



## Position Description

<b>Position:</b>	Tauwhiro/Social Worker - Family Centred Services
<b>Direct reports:</b>	None
<b>Reports To:</b>	South Otago Team Leader
<b>Approved Date:</b>	February 2026

### Vision and Values

Anglican Family Care's vision is for strong, connected and thriving whānau and tamariki.

Anglican Family Care values:

- Whanaukataka / Sense of Family
- Kotahitaka / Common Purpose
- Manaakitaka / Looking After People
- Mahi Tahi / Working Together
- Whakahirahira / Excellence
- Awhinatata / Stewardship

Anglican Family Care is a social services agency that has served the people of Otago since 1970. Our mission is to work together with Otago whānau to make change that inspires hope for a better future.

### Position Purpose

Our Family-Centred Service aims to foster wellbeing/mauri ora for families and whānau who have experienced or are at risk of experiencing family violence.

### Key Responsibilities and Expected Results

Key Responsibilities	Expected Results
<b>1. Service Delivery</b>	
Take steps to secure safety of vulnerable family and whānau members through ongoing development and review of a safety plan	Safety plans are developed in conjunction with whānau members Whānau are aware of how to increase their safety and have steps to keep themselves safe
Working in partnership with families and whānau to identify their issues and solutions	People who use violence are accountable and supported to change their behaviour Whānau have strengthened family connections and strong social supports.

Key Responsibilities	Expected Results
	Whānau have strong positive cultural identities and associated sense of belonging and wellbeing
Advocacy is provided for equitable access to resources, choices and opportunities to meet the whānau needs	<ul style="list-style-type: none"> <li>• Whānau are supported to access resources and services when required</li> <li>• Whānau develop their own strengths and increase their ability to effectively use community support systems</li> </ul>
Provide post-crisis and client led support	<p>Actions are taken to strengthen and protect people experiencing and/or impacted by violence. Whānau and individuals are supported to heal and overcome the trauma of violence, and live their lives free from family violence</p> <p>People using violence are held accountable and supported to change with a focus on rebuilding trust</p>
Whānau are supported to parent so tāmariki thrive in safe, stable, loving homes	<p>Tāmariki and rangatahi are protected, safe and supported. They understand healthy relationships, and how to seek help.</p> <p>Parents are able to reflect on the way family violence has impacted their parenting and make positive changes.</p>
Strengthening family and whānau participation and connections through family-centred and holistic approaches	Whānau understand healthy relationships, and have strengthened whānau connections through the privileging of whakapapa, whanaungatanga, and aroha
Co-ordinating wrap-around services	Whānau impacted by violence can access integrated and inclusive responses to enable safety
Building the capacity and family violence prevention skills of practitioners and kai whakaruruhau	Every person can trust those working with them to have their safety, wellbeing and best interests at heart. Workers are skilled, open-minded, caring and responsive. Trauma is recognised whenever it occurs, there is accountability for acts of violence and responses focus on rebuilding trust.

<b>3. Working Relationships</b>	
Develop and maintain working relationships with other professionals working with the whānau	<ul style="list-style-type: none"> <li>• Co-operation between workers is evident</li> <li>• Referrals are being made to Strengthening Families where appropriate</li> <li>• Evidence of Case Conferencing when a group of professionals is working with a whānau</li> </ul>

Work with and maintain strong relationships within the Rural team and the wider Anglican Family Care team	<ul style="list-style-type: none"> <li>• Participation in team meetings, supervision and training</li> <li>• Effective communication and respect between team members is apparent</li> </ul>
<b>4. Recording &amp; Reporting</b>	
Record information as required by the Agency	<ul style="list-style-type: none"> <li>• Agency standards are met</li> <li>• Professional case notes are recorded and filed appropriately in the relevant case management system</li> <li>• Reports and correspondence are written to a required standard</li> </ul>
<b>5. Professional Development</b>	
Attend supervision as required	<ul style="list-style-type: none"> <li>• Caseloads are manageable</li> <li>• Professional development and practice issues are identified</li> <li>• Practice is supported and sustained</li> </ul>
Attend relevant training	<ul style="list-style-type: none"> <li>• Skills and knowledge enhanced</li> <li>• Be informed of current community services</li> <li>• Awareness of relevant social and community issues</li> <li>• Professional memberships (where applicable) are maintained in accordance within specified timeframes</li> </ul>
<b>6. Other Duties</b>	
Any other duties from time to time as negotiated with the Team Leader	

### Scope of Responsibilities

The **Tauwhiro/Social Worker – Family Centred Service** is providing a tailored specialist and whānau centred healing, recovery and restoration service to whānau with children/young people 0-17 years old who have experienced or are experiencing family harm.

### Health and Safety

Anglican Family Care is committed to achieving the highest level of health and safety for its staff. All employees are expected to take the initiative to identify report and resolve issues that may cause harm to themselves or others in the organisation. As an employee the health and safety of staff members and colleagues as well as your own, are your responsibility. You are expected to work safely and to adhere to all agency Health and Safety Policy and Procedures. It is expected that you will report all accidents or potential hazards to your direct line manager.

### Treaty of Waitangi

Anglican Family Care is committed to its obligations under the Treaty of Waitangi. As an employee you are required to give effect to the articles as well as the principles of the Treaty of Waitangi – Partnership, Participation and Protection.

## Person Specification

An Overview of the person specifications for this role is as follows:

Area	Essential	Desirable
<b>Qualifications or Education:</b>	<ul style="list-style-type: none"> <li>• A relevant tertiary qualification in Social Work or a related discipline; consideration may be given to other qualifications and/or significant experience in family harm or whānau-centred services</li> </ul>	
<b>Experience &amp; Knowledge:</b>	<ul style="list-style-type: none"> <li>• Applicants must meet Entry Level Family Violence Skills as defined by MSD's E2E Capability Framework.</li> <li>• In depth understanding of family violence and sexual violence</li> <li>• Understanding of social work processes, roles and models</li> <li>• Understanding mātauranga Māori and the use of te o Māori values and practice</li> <li>• Knowledge of trauma Informed Practice</li> <li>• Knowledge of children/human growth and development</li> <li>• Understanding and awareness of how multiple and complex issues impact on whānau e.g. poverty, drug and alcohol, mental health, intergenerational trauma</li> <li>• Able to deliver culturally sensitive and responsive services to Pacific Island and other ethnic groups</li> <li>• Ability to work co-operatively as an effective team member</li> <li>• A sound knowledge of indicators of child abuse</li> <li>• Well-developed assessment skills</li> <li>• Possesses advocacy skills and ability to access resources</li> <li>• Ability to develop and maintain records and good report writing skills</li> </ul>	

	<ul style="list-style-type: none"> <li>• High degree of computer literacy as casework is entered on a database</li> <li>• Able to recognise and manage stress</li> <li>• A good knowledge of parenting and child development</li> <li>• An understanding of the definition of a child in need of care and protection under the Oranga Tamariki Act 1989</li> <li>• Well-developed communication and inter-personal skills</li> <li>• A current full New Zealand Driver Licence is essential</li> </ul>	
<b>Skills/Attributes:</b>	<ul style="list-style-type: none"> <li>• Effective communication skills.</li> <li>• Skill in building rapport, empathy, and respect.</li> <li>• Respect in all professional communication and engagement.</li> <li>• Ability to clearly maintain professional and personal boundaries.</li> <li>• Awareness of own personal values and beliefs.</li> <li>• Awareness of own conditioning in gender, sexuality, and ethnicity.</li> <li>• Ability to identify risk factors and immediate safety needs.</li> <li>• Willingness and ability to learn and be challenged</li> <li>• An awareness of when to consult or ask for help</li> <li>• Able to maintain confidentiality</li> <li>• Total honesty and integrity</li> <li>• Well organised</li> </ul>	

## Personal Competencies

The competencies for the role are determined by applying the SHL Unified Competency Framework.

The competencies specific to this role are as follows:

Competency	Essential	Desirable
2.1 Working with People	✓	
3.1 Relating & Networking	✓	
3.2 Persuading & Influencing	✓	
3.3 Presenting & Communicating Information	✓	
4.1 Writing & Reporting	✓	
5.1 Learning & Researching	✓	
5.2 Creating & Innovating	✓	

5.3 Formulating Strategies & Concepts	✓	
6.1 Planning & Organising	✓	
6.2 Delivering Results & Meeting Customer Expectations	✓	
6.3 Following Instructions & Procedures	✓	
7.1 Adapting & Responding To Change	✓	
7.2 Coping With Pressures & Setbacks	✓	
8.1 Achieving Personal Work Goals & Objectives	✓	

**Other attributes/factors necessary for this position:**

- Is able to handle sensitive and/or confidential information and/or act appropriately within the varying environments and situations required of the position.
- Is able to work outside of standard hours as negotiated to meet the needs of clients in situations that have not been planned.

*I \_\_\_\_\_ have read and understood this position description and I am aware of the responsibilities, requirements and duties of the role and I accept this position*

*Signature: \_\_\_\_\_*

*Date:*

**Manager**

*Name: \_\_\_\_\_*

*Date:*

*Signature: \_\_\_\_\_*