



**Presbyterian Support
Central**



Our services



Position Description

Role Specification			
Role Title:	Kaiwhakarite – Kōrero Manaaki (Counselling in Schools Service)		
Business Unit:	Family Works	Location:	Whanganui Manawatu / Taranaki Based from Home

Reports to: (role title)	Practice Development Manager (PDM)
Direct reports (role titles)	Kaihautu
Total employees (total number of employees reporting through to this role, if applicable)	None

Purpose of the role
<p>To make a meaningful and positive contribution to co-ordinating Kōrero Manaaki</p> <p>The role co-ordinates a team of professionals responsible for providing this service across the PSC region in specific schools and communities ensuring that timely, safe and appropriate services are delivered and that key stakeholders partners and involved and consulted</p>

Organisation overview
<p>PSC (Presbyterian Support Central) services are provided by two brands.</p> <p><i>Family Works</i> keeps children safe, families strong and communities connected by providing a range of specialist social services.</p> <p><i>Enliven</i> positive ageing services creates age-friendly neighbourhoods and communities where older people are valued and respected.</p> <p>PSC (Presbyterian Support Central) has been supporting and empowering people and communities across the lower North Island for more than 100 years. We are one of seven autonomous regional Presbyterian Support organisations. Collectively we are one of Aotearoa New Zealand’s largest not-for-profit health and social service providers.</p>

Initials: _____

Key Accountabilities (Key activities, tasks and outcomes to be achieved)		
1. Programme Coordination	Co-ordinate the programme delivery for Kōrero Manaaki	<ul style="list-style-type: none"> • Keep the GM Family Works fully informed on all relevant matters through the Practice Development Manager (PDM) • Meets and maintains all audit requirements for the programmes where applicable. • Coordinate and connect to external service providers
2. Service Delivery	Alongside the PDM - Ensures the Family Works contract is delivered to the contractual requirements and ensures policy and best practice compliance. Effectively coordinates the overall allocation and distribution of work.	<ul style="list-style-type: none"> • Maintains Family Works programme operations and meets audit and service delivery requirements.. • Ensure all contract requirements are met or exceeded. • Ensure compliance with Presbyterian Support Central's mission and values, ethics and policies and procedures. • Monitor and support caseloads of staff. • Maintain and manage own ongoing professional development and maintenance of professional standards. • Ensure the delivery of programmes and services meet the required standards. • Ensure accurate and timely service delivery statistics are kept, monitored and analysed.
3. Practice Management	Alongside PDM and with PSC Centre Managers ensures that safe and best practice followed.	<ul style="list-style-type: none"> • Ensure all clients to Family Works are receiving interventions that have been subject to intake assessment process. • Ensure all professional practice for staff is supervised. • Ensures that caultural needs of whānau, tamariki, and taitamariki • With the local Centre managers - ensure all risks – Child safety, mental health and family violence, are assessed and subject to robust process review.
4. Business Planning and Financial Management	In conjunction with the PDM and GM maintains internal and external relationships to effectively achieve the business plan as set out in service contract.	<ul style="list-style-type: none"> • With PDM and GM develop annual budgets and ensure the programmes operate efficiently and effectively. • Demonstrates accurate understanding of all financial reporting responsibilities.

Initials: _____

		<ul style="list-style-type: none"> • Work with PDM and GM Family Works to ensure the programmes are financially viable and sustainable. • Authorise all expenditure within delegated authority. • Ensure approved Business Plan objectives are met and are reported on as required.
5. Service Development	<p>Continuously contribute to the service development service</p> <p>Actively promote the Kōrero Manaaki services within the targeted community in association local Centre Managers and with Marketing.</p>	<ul style="list-style-type: none"> • Where appropriate undertake assessment of needs in conjunction with identified community stakeholders • Networks and relationships with key stakeholders are maintained. • New relationships are actively built.
6. Cultural Competency	<p>With Cultural Director ensures that the service reflects a strong and comprehensive bi-cultural approach in all aspects of delivery</p>	<ul style="list-style-type: none"> • Works with practitioners to ensure that all aspects service delivery is relevant and culturally matched with the community • With Cultural Director establishes and maintains partnerships with local Iwi for the purpose of ongoing input into the service delivery • Reflects in the service all responsibilities under Section 7aa of the Oranga Tamariki Act (2019)
7. Child Centred Practice	<p>With PDM and centre manager provides services that ensure children are consulted and fully participatory. That they are safe and have access to evidence based and professional services</p>	<ul style="list-style-type: none"> • Services reflect the concept of Mana Tamaiti as defined in the Oranga Tamariki Act (2019) • Support all staff to deliver services that adhere to Family Works policies around participation of tamariki and taitamariki. • With PDM and Centre manager's support, share and promote delivery evidence based creative and responsive practice
8. Human Resources Management	<p>All staff are well managed to ensure effective and efficient running of the programmes.</p> <p>Actively engages with HR Advisor to seek best practice and adherence to PSC's policies and procedures.</p>	<ul style="list-style-type: none"> • With Centre Managers Recruit, train, motivate and retain staff. • 100% of staff have been orientated and inducted into their roles. • With Centre Managers Ensure staff meet their clinical supervision

Initials: _____

	Follow Family Work's and PSC's policies and procedures around recruiting of new staff.	<p>and professional affiliation requirements.</p> <ul style="list-style-type: none"> • With Centre Managers all staff receive necessary case supervision and guidance for competent performance in their roles. • Establishes a motivating and encouraging environment for staff in the teams. • Recruit, monitor and manage Fee for Service Practitioners to ensure quality and contractual standards are met. • Hold once a month Zoom meetings with all Kōrero Manaaki staff
9. Management Development and Support	Working as a part of the Family Works Senior Management team.	<ul style="list-style-type: none"> • Evidence of participation and contribution to meetings with the Centre and Service Managers and GM Family Works • Identify issues of common concern regarding social services to GM Family Works for planning and problem solving.
10. Health and Safety	Complies with responsibilities under the Health and Safety at Work Act 2015.	<ul style="list-style-type: none"> • Has read and understood PSC H&S manual. • Actively supports and complies with H&S policy and procedures. • Ensures the safety of any employees and volunteers working under their direction. • Evidence of active participation in hazard. management and identification process. • Proactively reports and remedies of any unsafe work condition, accident or injury.
11. Other duties	Undertake other duties as requested by and mutually agreed with the PDM Family Works to meet business needs of the Family Works Centre and/or strategic business unit.	

Key Relationships
Reports to <ul style="list-style-type: none"> • Practice Development Manager (PDM) Direct reports <ul style="list-style-type: none"> • Kaihautu - Contracted Children's Practitioners Internal relationships with

Initials: _____

- All PSC Business Units
- FW Centre Managers Whanganui and Taranaki

External relationships with

- Ministry of Education
- School Principals
- Community

Core competencies

1. Organisational commitment

- Demonstrates organisational loyalty and works in partnership to assist staff and senior management of the organisation deliver services to its clients.
- Represents and defends the organisation's strategies and practices and behaves in a way that is consistent with its mission, values and ethical standards.
- Balances personal priorities and perspectives with those of colleagues and the organisation as a whole.
- Automatically adjusts priorities and is prepared to demonstrate flexibility and attend to unexpected problems or to meet urgent pieces of work.

2. Relationship Management

- Identifies opportunities and uses appropriate interpersonal styles to build and maintain effective working relationships between own and other work areas, teams, organisations or key stakeholders to facilitate the successful achievement of projects, assignments and goals.
- Demonstrates thoughtfulness, courtesy, openness and respect for the organisation's clients and employees.
- Encourages a culture of trust, respect, empathy and dignity within a Christian setting and nurtures client and employee spiritual needs.
- Gains trust and confidence.
- Establishes and sustains positive working relationships with people at all levels.

3. Leadership and Communication

- With the centre managers Takes full accountability for the performance of the centre staff in relation to practice within the Counselling in Schools contract..
- Creates a motivational working environment where staff can perform at their best.
- Provides a clear indication to reporting staff regarding performance expectations and responsibilities.
- Provides regular performance feedback so that reporting staff know how they are performing.
- Promptly confronts and corrects poor performance.
- Encourages staff to use their initiative and judgment.

4. Quality Focus

- Understands Health and disability sector service standards and certification.
- Ensures these are applied as required.
- Ensures all appropriate statutory requirements are adhered to.
- Generates creative and practical ideas and solutions to needs, recognises and seizes opportunities to improve on own and the organisation's performance. Where the role includes supervision or

Initials: _____

management of other staff, this competency includes encouraging others to generate creative and practical ideas.

5. Results Focus

- Resolves conflict promptly and deals decisively with difficult issues – does not avoid issues. Records actions where appropriate.
- Takes personal responsibility for making things happen.
- Sets and aggressively pursues ambitious and challenging goals – is clear as to what is important and has priority.
- Ensures objectives are achieved, on time and within budget – ensures control and monitoring systems are in place and that these fully add value.
- Keeps persisting despite setbacks and barriers

6. Business Acumen

- Keeps up to date with science, industry and commercial trends, politics and commercial imperatives relative to area of interest to increase or expand current business.
- Identifies and acts upon, or assists with, opportunities. Recognises signs in the markets and interprets them in relation to impact, opportunities and risks.

7. Customer focus

- Is dedicated to meeting the expectations and requirements of internal and external customers.
- Gets first hand customer information and uses it for improvements in products and services.
- Acts with customer in mind.
- Establishes and maintains effective relationships with customers and gains their trust and respect.

Person Specification

Key job requirements

Essential Professional Qualifications / Accreditations / Registrations:

- Professional Qualification to at least level 6 in a relevant discipline.

Knowledge and Experience:

- An excellent communicator (orally and written)
- A good level of fluency in Te Reo will be an advantage
- Demonstrated understanding of the Treaty of Waitangi and previous experience working in bi-cultural and multi-cultural environments
- Has a sound knowledge and understanding of how Treaty of Waitangi applies to Kaupapa Māori Practice
- Has a sound knowledge and understanding of Māori issues
- Has a sound knowledge of Te Ao Māori, Mātauranga Māori and Tikanga Māori
- Has the ability to relate well with Iwi and the wider Māori community.
- Ability to build and maintain relationships.
- Knowledge / exposure to and understanding of social and clinical issues relating to children, families/whānau – in particular in school environments

Initials: _____

- Organised with strong skills in IT systems
- The ability to recognise when families are at risk and to provide the appropriate level of intervention
- Project management skills
- Proven skills in co-ordinating services and supporting staff
- Experience in establishing and/or delivering new and developing services
- A good knowledge of local resources
- Excellent relationship skills inclusive of those with cultural importance and relevance

Other

- A current Driver's License

Treaty of Waitangi

Presbyterian Support Central is committed to working in a multi-cultural way and affirms the place of Māori as Tangata Whenua and seeks to actively promote the spirit of equality and partnership inherent in the Treaty of Waitangi.

The role 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.

Signed: Date:

Employee's Name:

Prepared by: (Name and position)		Date:	
Approved by: (Name and position)		Date:	

Initials: _____