
<td>Oranga Tamariki, Family Court and other government agencies</td>
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<td></td>
<td>Schools, community and local agencies</td>
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<td>Local iwi and networks</td>
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**Person Specification**

Qualifications (or equivalent level of learning)

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<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Recognised qualification under current requirements of the Social Workers Registration Act 2003 or be a registered Social Worker</td>
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<tr>
<td>Be registered under Section 13 of the Social Workers Registration Act 2003</td>
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<td>Full NZ clean drivers licence</td>
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**Experience**

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<td>Leadership/management skills and abilities</td>
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<td>Previous experience structuring, planning and managing workload within a team environment</td>
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**Knowledge**

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<td>Have an understanding of the principles, theories of social work and experience in the implementation of these</td>
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**Skills and Competencies**

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Demonstrated well developed conflict resolution skills and the ability to manage pressures effectively

Previous experience leading a team with demonstrated ability to empower others to carry out their responsibilities including the ability to manage staff performance, identify opportunities for staff and their personal development

Clear written and oral communication skills

The Barnardos Child & Family Services (CAFS) Competency Framework articulates the standards of practice for Barnardos CAFS staff. There are a range of generic and Barnardos specific key indicators for each competency and position level. See the CAFS Competency Framework for more information.

Cultural responsive practice

- Competent to practice social work with Māori and different ethnic and cultural groups (SWRB 1&2).
- Competent to provide services to clients in accordance with Ngā Pou E Wha.

Social Justice and Empowerment

- Competent to promote the principles of human rights, social justice, social change and empowerment (SWRB 3,4,&5).
- Competent to keep children safe, promote their welfare, and undertake direct work with children to meet their needs.

Knowledge and skills

- Competent to promote problem solving using a range of social work models informed by theory of human behaviour and social systems (SWRB 6,7 & 8).
- Competent to engage and work with vulnerable families utilising strengths-based approaches.
- Competent to promote a range of evidence based care and positive behaviour strategies.

Accountable

- Competent to use systems of accountability and adheres to social work code of ethics (SWRB 9&10).
- Competent to work with other professionals and be accountable to deliver joint outcomes for children and families.
This role is a Core Children’s Worker under the Vulnerable Children Act 2014.

Delegations and Authority

Human Resources

- Required to allocate and monitor workflow for a team.
- Has significant involvement in training / guiding staff within the organisation.

Financial – Budgetary and Expenditure Limits

- No authority to commit to expenditure.
- Purchase Orders
  - Maximum authority to approve/issue purchase order to the value of $500
- Purchase Card (Freedom Card)
  - Monthly limit of $1000 and per transaction limit of $500

Correspondence

- Authority to sign external correspondence

Authorisation of Position Description

Positions in Barnardos may change over time as the organisation evolves and priorities ensure that Barnardos is able to adapt and respond to changes in the business environment. Any significant changes will be discussed between the jobholder and manager and will be approved by the relevant Executive Leadership Team (ELT) member. The key responsibilities for this position may change as the job evolves.

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<th>Authorised by:</th>
<th>Date authorised:</th>
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