

POSITION DESCRIPTION

<p>Title: Kahu Taurima Social Worker</p>	<p>Reports To: Team Leader, Kahu Taurima Team: Public Health</p>
<p>Hours: The position is 40 hours a week – usually 8.30 am to 5 pm (Mon-Fri) with flexi-time, including some after-hours and weekend work required from time to time to allow for client and support</p> <p>Note: You will not be required to work more than 40 hours per week.</p>	<p>Location: Henderson or Mangere Term: Permanent</p>

Job Purpose

The Social Worker will be responsible for completing strengths and needs assessments for Pacific families across the Waitemata or Counties Manukau region, providing appropriate support, and making relevant referrals for Pacific families.

Key Responsibilities

The role will achieve its goals by furthering both The Fono’s overall goals as well as those for the specific position, including:

- Conduct social assessments to identify family needs (e.g. financial, housing, mental health, family violence).
- Provide practical, strengths-based support and connect families to appropriate services.
- Link families with essentials like baby items and furniture through community partners.
- Build and maintain relationships with agencies such as WINZ, Kāinga Ora, and mental health services.
- Make warm, timely referrals and ensure smooth client handovers to external services.
- Conduct home visits safely and support clients during key agency appointments.
- Provide clear, culturally sensitive advice and advocacy when needed.
- Communicate effectively across various platforms (phone, text, email, in person).
- Work closely with nurses and support workers to deliver holistic, wraparound care.
- Use social assessments to coordinate additional services and support planning.
- Apply strong organisation, time management, and initiative to programme delivery.
- Demonstrate cultural respect and sensitivity, with Pacific language skills an advantage.
- Promote early intervention, wellbeing, and healthy lifestyle choices using evidence-based information.
- Stay informed about internal and external services to support integrated care.

Supervisory responsibilities:

- None.

Skills and Attributes

To thrive in this role, you will bring a blend of technical ability, cultural understanding, and people-focused soft skills.

Technical Skills:

- **Qualifications and Registrations:**
 - Tertiary qualifications in social services.
 - Current Social Worker Registration Board (SWRB) accreditation.
 - Early intervention experience.
 - Clean Police vetting result
 - Full New Zealand Driver's Licence
- **Computer and Tech-Savvy:**
 - Confident with basic office tools (MS Office, email, online forms, etc).
 - Willingness to undertake further training as needed.

Soft Skills:

- **Communication:**
 - Can speak and write, easily understand, and can adapt communication style to different people and situations. Clear and confident in the level of English.
 - Adapts communication style to suit audience needs, and can speak a Pacific language.
 - Builds rapport easily and communicates effectively with a wide range of people.
- **Time Management and Organisation:**
 - Strong time management skills.
 - Capable of prioritising tasks and managing a varied workload effectively.
- **Cultural Competency:**
 - Strong awareness of Pacific values, beliefs and other practices.
 - Proud to bring their culture into their workplace.
 - Respects others' differences and helps build a safe, inclusive environment for all.
- **Adaptability and Self-Management:**
 - Self-motivated, adaptable, and open to continuous learning
 - Able to respond quickly and appropriately to changing circumstances.
- **Team-Oriented Mindset:**
 - Willingness to work collaboratively with other team members and disciplines.
 - Contributes positively to a team-based culture.
- **Professionalism and Integrity:**
 - Upholds high standards in everything they do and takes responsibility for their work.
 - Respects privacy and follows through on their commitments.
- **Willingness to Learn and Grow:**
 - Eager to take on training, improve skills and explore development opportunities – especially towards future medical reception or administrative roles.

Performance measures:

Key Performance Indicators (KPIs) for this role are currently under review and being developed to ensure alignment with organisational priorities.

- Be able to handle a case load of at least 25 families at any point in time.
- Conduct thorough social assessments, identify needs, prioritise needs and develop an action plan of how to support families navigate towards addressing these needs.

Further performance measures and achievement goals will be progressively set.

Variation

At any time, the above specifications may be amended by the COO and the Manager of Public Health.