

Connecting Communities Wairarapa

JOB DESCRIPTION

JOB TITLE

- **Strengthening Families Coordinator**

PURPOSE

- **To provide the interagency service response needed to ensure that the target group achieves expected result.**
- **There are three key functions of the interagency service response:**
 - **the Co-ordination of an integrated service system within a particular community, including the promotion of the merits of working in an integrated way and the development of interagency relationships and oversight of the quality of facilitation offered to Family / Whānau**
 - **the provision of lead agency services to facilitate the development of and implementation of an integrated service plan to the needs of particular family/whānau.**
 - **the implementation of the LMG Strategic Plan and further development of Te Wharau Manaaki process.**

SPECIFIC DUTIES & RESPONSIBILITIES

SF co-ordinator is responsible for the day-to-day co-ordination of the SF process in their area.

They:

- promote the SF process in their area
- co-ordinate and support the SF collaborative case conference process
- work with the LMG and the community to identify vulnerable children, young people and their families/whānau needing support from more than one agency, and encourage government and community agencies to work together to deliver the required services to them
- report back to the LMG or Governance structure as agreed with the LMG or Governance structure.

Collaborative Case Conference Co-ordination:

- Co-ordinating and supporting the SF collaborative case conference process is a primary function of the person employed. The responsibilities involved include:
 - providing accessible information about SF, including phone and email service for enquiries about SF and services available in the community
 - assessing all SF referrals, to ensure that each referral meets the guidelines as outlined in SF Threshold document
 - ensuring that families/whānau understand the consent process and sign the consent form the person responsible for this is either the SF co-ordinator or the referring agency.
 - ensuring a trained facilitator is appointed to each family/whānau , and a lead agent to monitor the action plan, within a reasonable period of time
 - co-ordinating training for lead agents and facilitators
 - supporting, maintaining and recruiting a sufficient pool of trained facilitators, providing peer support as required
 - ensuring that SF meetings take place in a timely and appropriate manner. The SF co-ordinator is usually responsible for this until a lead agency has been appointed, after which time it becomes their responsibility
 - providing advice on using the SF discretionary fund and facilitating the authorisation of payment by the LMG and discretionary fund holder ^[1]_{SFP}
 - receiving and filing SF final case management reports when a family/ whānau case is closed
 - ensuring that appropriate family/whānau process evaluations have taken place and final case reports submitted for every family/whānau who participated in the process.

Relationships:

- The ability to build and maintain local relationships will enhance any collaborative initiative and the effectiveness of the process. Therefore it is important that the person employed has the skills to:
 - build and maintain networks with community organisations, government agencies, local authorities, schools and other organisations that work with families/whānau who may benefit from the SF process
 - build and maintain effective networks with iwi/hapū and other Māori and ethnic groups within the area
 - attend and initiate interagency meetings with an emphasis on the SF process where appropriate
 - promote interagency working together to improve the delivery of support services to families/whānau with multiple needs.

Data Handling and Administration:

- Collecting, managing and reporting on SF data and carrying out various administrative functions related to the SF process are also responsibilities of the person who is employed. They need to:
 - maintain a robust electronic filing system for all SF referrals
 - receive and do some analysis of the family/whānau questionnaire, SF process feedback forms and the final case management reports
 - collect and analyse data and information about SF and make recommendations as appropriate to the LMG
 - be involved in the development of the LMG's local operational plan and implement initiatives proposed by the LMG
 - assist the LMG to maintain the discretionary fund allocated level
 - provide the LMG with regular reports as agreed locally
 - provide data reports to Ministry of Children national office in accordance with the reporting section below
 - provide any other reports as requested.

Good Practice:

- It is also important that whoever is employed is given the opportunity to contribute to the development of good practice. This input from a front-line person can enhance programme development and its overall effectiveness. For this to happen it is ideal that the worker:
 - participates in training, and liaises with other co-ordinators at co-ordinator forums/hui for peer support, information sharing and training
 - provides feedback on various SF tools and processes when required
 - facilitates the collection and dissemination of ideas on how to improve the effectiveness of the SF process from families/whānau, lead agents, facilitators, LMG members and others involved in the process

GENERAL DUTIES & RESPONSIBILITIES

- Be punctual and work the hours and times specified.
- Prioritise workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard.
- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.
- Responsibly manage all business resources within accountability levels.
- Undertake all duties and responsibilities outlined in this job description and all other duties as required by the business.
- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given.
- Serve the business in good faith, promoting and protecting the business' best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfilment of the duties, responsibilities, obligations and instructions related to employment.
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.

SKILLS, EXPERIENCE & EDUCATION

- Sound working knowledge of how key agencies work with families/whānau in the social, health, education and justice sectors, including an awareness of current resources and services.
 - The ability to work across government and community sectors, including working with iwi/hapū and other ethnic groups.
 - Well-developed communication skills (oral and written).
 - Well-developed relationship management skills (ability to build and maintain effective working relationships and to develop extensive networks).
 - Excellent interpersonal skills (able to adapt to the needs of the audience and able to mediate, facilitate and negotiate key outcomes for all parties).
 - Strong planning and organising skills, for managing information, reporting and setting up interagency meetings.
 - Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected.
 - Knowledge and understanding of the Treaty of Waitangi.
 - Excellent written and verbal communication skills.
 - Has demonstrated ability to manage work initiative and self-motivation.
 - Proficient computer literacy.
 - Experience of office management systems and procedures.
 - Effective time management and ability to prioritise work.
 - Act as a point of contact for internal and external clients.
-