

Strengthening Families Co-ordinator

Mission

We walk with people across the generations to create together places to live, learn and thrive. We call out injustice and advocate for positive social change.

POSITION PURPOSE AND PRIMARY OBJECTIVES

Purpose

The role of the local Strengthening Families Co-ordinator (SF) is to connect with a whānau or family to discuss the whānau and family needs and agree on a plan to achieve their dreams, hopes and goals.

Primary Objectives

- To work alongside the Family Works General Manager and the Strengthening Families local Operations Group to oversee the collaborative Strengthening Families process that helps co-ordinate and deliver appropriate services for whānau through that process. This involves ensuring a strengths based, solution focused and effective systems whānau advocacy approach is applied.
- To support local solutions to local problems and work with the Strengthening Families Operations / Local Management Group (LMG) to achieve this. These Groups encourage Government agencies and Community agencies to work together to deliver the best outcomes with whānau/families.
- To work collaboratively and in cooperation with Iwi, Kaupapa Māori organisations, Community organisations, the wider Social Services sector and Government agencies, ensuring that whānau/family engaged in Strengthening Families remain at the heart of the process.

Accountability

Expected Outcomes / Key Performance Indicators

Engaging with Whānau and Key Government and Community Agencies

- Ability to build high trust and effective quality relationships with whānau ensuring all supports provided are tamariki, rangatahi and whānau centred.
- Knowledge of key government stakeholders/roles and ability to connect

	<p>with them in support of advocacy of whānau.</p> <ul style="list-style-type: none"> • Working collaboratively with all government agencies, including Iwi and Kaupapa Māori agencies, Pacific communities and NGO and community-based agencies across the wider social sector. • Being involved with key forums that support the advocacy and wellbeing of tamariki, rangatahi and whānau alongside the Strengthening Families Operations / LMG Group.
Facilitation and Training	<ul style="list-style-type: none"> • Co-ordinate the facilitation of collaborative case conferences in a professional manner from the initial meeting through to closure, ensuring all administrative and logistical arrangements are made in a timely manner, either by self or by the lead agency, and cases are managed in a way that strengthens whānau/families. • Provide facilitation training and support to independent facilitators, and to Lead Agents. • Organize independent facilitation for Strengthening Families case management meetings, typically by selecting from the pool of neutral facilitators or, where necessary, by facilitating the meeting • Ensure Strengthening Families collaborative case conferences are appropriately facilitated through monitoring and whānau and community evaluations.
Oversighting Intake, Facilitation of Strengthening Families Process	<ul style="list-style-type: none"> • Receive and respond to all referrals, check consents/understanding of process by families/whānau and agencies. • Facilitate the transition to services that will assist family/whānau to address concerns via SF process, single agency response or crisis intervention. • Ensure the Strengthening Families process occurs appropriately, and with cross agency participation, by liaising with the family/whānau and the participating agencies. • To have all SF processes with function of LA and Facilitation happening – that to best ability of coordinator suit family/whānau and team.

	<ul style="list-style-type: none"> • To hold own caseload of SF meetings to facilitate and support other SF meetings when required. • To provide training and support for potential SF Facilitators. • Support Practice Managers and agencies in respect of the role of Lead Agent and offer/facilitate opportunities for training for best practice approaches. • To ensure all recording is done within a timely and accurate manner.
Relationship Management and Networking	<ul style="list-style-type: none"> • To establish and maintain excellent relationships with stakeholders, including government, iwi and Kaupapa Māori providers and NGO community-based services. • Facilitate and maintain strong links between and within agencies to strengthen and enhance support to all whānau receiving the SF process/service. In consultation with the SF Operations Group and the Family Works General Manager as Line Manager: • Participate in local cross-agency initiatives to further the goals of Strengthening Families, including developing initiatives where appropriate and need has been identified. • Inform and contribute to the development of the annual Operations / LMG Operational Plan • Implement the LMG Operational Plan through the Strengthening Families Co-ordinator's work plan
Supporting Facilitators and Lead Agents	<ul style="list-style-type: none"> • Ensure family/whānau requirements for the meeting process are met, including all safety and cultural requirements, venues etc. • Follow up and gain feedback from lead agencies and whānau/families for reporting on review meetings. • Provide facilitation and/or co-facilitation for interagency meetings as appropriate. • Provide support to Lead Agents and advocacy as they identify challenges or difficulties, assist in best practice approaches and take themes of concern to wider SF network (ie Practice Managers and Operations / Local Management Group.

Promote the Strengthening Families Process	<ul style="list-style-type: none"> • Systematically promote the Strengthening Families process, including the collaborative case conference, to government and local community organisations, local government, schools, iwi and other cultural groups including diversity, disability, youth etc. • Ensure promotion activity is consistent with the strategic direction of Strengthening Families. • Prepare communication reports for the SF Operations / LMG for monthly meetings and as otherwise identified. • Promote the SF Discretionary Fund's availability and criteria. • Identify and clarify opportunities for Strengthening Families to develop locally, and connect with other wider SF Regional networks. • Participate in Quality Review processes of SF to ensure best practice and community need is being met . • Ensure all systems for effective documentation and communication are in place and adhered to, including formats and resources that support the Strengthening Families coordination process. • Ensure all reporting requirements are met within a timely manner to a professional standard.
Support Lead Agents and Facilitators	<ul style="list-style-type: none"> • Maintain a sufficient pool of independent, neutral facilitators within the area by ensuring appropriate people are identified and trained and retained as Strengthening Families facilitators. • • Ensure training is provided for facilitators, either as a local initiative • • Provide peer support and relevant training opportunities for facilitators as required.
Other Duties	<ul style="list-style-type: none"> • Undertake other duties as requested by and mutually agreed with Practice Manager / General Manager Family Works.

Expectations of all PSO Employees	
Communications / Interpersonal relationships	<ul style="list-style-type: none"> • Positive and collegial relationships both internally and externally are developed and maintained. • Verbal and written communication is of a high professional and ethical standard, relevant and appropriate to the audience.
Performance development and learning	<ul style="list-style-type: none"> • Active engagement with personal development review process. • Personal and professional development goals and objectives are established. • Be responsible for own ongoing education and skills required in designated role.
Continuous improvement	<ul style="list-style-type: none"> • Participate in the making and facilitation of recommendations for continuous improvement to services, work practices and / or workflow.
Health and Safety <i>PSO is committed to achieving the highest level of health and safety for its staff and everyone has health and safety responsibilities.</i>	<ul style="list-style-type: none"> • All employees are expected to identify, report and where appropriate resolve issues that may cause harm to themselves or others in the organisation. • You are expected to work safely and to actively participate in health and safety programmes in your work area. • All accidents or potential hazards must be reported to your direct line manager.
Te Tiriti O Waitangi / The Treaty of Waitangi <i>PSO is committed to its obligations under Te Tiriti o Waitangi / the Treaty of Waitangi.</i>	<ul style="list-style-type: none"> • As an employee you are required to give effect to the articles as well as the principles of Te Tiriti o Waitangi / the Treaty of Waitangi – Partnership, Participation and Protection.
Relationships	
Reports to: Family Works General Manager	Direct Reports: Supporting Strengthening Families Facilitators
Internal Relationships: <ul style="list-style-type: none"> • FW Practice Manager • FW Managers, Team Leaders and FW Staff 	External Relationships: <ul style="list-style-type: none"> • SF Operations Group / Local Management Group (LMG)

<ul style="list-style-type: none"> • Other PSO Support Centre Staff and other Team Leaders 	<ul style="list-style-type: none"> • Social Service Agencies, including Iwi, Kaupapa Māori and government agencies with Lead Agent relationships with SF • Other Social Service Agencies as necessary – to support external network connection
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Person Specifications

Strengthening Families Co-ordinators are required to have the following skills, knowledge and expertise:

Qualifications / Skills

- An experienced community practitioner with a framework of integrated wrap around practice.
- Ability to work across government and non-government sectors, including working with iwi, Kaupapa Māori agencies, Pacific communities and other ethnic groups.
- Ability to work professionally and build effective relationships at all levels within the community including government agencies and community organisations.
- Facilitation of group processes, including an understanding of delivering training, mediation processes and conflict resolution
- Can develop and implement operational and work plans/projects.
- An ability to prioritise, schedule and work systematically, and to achieve/meet competing deadlines without compromising quality.
- Excellent organisation, record keeping and time management skills
- Ability to manage information technology

Experience/ Knowledge

- Excellent working knowledge of the operations of the key agencies that work with families in the social, health, education, family harm and youth development sectors. This includes an awareness of current resources and services and preferably experience in working in one or more of these agencies.
- Sound understanding of care and protection, child and youth development and trauma informed practice.
- Experience and demonstrated ability in co-ordinating services.
- Experience and skill in community education and promotion

Personal Qualities

- Able to adapt approaches to meet clients' needs, create the best outcome for all, anticipate needs and respond appropriately. Focuses strongly on client and whānau outcomes
- Can develop and strengthen Whakawhanaungatanga in the community that will assist with delivering positive and sustainable outcomes with tamariki, rangatahi and whānau.
- Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected and integrated into practice.
- Have a demonstrated commitment to bicultural practice upholding the values and principles of Te Tiriti o Waitangi and established safe cultural practice.
- Excellent relationship management skills: An ability to establish, build and maintain effective working relationships and to develop extensive networks.

- Flexible, adaptable and pragmatic.
- Excellent interpersonal skills: An ability to adapt to the needs of the audience, and to mediate, facilitate and negotiate key outcomes for all parties.
- Exercises sound judgement and political sensitivity.
- Excellent oral and written communication skills

Physical Requirements

This role may involve standing, walking, bending, sitting, climbing stairs, simple grasping, fine manipulation, operating machinery equipment, lifting, overhead reaching, carrying, pushing/pulling, twisting, climbing balancing, crouching, squatting and other reaching

Working Together

Our Work

- We are person centred in our organisation.
- We strive always to do better, to work hard and to the best of our ability.
- Each person knows they make a difference and they feel valued because of this.

Our Organisation

- We are committed to delivering on the organisation direction and values.
- We are responsible and accountable for our actions and behaviours.
- We are committed to positive, proactive leadership.
- Each person is empowered to succeed, with the orientation and on-going support needed.
- Expectations are communicated clearly and understood by each team member, through team meetings, regular and timely feedback, and annual appraisals.

Our Team

- We share and learn from each other; are open and honest, support and cooperate with each other, and do the right thing at the right time.
- We should each other accountable by giving and receiving constructive feedback.
- Our relationships are based on mutual respect, by treating each other as we wish to be treated. We are courteous and responsive.
- We affirm each person as a valued member of the team by giving each other positive reinforcement.

Values

With the foundation of Christian faith, we act with the values of integrity, respect, courage, manaaki and aroha.