

September 2026

Kia ora

Thank you for your registration of interest in the role of full-time permanent Kaimahi Whānau with Wesley Community Action's Mana Whānau programme.

This pack includes a job description and outlines the key tasks and expected outcomes of the position.

The pack also includes a Pre-employment Disclosure Statement, and a copy of Te Ara Wēteriana / The Wesley Way. Te Ara Wēteri is our quality assurance practice framework which guides how all staff are expected to interact with each other and with those we work alongside. Please read this carefully to ensure there is alignment between your beliefs and Te Ara Wēteri / The Wesley Way.

To apply for this position please send us:

- a covering letter
- your CV
- the completed Pre-employment Disclosure Statement.

This role is pivotal to maintaining and further developing rigorous network relationships in the Wellington region and beyond, and leading best practice in working alongside families. We are looking for a highly self-motivated, skilled professional who has a genuine passion for children and social work with families. You will need the energy to match our team's!!

We look forward to receiving your application and please do not hesitate to contact us if you have any questions.

Please send your application to: amckenzie@wesleyca.org.nz

Nga mihi

Andrea McKenzie
General Manager

Position Description MANA WHĀNAU – KAIMAHI WHĀNAU – March 2026

About Mana Whānau – full time permanent

Mana Whānau is an intensive in-home parenting support approach, developed by Lifewise, our sister organisation, in Auckland. Wesley Community Action has provided Mana Whānau since 2019. All referrals to Mana Whānau are received from Oranga Tamariki.

Mana Whānau works with whānau who are at imminent risk of having their children removed or they are needing support to enable their children to return home. The approach builds the capability of parents and whānau to provide safe nurturing care for their children. It does this by intensively engaging with whānau, in their own homes to identify toxic stressors, reduce those, increase protective factors and working toward significant and sustainable parent-led goals. Our whānau workers engage with whānau using a whānau led, strengths based and solution focused approach while also holding the highest commitment to child safety

The approach differs from other approaches in that kaimahi work intensively with whānau, in their homes (up to 5 days a week during critical periods), for six months. The aim is to support parents whose core capabilities are challenged by stress and trauma, helping them to identify and reduce those stressors. Our kaimahi work alongside parents, modelling and supporting strong and responsive relationships between children and parents. They also work with parents to identify, build and maintain whānau and community supports that enable longterm resilience. A key priority of the Mana Whānau approach is 'child safety'. Our kaimahi must be able to identify risk and respond to it proactively and accordingly.

Because Mana Whānau is whānau led, it looks different in every home - it is responsive to the priorities, skills, capabilities and culture of each whānau. Support is provided at the times whānau most need it and is designed, as far as possible, to fit in with their routines and structures. This requires kaimahi to have the flexibility for some early morning and evening work.

Mana Whānau Intensive In-Home Parenting Support: Whānau Worker – Kaimahi Whānau

The primary objectives of this position are:

- *to address the risk of children being placed in Oranga Tamariki care, and*
- *to support the safe transition of children to return to the care to the care of their whānau.*

- *To ensure all children are safe and protected in their home environment*

Responsible and reports to:	Team Manager Te Kakāno - Mana Whānau
Functional Relationship with:	• Lead Practitioner – Mana Whānau • Mana Whānau team members
Important relationships with:	• Whānau/families • Wesley staff • Wesley Leadership Team • Work and Income • Oranga Tamariki • Schools and Early Childhood centers • Other agencies and services
Hours:	Minimum 40 hours per week not including unpaid 30 minute lunch break – some out of office hours and weekend work is occasionally required, as negotiated on a case-by-case basis with the Lead Practitioner or Team Manager.
Location:	This position is based at our Porirua site, however Mana Whānau is available to whānau living in Wellington Porirua and Kāpiti. From time-to-time whānau workers may be required to work from another of our Wesley sites.

Who will thrive in this role?

The person who will thrive in this role:

Has the ability to engage with whānau, honouring their voices and ideas

- Is kind, compassionate, empathetic and non-judgemental
- Can quickly build effective and trusted relationships
- Is strength based and solution focussed
- Has the ability to identify barriers and gently challenge assumptions
- Can balance strengths and risks as part of safety planning
- Is courageous and will have those ‘big’ conversations with whānau as needed
- Prioritises child safety

Is committed to a whānau-led approach

- Believes that with the right support, and resources, change is possible
- Is motivated to 'do what it takes' to support whānau to achieve their goals
- Is a reflective practitioner who is open to ideas, focussing on what works for whānau
- Understands the power of mistakes – actively learning from them to do better in the future
- Is willing and able to uphold the principles of Te Ara Weteriana, including using Te Tiriti o Waitangi as the basis for their work

Has experience in leading best practice case management

- Contributes to a supportive community by modelling mutual respect, transparency, consultation and by communicating clear expectations
- Confidently manages all professional interactions and communications to the highest standard
- Identifies and mitigates safety issues, including the safety of tamariki, whānau and kaimahi
- Role models and represents Wesley professionally in all interactions.

Is clear thinking, wise and strategic

- Takes time to stand back and think about what is happening
- Sees the 'big picture' of where the organisation is going and contributes to strategic initiatives
- Enjoys meeting and mixing with a wide cross-section of people and has life experience appropriate to the role
- Has the ability to maintain professional boundaries and exercise self-care

Is an effective worker and communicator

- Writes and speaks simply and clearly
- Is an active and attentive listener
- Is confident with IT systems and opening to learning
- Is able to organise time and resources to maximum effect and has well established systems that support the highest standards of case noting and reporting.
- Has a current full driver's license

Key tasks and expected outcomes

Key tasks	Expected outcomes
PRACTICE	Genuinely and respectfully engages with whānau so they can be confident their worker is reliable, trustworthy and transparent Works with whānau to develop robust plans that genuinely reflect their wishes and aspirations Informs Lead Practitioner of review date of plans and invite them to those reviews. This supports robust tracking of goals. Ensures whānau know they can make mistakes and learn from them Regularly reflects on their own practice and the practice of the team as a whole – attends regular internal case work reflection sessions with MW Lead Practitioner, line management supervision (team manager) regularly, and external clinical supervision regularly. Ensures practice is authentically whānau-led – ‘nothing about whānau, without whānau’. Proactively raises with Lead Practitioner in the first instance, and in their absence, the team manager or general manager, any issues that are impacting on your ability to fulfil your role well and feel good about your work environment. • Immediately (or as soon as possible) communicates any issues, complaints or incidents, that could impact on safety of a child or impact on Mana Whānau delivery , to Lead Practitioner and Team Manager • Escalate any serious concerns which will override client confidentiality to OT and Lead Practitioner promptly. If in doubt, consult with Lead Practitioner in the first instance or in their absence the Team Manager or General Manager.
INFLUENCE	• Models positive parent/child interactions and supports the development of warm and nurturing relationships between children and their whānau • Provides whānau with information, guidance and support in key areas related to their children’s physical, emotional, psychological wellbeing, and development. This may include implementing connections to services that can support them as parents and their needs also. • Supports parents to develop responses and routines that provide children with sense of consistency, safety and security and

	structure. Supports whānau to access services, for their children, as required • Maintains effective lines of communication, in consultation with whānau, between Oranga Tamariki and Wesley • Role models and leads positive working relationships, among Wesley staff, within and between teams as well as with external agencies
ADVOCACY	• Advocates for whānau, providing guidance and facilitating support, in relation to their emotional, social, physical, housing, financial wellbeing as required. • Represents the whānau voice, with their permission, at key professional hui. • Supports whānau to identify, build and strengthen family/whānau and community networks Builds resilience by utilising parent's strengths and capabilities
SERVICE EXCELLENCE	• Attends and actively participates in regular clinical or other supervision • Attends and actively participates in team and staff meetings • Participates in relevant training and reflective practice sessions • Participates in Wesley's core and on-going staff training • Has an understanding of the work undertaken by other teams and actively collaborates with other Wesley staff • Will lead courageous conversations with whānau about what you are noticing regarding behaviours, patterns, themes, trends, that potentially are in conflict with the goals of child safety. • As part of routine practice, prioritises assessment of child safety / child risk and reports any and all concerns back to Lead Practitioner in the first instance, and in their absence, the Team Manager or General Manager. • Promotes the activities of Wesley at key forums and events • Represents Wesley professionally and respectfully at all forums. • Prioritises a highly effective and respectful partnership and relationship with Oranga Tamariki, at all times and communicates any challenges to this, proactively and in a timely manner to Lead Practitioner and Team Manager. • The team utilises and further develops the key components that underpin Mana Whānau e.g., Three-Way Agreements, Progress Update Reports, Family Wellbeing Assessments, ecograms, genograms, safety plans, tools for engaging with tamariki and for seeking and using feedback.

	• The principles of whānau-led practice inform all discussions and activities, and Mana Whānau principles and theory of change underpin the work. Management is proactively alerted to any risk or threat to the reputation of the service or organisation. • Regular hui are held, between Oranga Tamariki and Wesley Whānau worker to ensure clarity of communication. • Mana Whānau is known and respected within the community
CAPABILITY	• Ensures all reports are completed on time and if for any reason this cannot occur, is proactively alerting stakeholders (team manager/Lead Practitioner/external parties e.g. OT) prior to the due date of the report. This follows a no-surprises principle. • Ensures the Mana Whānau database (Wesnet) and case notes are regularly maintained and up to date to allow for good hand over during periods of staff absence. • All case notes should be entered daily, failing that, within 48 hours of visit. If for any reason this cannot occur, is proactively alerting Lead Practitioner or in their absence the Team Manager, 'prior' to end of week. • Ensures individual family/whānau action plans are developed, regularly reviewed and updated. This is a key KPI. • Adheres to all Health and Safety protocols
TE TIRITI O WAITANGI Committed to the principles of Te Tiriti	• Whānau experience Mana Whānau as showing respect for and understanding of their different cultural and spiritual beliefs. • Principles of Te Tiriti o Waitangi and Te Ao Māori perspectives are actively demonstrated in all interactions with whānau and demonstrate commitment to Māori perspective as Tangata Whenua. • Te Ara Wēteri is used as a key framework, particularly so when working alongside Māori, using the principles of Āhurutanga, Manaakitanga, Kaitiakitanga, Rangatiratanga • Understands the history of colonialism and works to end institutional racism. • Participation in cultural practices appropriate to the whānau being supported. • WCA Pou Tikanga or Kaitiaki is consulted in any cultural issues.

	• Participates in appropriate cultural practices with whanau.
Any other duties as discussed and agreed with Leadership	

Abilities and ideal person specification

1. Has a combination of life experience, work experience and/ or qualifications appropriate to this role
2. Has a genuine passion for working alongside children and supporting whānau and families
3. Has outstanding rapport and relationship building skills
4. Has high standards of character, reliability and integrity
5. Has excellent written and oral communication skills
6. Has a good understanding of social services, health and education systems and other services available to support whānau in Porirua and/or Kāpiti
7. Has highly developed organisational, time management and computer skills
8. Has a commitment to positive social change that encompasses whānau-led practice, strength-based principles and a solution focussed approach
9. Understands the priority that is 'child safety' and is adept at identifying and assessing 'risk' to child safety and developing safety plans in response to those risks.
10. Has a commitment to applying the principles of Te Tiriti o Waitangi to the work
11. Has the ability to negotiate and manage conflict, and a comprehensive knowledge of the issues that impact on tamariki and whānau, including health, addictions, relationship and social problems
12. Understands the impact of trauma and the importance of mitigating/eliminating toxic stressors to improve outcomes for tamariki and whānau
13. Has the ability to self-manage, to work effectively under pressure and to meet deadlines
14. Has a sense of humour
15. Has a current, clean, full drivers' license
16. Can meet the requirements for Police and Oranga Tamariki checks
17. Is available, by negotiation, to work hours that fit with whānau needs
18. Is energetic, has well developed self-care strategies and is in good physical health

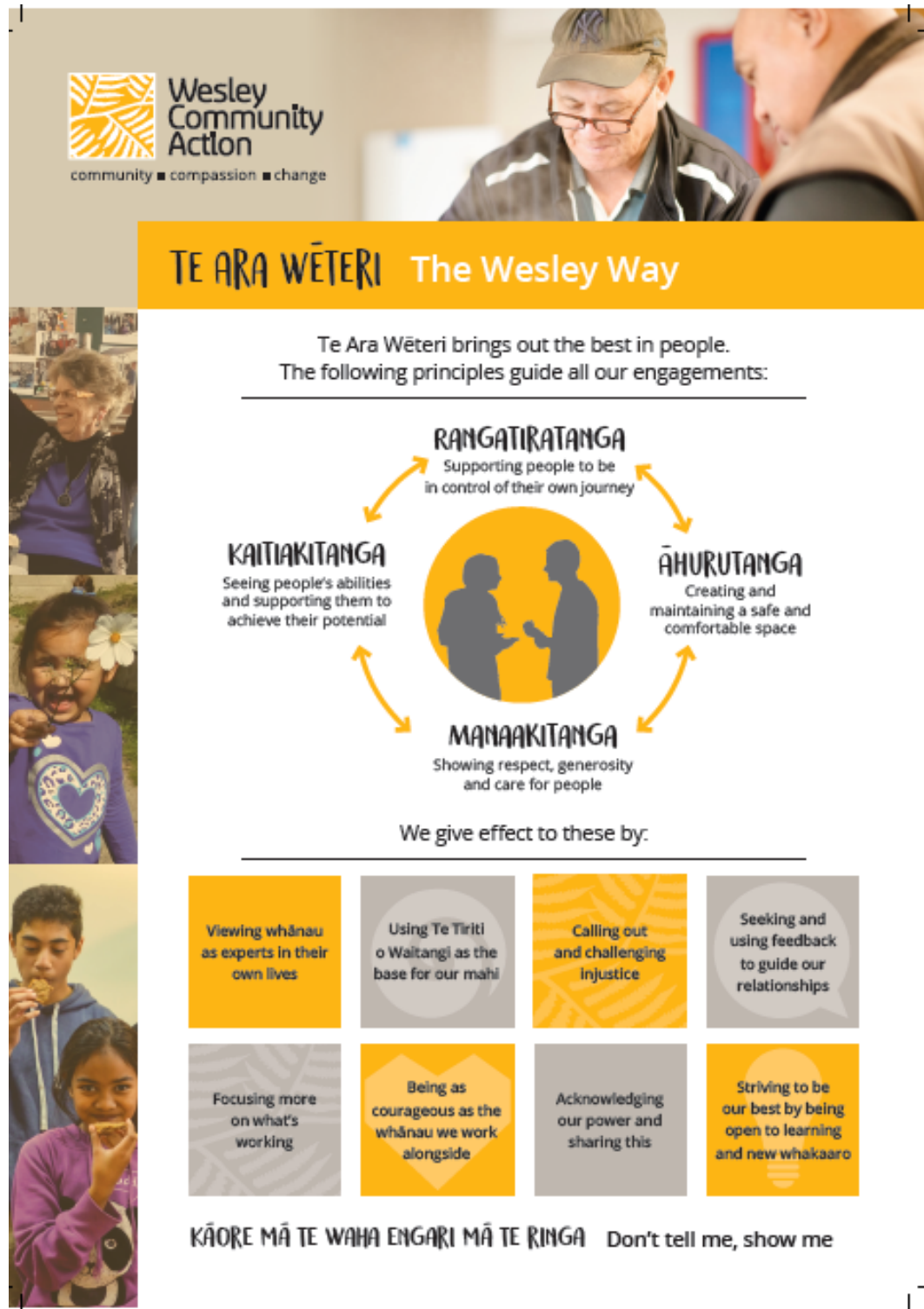


**Wesley
Community
Action**

Wesley Community Action
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04 385 3727
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How we work: Te Ara Wēteri / The Wesley Way

Te Ara Wēteriana / The Wesley Way is the heart of our work. It's based on the belief that people are the experts in their own lives. We support them to identify their strengths and skills and the changes they believe will allow them to have a better life.



PRE-EMPLOYMENT DISCLOSURE:

As part of our employment/volunteer process, we require you to answer to the fullest, the following questions.

This information is treated with the strictest of confidentiality.

FULL LEGAL NAME:			
PREFEERED NAME (email signatures/business cards):			
HAVE YOU PROVIDED REFEREE FROM YOUR LAST EMPLOYER AND EMPLOYERS IN RELATED FIELD TO THIS ROLE?			
RELEVANT QUALIFICATIONS PROVIDED:			
PREFERRED IDENTIFICATIONS:			
1	Do you have a preferred pronoun that you would like on a work email signature?	She/Her, He/Him, Them/they or N/A, if you would like no pronoun	
2	Do you identify with any iwi affiliation/s that you would like us to know about?		
3	Do you identify any Pasifika affiliation/s that you would like us to know about?		
CONVICTION/DISCIPLINARY ACTION DISCLOSURES:			
4	Have you ever been convicted of a criminal or diving offense?	YES OR NO	If YES, please provide full details on other sheet attached.
5	Are there any criminal charges currently pending against you?	YES OR NO	If YES, please provide full details on other sheet attached.
6	Have you been the subject of any performance/employment/disciplinary process with any previous employer or been dismissed from any role?	YES OR NO	If YES, please provide full details on other sheet attached.
7	Have you been the subject of any censure or suspension to your professional practice/certifications of any type for any reason?	YES OR NO	If YES, please provide full details on other sheet attached.
8	Have you had any circumstance where you have had engagement with the police for any matter (including traffic matters)?	YES OR NO	If YES, please provide full details on other sheet attached.
MEDICAL/GENERAL WELLBING DISCLOSURES:			
9	Do you have any current medical/health or psychological conditions that we should be aware of that may interfere with your ability to carry out your duties as a member of Wesley Community Action? If in doubt, please answer yes.	YES OR NO	If YES, please provide full details on other sheet attached.
10	Do you have any history of an event/s, traumatic or otherwise, that could impact on your ability to carry out your duties objectively, professionally, and non-judgementally.	YES OR NO	If YES, please provide full details on other sheet attached.
11	Do you have any pre-existing medical/health or psychological conditions?	YES OR NO	If YES, please provide full details on other sheet attached.
12	Do any of the above conditions impact on your ability to fulfil your role in anyway?	YES OR NO	If YES, please provide appropriate medical clearance from your health professional confirming you as fit for the purpose of the role you are applying for.
DECLARATION			
14	I am legally entitled to work/volunteer in Aotearoa New Zealand.	YES OR NO	If NO, please provide details on another sheet attached.
15	I give permission for my referees to be contacted.	YES OR NO	If NO, please provide details on another sheet attached.

16	I give permission for my medical records to be accessed if requested	YES OR NO	
17	I have a full and clear driver license I can produce for sighting.	YES OR NO	If NO, please provide details on another sheet attached.
18	The information given in this application is factual and truthful.	YES OR NO	If NO, please provide details on another sheet attached.
SIGNATURE:			
DATED:			

IMPORTANT – PLEASE NOTE: We rely on the accuracy of the information given to us. If it is later discovered that you have not fully disclosed all matters requested or have failed to disclose significant information, then Wesley Community Action is entitled to treat such non-disclosure or misrepresentation as misconduct or serious misconduct and disciplinary proceedings may follow. V. Oct 2024

ADDITIONAL INFORMATION: add lines as needed.

Question number being answered:	Answer provided: