# Position Description

**Social Worker**

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| Reports to | Vicar for Social Impact & Communications |
| Organisation | Catholic Diocese of Auckland  |
| Relationships | Clients, Staff of Catholic Social Services, other Social Service Agencies, Māori & Pacifika Social Services, Parishes and Schools, Diocesan Staff |
| Date reviewed | September 2022 |

**Position overview**

To assist families and individuals who are at risk or in need by the provision of social work support and intervention by assisting Catholic Social Services to fulfil our contractual obligations to MSD/Oranga Tamariki (OT), by responding to Family Harm referrals from Police and Social Work referrals from the community and other Government organisations. To network and collaborate with other social agencies.

**Key Accountabilities**

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| Mission Map | * Integrate the Catholic Diocese Auckland purpose, priorities, staff values and our way of working into work practices and relationships
* Model behaviour in line with the Diocese purpose, priorities, staff values and our way of working
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| Responding to referrals and providing a negotiated social work response  | * Family or client visited following contact and future visits negotiated thereafter to review family/client situation, strengths and identify the most useful responses to difficulty.
* Respond to allocated Police Family Harm referrals through CMS (Case Management System).
* Establish and agree on who is or should be involved to assist family, and what each person’s contribution will be. This will include family, CSS staff and others.
* Delivery of Social Work services negotiated with client(s) and regularly reviewed.
* Advocate for client(s) when required.
* Support provided to clients.
* Undertake relevant professional development courses and supervision to maintain social work competence and skills.
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| **To work closely with agencies and parishes with identified social work initiatives.** | * Support Catholic Social Services domestic violence programmes delivered in parishes and with other groups.
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| **Contribute to agency generally and particularly to provide quality social work responses to referrals.** | * Respond to all referrals (in person or telephone) to the Catholic Social Service.
* Undertake other related general agency tasks a required.
* Fulfil agency recording requirements into the client management system currently known as “Paua”.
* Promotion of Agency Services.
* Contribute to effective team communication and working as a team
* Effective communication regarding internal referrals between social worker and counsellor.
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| **To participate in and have an effective relationship with Diocese and its departments** | * Any additional duties, as agreed, arising from implementation of the CSS Strategic Plan, including liaison; co-ordination; and collaboration.
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| Health and SafetyAs an employee you are responsible for taking care of your own health and safety, and for the health and safety of other persons who may be affected by your actions or non-action. Therefore, you are responsible for: | * Complying with CDA’s health and safety policies, procedures, rules and guidelines in a safe and responsible manner that will not place at risk your own health and safety, or that of any other person in the workplace.
* Contributing when consulted on workplace health and safety responsibilities and policies, and also providing feedback and suggestions to promote continuous improvement of health and safety procedures relating to CDA’s work/environment
* Reporting all injuries, incident and hazards to the appropriate person in a timely manner and early reporting of any pain or discomfort.
* In the case of injury or illness, you must take an active role in the company treatment and rehabilitation plan, to ensure an “early and durable return to work”
* Support your managers as required to meet their requirements of the health and safety responsibilities and policies
* At all times demonstrate the best health and safety behaviour to support a positive health and safety culture.
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NOTE: This position description is a broad outline of roles and responsibilities for this position. Key responsibilities may vary from time to time, at the request of the Manager, to accommodate the operational needs of the department.

**Areas of Critical Success**

The Social Worker is expected to ensure that:

 Mission Map

* Evidence of language, behaviour and attitudes towards all people are consistent with the Catholic Diocese Auckland purpose, priorities, staff values and our way of working
* Articulates and role models the values
* Decision making process includes values

Responding to referrals and providing a negotiated social work response

* Family assisted to address difficulty and to establish ways to make progress
* Family visited as soon as possible after initial contact
* Assessment with client completed
* Possible options for action discussed and tasks allocated
* Understanding and description of each persons’ role and contribution and include this in the agreement
* Advocacy undertaken where required to assist client(s) achieve action plan.
* Action Plan completed and reviewed regularly
* Confidentiality and Advocacy form signed
* Clients, where required, referred to other agencies for support e.g. emergency housing, budgeting services, refuge, disability services, lawyers etc.
* Family members engaged in supporting clients
* Negotiated support and assistance provided

Work closely with agencies and parishes with identified social work initiatives

* Domestic Violence programmes delivered within the community
* Good relationships established and maintained with parishes, schools, and other agencies so referrals can be made directly.
* Identify opportunities for collaboration with other groups.

Contribute to agency and provide quality social work responses to referrals

* Quality information/services provided
* Referrals, both internal and external, are responded to in a timely manner.
* Walk in clients seen as soon as possible
* All clients treated with respect
* Tasks undertaken
* “Paua” Client management reporting system maintained and kept up to date
* All inactive cases closed and evaluation forms sent out
* Files are up to date and are kept secure at all times
* Catholic Social Services promoted
* Undertake relevant professional development courses and supervision, to maintain social work competencies and skills

Participate and have effective relationship with Diocese & departments

* Effective relationship created with Diocese.

**Person Specification**

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| **Education & Qualification*** A relevant social work qualification that is recognized by the New Zealand Association of Social Workers Registration Board, including current registration (or if a graduate, happy to work towards registration).
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| **Competencies/skills required for job*** Experience in social work with individuals and Whanau.
* Experience of working in the area of family violence and individuals and whanau with complex needs and confidence in ability to assess both safety and risk.
* Commitment to quality social services provision to whanau
* Advocacy in support of whanau and individuals’ human rights e.g., access to housing and general social support.
* A commitment to upholding the principles of Te Tiriti o Waitangi.
* A commitment to bi cultural Aotearoa New Zealand and working alongside Maori
* A commitment to multi-cultural Aotearoa New Zealand and experience in working alongside Pasifika people
* An ability to speak Te Reo Maori or a Pacific language is an advantage.
* A commitment to working under the principles of the Oranga Tamariki Act 2017.
* An ability to build highly collaborative and purposeful relationships with whanau and the community including other agencies and parishes.
* Empathy with and the commitment to upholding the values of the Catholic Church
* Self-motivation and ability to work independently and collegially as part of a team.
* Competent in keeping up to date records.
* A current full driver’s licence.

**Emotional Intelligence** Establishing and sustaining trusting relationships by accurately perceiving and interpreting one’s own emotions and others’ emotions and behaviour in the context of the political environment; demonstrating intelligent use of one’s own emotions in managing one’s own responses and reactions and working with others to be effective at work.**Navigating Complexity**Proactively and quickly making sense of complex issues; being agile, responding effectively to complex and ambiguous situations; communicating complicated information in an easy to understand manner.**Courage**Proactively confronting difficult issues; having the strength and resilience to make choices and take action.**Personal Impact and Communication Ability**Respect - mana, presenting with confidence and the ability to effectively relate to the range of clients. Expressing thoughts, feelings and ideas effectively in individual and group situations. |