



Position Description: Intensive Family Wraparound Social Worker

This position description has been developed with a vision of Stand's Intensive Family Wraparound Services fit for current and future need, and in the context of achieving competent accountable practice and effective therapeutic social work. The Position requires SWRB registration and **reports to** the Intensive Family Wraparound Team Leader. It has **functional relationships** with other colleagues in the Intensive Family Wraparound Team, Kaumatua and Kuia, the Therapeutic Care and Education Team, other Stand Services and Support Services Team, children and their parents and caregivers, children's home schools, Oranga Tamariki, service partners, referral agents, other community agencies, and visitors. The role may at times have a formal "Parent Educator" function, "Programme Facilitator" and/or a "Child Mentor" function.

Hours of Work are 80 hours per fortnight, usually Monday to Friday in usual office hours; although on occasions to meet child and family needs the role may require you to work outside of these hours and/or on a weekend (this will be the exception not the norm).

National Practice Standards - Intensive Family Wraparound Social Workers

The national practice standards outlined in this document describe the standards of performance expected of Intensive Family Wraparound Social Workers in their work. In other words, they describe what people in this role are expected to know and do i.e. statements of competence. They provide a common reference point for good practice throughout Stand Children's Services. Delivering high quality services requires knowledge, experience and skills. Using these standards will help to reinforce the link from our strategic vision to operational processes and to service delivery standards.

These national practice standards combined with the Roles and Responsibilities Framework help to establish the link between the aims and objectives of Stand Children's Services and what individuals need to be able to achieve. Consequently, the standards and the roles and responsibilities framework are of key importance in the education, training, professional development and performance review of Intensive Family Wraparound Social Workers.

The Roles and Responsibilities Framework – Community Social Work Team

The Roles and Responsibilities Framework outlines the outcomes expected of Intensive Family Wraparound Social Workers, and how the Intensive Family Wraparound Social Work Team contributes through the delivery of their responsibilities to achieving these. These are included in the position description to provide you with an understanding of the depth and breadth of the Intensive Family Wraparound Social Workers role and its responsibilities.

National Practice Standards for Stand Children's Services Intensive Family Wraparound Social Workers
Practice Standards A: Provide Trauma Informed Services to Children and their Families

Work with children and their families to achieve optimal outcomes

- Engage and motivate children and their families
- Provide in-depth quality assessment of child and family needs and strengths
- Design and document individual service plans that are responsive to identified needs and strengths, provide the required support for change and identify clear measures for the agreed service objectives/outcomes
- Use service partners to complement the work of Stand and meet the identified needs of children and their parents
- Implement, monitor and review individual service plans and ensure evidence of outcomes as per policy is gathered and recorded.

Provide an intensive service that promotes the safety and wellbeing of children and families

- Provide effective trauma informed services that reduce risk and increase protection through an intensive wraparound multisystemic approach to change within the family, school and community of the child
- Provide appropriate supports for change that meet child development, parenting capacity, and wider environment needs
- Provide responsive support to significant life events
- Maintain high expectations and a focus on outcomes for children and their parents
- Report serious and significant incidents and make reports of concern to Oranga Tamariki as agreed and directed by the Regional Manager
- Ensure the voice and appropriate involvement of children in decisions affecting them

Work with parents, families, and significant others to achieve optimal outcomes for children

- Develop effective working partnerships with those with parental responsibility, and significant others in the life of the child
- Contribute to the delivery of services that support and meet the needs of parents

Undertake and/or co-ordinate work with networks, communities and agencies to achieve optimal outcomes for children

- Work with child's networks and communities to achieve optimal outcomes
- Liaise and work with service partners, other professionals, schools and other community agencies to achieve optimal outcomes

Contribute to the development of services, policies and practices which optimise safety and wellbeing outcomes for all children

- Work with the Therapeutic Care and Education Service, schools, communities and agencies to develop services that meet the identified needs of children
 - Contribute to the development of Stand Children's Services policy and practice framework
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Practice Standards B: Use Resources Correctly

Use of financial resources

- Make resource requests for expenditure
- Make purchases and obtain receipts as per financial policy and procedures
- Gain approval for expenditure and claim expenses as per financial policy and procedures

Use of physical resources (e.g. Office space and setting, IT, vehicles)

- Identify physical resources needed
 - Obtain physical resources
 - Use physical resources efficiently and effectively to maximise safety and quality of services
 - Monitor own use of physical resources
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Practice Standards C: Work Professionally with Others

Contribute to the maintenance and development of a safe and effective working environment

- Contribute to a healthy and safe working environment
- Work with others, particularly the Therapeutic Care and Education Team and Stand Social Workers in Schools, to create an open and safe working environment in which poor practice can be identified and corrected
- Follow the health, safety and security policies at all times in all environments
- Use the “safety net” practices required

Contribute support and ideas to enhance performance of the team

- Contribute to the identification of the development needs of the team
 - Help plan the development of the team
 - Work with others to develop the team to improve performance and outcomes
 - Support the learning and development of others in the team
 - Contribute to continuous assessment of team performance and outcomes
 - Work to continuously improve the development of the team
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Manage own performance as an individual and as a member of a team

- Receive allocated work to self and team from team leader
- Agree objectives and work plans with team leader and team
- Continually assess the performance of self against agreed work plans and objectives
- Provide and receive feedback on own performance and team performance individually with team leader and in team setting

Contribute to the assessment of self and on job learning

- Agree a plan for reviewing performance with team leader
- Provide performance evidence against agreed criteria to team leader
- Provide knowledge evidence to team leader
- Receive feedback and contribute to professional development plan
- Complete On Job Learning (OJL) assessments and maintain OJL practice standards and refreshers
- Complete Internal Training and maintain Internal Training practice standards and refreshers

Practice Standards D: Contribute to Continuous Quality Improvement**Contribute to a quality provision which meets Stand Children's Services objectives**

- Follow nationally agreed service specifications, values and approach, and Stand's Intervention Logic Model
- Correctly use quality assurance systems including NVCI standards, "safety net" practices, supervision, and OJL system
- Contribute to the evaluation of practice outcomes and continuous quality improvement
- Monitor own compliance with quality systems and report any non-compliance

Contribute to quality provision which achieves optimal outcomes for children

- Ensure children's rights are upheld
- Contribute to a trauma informed approach to service delivery
- Maintain a focus on outcomes and maximise children's life chances
- Follow policies to maximise quality of care, welfare, safety and security
- Ensure own professional practice maximises children's life chances
- Ensure children's participation in decisions affecting them

Work to support the development and implementation of quality policies

- Provide feedback and support for the development of quality policies
- Provide feedback and support for the development of strategies to implement quality policies

Practice Standards E: Manage the Task and Professional Development

Manage self and resources ethically

- Manage time and resources to meet objectives
- Develop capacity and capability to continually improve the service
- Develop and examine own value system
- Use support systems effectively

Take responsibility for the continuing professional development of self and others

- Take responsibility for own professional development and supervision
 - Meet OJL requirements
 - Contribute to the professional development of others
 - Participate in the professional supervision practices required
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Roles and Responsibilities Framework

Safe

Everyone who works with children should ensure that:

- each child is protected from abuse, neglect and harm
- each child is equipped with the skills and knowledge to keep themselves and others safe, and
- the child's environment is safe and comfortable.

Core Responsibility	Intensive Family Wraparound Team Leader	Intensive Family Wraparound Social Worker
A safe, secure environment for each child.	Ensure that policies and practices provide a safe and secure process which meets the rights of children and families.	Understand own responsibilities in promoting the provision of a safe and secure process which meets the needs of children and families.
	Ensure that each child is supported to develop the skills and knowledge to keep them safe.	Assist each child to develop the skills and knowledge to keep him/her safe.
Child protection.	Ensure that procedures for child protection are in place and are understood and implemented by all staff.	Keep up to date with child protection policy guidance and procedures.
	Establish an ethos of trust where staff feel confident and supported in raising concerns about child protection issues.	Report and discuss any concerns with the Intensive Family Wraparound Team Leader.
	Understand and carry out professional responsibilities in relation to child protection.	
	Take care to ensure the safety and well-being of each child is considered at all times within the service delivery process	
Collaboration with other agencies to ensure children are safe.	Ensure that relationships with relevant agencies are established and maintained.	Identify and report concerns in line with Stand Children's Services procedures and establish and maintain contacts with relevant staff in other agencies.
	Ensure that all staff understand their responsibilities and arrangements for liaising with other agencies when appropriate.	Work in collaboration with other agencies to ensure effective support for individual children.

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Roles and Responsibilities Framework, Continued

Nurtured

Everyone who works with children should ensure that:

- each child is happy, secure and welcome within the service
- relationships with each child are warm and empathetic
- effective support is available to match with each child's needs
- each child receives positive feedback and encouragement
- the service ethos reflects and welcomes cultural and social diversity
- each child is supported to develop positive attitudes towards him/herself and others
- strong links are established between the service and each child's home and family.

Core Responsibility	Intensive Family Wraparound Team Leader	Intensive Family Wraparound Social Worker
A caring and nurturing environment	Ensure that the service process is comfortable, welcoming and accessible to each child and his/her family.	Provide a caring and nurturing service and identify areas for improvement and development.
	Ensure that the provision of services promotes each child's all round wellbeing and development.	Promote each child's all round wellbeing and development.
		Plan individual services for children.
Positive and caring relationships	Ensure that the goal of healthy, hopeful relationships between children and their parents and school is paramount.	Ensure that the goal of healthy, hopeful relationships between children and their parents and school is paramount.
		Build relationships with each child and family.
	Ensure the service is built around kindness and respect for, and commitment to each child and family	Provide services based on kindness and respect for, and commitment to each child and family
Confident children who can demonstrate resilience.	Ensure that children's relationships with parents and siblings are positive and supportive.	Support children to form positive relationships and to be kind and accepting of others.
	Ensure relationships with each child are positive and affirming, and promote each child's confidence and resilience.	Provide regular feedback, praise and encouragement to parents.
		Give children regular feedback, praise and encouragement.
	Provide support and positive role modeling to others in promoting children's confidence and resilience.	

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Roles and Responsibilities Framework, Continued

Healthy

Everyone who works with children should ensure that:

- each child's all round health and well-being is promoted within the service
- each child can access effective support for good health
- parents are provided with information about their child's health and health needs
- the service equips each child with knowledge and skills to support their own health
- strong links are established with health professionals in the local community.

Core Responsibility	Intensive Family Wraparound Team Leader	Intensive Family Wraparound Social Worker
A health promoting service.	Ensure that each child's well-being and health is promoted and supported within a health promoting service.	Support parents to develop an environment to promote each child's well-being and health.
	Ensure that staff understand what parents need to do to provide for each child's specific health, medical or dietary needs including immunisations.	Support parents to understand and implement how to look after their individual children's specific health, medical or dietary needs including immunisations.
Collaboration with other services and agencies.	Ensure that procedures are in place and that staff understand their role and are supported in liaising with health agencies when appropriate.	Identify and report health concerns through Stand Children's Services procedures. Establish, maintain and appropriately use health agencies.
	Participate in joint service planning to build the capacity of services to promote the health and well-being of children.	Work collaboratively with others to agreed health individual service plan objectives.
Promoting a healthy lifestyle.	Ensure that information and advice is available to support parents and children in making healthy lifestyle choices.	Encourage and support each child and family to make healthy lifestyle choices.
	Plan services to ensure that children's health and well-being are fully considered.	Promote children's health and well-being in the delivery of services.
	Help the child develop self-reliance and independence in the management of any diagnosed chronic health condition.	

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Roles and Responsibilities Framework, Continued

Achieving

Everyone who works with children should ensure that:

- each child can access positive support and guidance to develop their confidence and self-identity to full potential
- a range of play and learning opportunities is planned to promote and develop each child's learning
- each child's progress is tracked and recorded
- parents are given regular updates about their child's achievements and progress and are given opportunities to become involved as partners in their child's learning and development
- the service is planned and arranged to support a range of learning styles and preferences
- each child is supported to recognise his/her own strengths and learning preferences.

Core Responsibility	Intensive Family Wraparound Team Leader	Intensive Family Wraparound Social Worker
Providing an environment and resources to build each child's skills, confidence and self-identity	Ensure the continuous development of an environment that meets the needs of each child.	Plan and provide services to meet the needs of each child.
	Develop and ensure availability of resources which support each child to develop their skills, confidence and self-perception to their full potential.	Develop and provide resources and activities to support each child to develop their skills, confidence and self-perception to their full potential.
Tracking each child's progress	Ensure that each child's progress is observed, recorded and reported.	Observe, record and report on individual children's progress. Contribute to the observation, recording and reporting of individual children's progress.
Involvement and engagement of parents.	Ensure that opportunities and information are available to promote the role and involvement of parents in children's learning and development.	Provide regular feedback to parents about each child's progress and achievements.
		Provide information about children's progress to colleagues for informed discussion with parents.
		Provide support for parents to promote their active engagement and involvement in their child's learning and development.
Learning about learning.	Ensure that each child is supported and guided to understand what helps his/her learning.	Provide resources and opportunities to cater for a range of learning styles and preferences.
		Talk to children and parents and take an interest in their learning

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Roles and Responsibilities Framework, Continued

Active

Everyone who works with children should ensure that:

- each child is able to develop his/her own interests within a range of play, adventure based learning and recreational activities
- the child's environment is planned to offer each child daily opportunities for energetic play indoors and outdoors
- each child's enthusiasm, appreciation and participation in sporting activity is fostered.
- each child's enthusiasm, appreciation and participation in arts and cultural activity is fostered.

Core Responsibility	Intensive Family Wraparound Team Leader	Intensive Family Wraparound Social Worker
Encouraging each child's participation in a range of activities.	Ensure provision of an encouraging and stimulating environment and resources to support each child's participation in play, recreation, sport, arts and cultural activities.	Plan and develop opportunities to encourage and support each child's participation in play, recreation and sport, arts and cultural activities.
		Teach parents the importance of providing their child with daily opportunities to be physically active.

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Roles and Responsibilities Framework, Continued

Participating and Contributing

Everyone who works with children should ensure that:

- their expectations of children's behaviour are reasonable and sensitive to the age and stage of development of each child
- each child is able to observe their workers consistently supporting and valuing one another, their parents and all other children
- each child is encouraged to be kind, generous and considerate to other children and adults
- each child is actively listened to and his/her ideas and opinions valued and acted on
- good relationships are established with each child's parents and family, based on mutual respect and understanding
- services are sensitively undertaken to ensure that each child's dignity and self-identity are safe-guarded
- good links are established with the local community.

Core Responsibility	Intensive Family Wraparound Team Leader	Intensive Family Wraparound Social Worker
Respect for children's rights.	Establish a service culture to promote positive, non-discriminatory and inclusive relationships with and between each child and family.	Uphold the rights of each child and provide opportunities for each child to develop independence and autonomy.
	Ensure that each child is given opportunities to make informed decisions and develop and express views on a range of issues, and has opportunities to learn about his/her world, the local community and how to play an active part.	Provide opportunities for children to become involved in planning their service and to share meaningfully in decision making.
		Provide opportunities for children to meaningfully participate and contribute in their world.

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Roles and Responsibilities Framework, Continued

Participating and Contributing (continued)

Core Responsibility	Intensive Family Wraparound Team Leader	Intensive Family Wraparound Social Worker
Citizenship	Ensure that good links are established with the local community and that opportunities are provided to support each child's developing understanding of their role and responsibilities as citizens.	Build good links with the local community. Provide opportunities for children to take part in community activities and to learn about their role and responsibilities as citizens.
Culture and values	Confirm and empower parents in their role and promote their involvement and engagement within the service.	Provide opportunities for parents to engage with the service and to develop awareness of themselves as resources.
	Ensure that's parents contributions and ideas are listened to and addressed.	Provide information and opportunities for parents to contribute ideas and opinions, and encourage them to participate in decision making.
	Ensure parents, carers and families have information about additional support services and are supported to access to specific services where appropriate.	Provide information to parents about other services which may support their child or themselves.
	Ensure that the service is delivered to reflect Stand's values respect for individuals at all times.	
	Ensure that opportunities are available to foster children's understanding of different beliefs and cultures.	Provide opportunities to foster children's understanding of different beliefs and cultures.

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Roles and Responsibilities Framework, Continued

Participating and Contributing(continued)

Core Responsibility	Intensive Family Wraparound Team Leader	Intensive Family Wraparound Social Worker
Supporting transition and progression	Ensure that good communication and relationships are established with the services that children move on to. Liaise with other services to ensure that transitions are carefully planned and managed.	Maintain good communication and relationships with services that children move onto, and share information and approaches to support children at times of transition.
	Ensure each child and family is provided with relevant information to support their child's transitions through services.	Provide information and support to children and to parents to assist them to make informed decisions about follow on services Provide appropriate support for each child and family at times of transition. Provide advice and support on particular interventions to parents.
Community involvement and citizenship	Ensure that effective partnerships are established with the local and wider community. Build the capacity of the service by drawing on wider community resources and inter-professional involvement. Participate in joint planning of services with other agencies and the community.	Promote and support partnerships with the community. Work alongside other service partners in the community.
	Ensure children have opportunities and support to take an active and responsible role in their family and community.	Work to provide opportunities and support for each child to take an active and responsible role in their family and community.

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Roles and Responsibilities Framework, Continued

Belonging and Trust

Everyone who works with children should ensure that:

- there is continuous work to ensure that each child feels they belong and can trust
- the service can adapt to meet individual needs
- each child is supported to appreciate diversity and to be sensitive to the needs of others
- information is tailored to the needs of parents and takes account of cultural and learning differences
- each child is supported to participate fully and any barriers are identified and overcome
- opportunities are provided to celebrate each child's successes and achievements.

Core Responsibility	Intensive Family Wraparound Team Leader	Intensive Family Wraparound Social Worker
Children experience belonging and trust	Ensure planned services focus on children experiencing: • knowing and being connected to their family and their cultural identity • having their wishes and feelings listened to • enjoying a home that meets their needs and allows them to be generous to others • attending a school where they feel safe and included • feeling comfortable in their local community	Work with the child's family, school and community to promote the child's: • knowledge and connection to their family and cultural identity • having their wishes and feelings listened to • enjoyment of a home that meets their needs and allows them to be generous to others • attending a school where they feel safe and included • feeling comfortable in their local community
Full access	Ensure that the service can be accessed by and meets the needs of each child and family.	Provide a service which can be accessed by and meets the needs of each child and family.
Children's voice and social inclusion	Ensure the culture and ethos of the organisation is reflected in good practice which supports the voice and inclusion of children regardless of their needs and abilities.	Provide services which support the voice and inclusion of children regardless of their needs and abilities.

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Roles and Responsibilities Framework, Continued

Organisational factors

Everyone who works with children and families should ensure:

- their continuing learning and professional development
- understanding of their own role and responsibilities, and
- know how to support the administration of the service to achieve positive outcomes.

Core Responsibility	Intensive Family Wraparound Team Leader	Intensive Family Wraparound Social Worker
Learning and professional development	Establish a culture of continuous development and learning within the service.	Identify own continuing professional development needs and take part in agreed professional development programmes and learning.
	Identify continuing professional development needs of self and of all staff, and plan and co-ordinate delivery of appropriate professional learning and development.	
	Ensure that arrangements are in place for the support, mentoring and supervision of self and Social Work staff.	Attend professional supervision as required.
	Ensure that arrangements are in place for the support, mentoring and supervision of students and work placements.	Support students and people on work placements.
	Identify good practice examples to inform continuous development of staff.	Be prepared to try out new ideas and approaches in order to develop own practice.
	Identify and promote examples of good practice.	

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Roles and Responsibilities Framework, Continued

Organisational factors (continued)

Core Responsibility	Intensive Family Wraparound Team Leader	Intensive Family Wraparound Social Worker
Leadership and management.	Demonstrate effective leadership and management in ensuring a high quality service for each child and family.	Understand own and other's responsibilities in delivering high quality services for each child and family.
	Ensure all IFWSW staff know how to practice the vision, mission, values and theoretical approach underpinning the service in their work	Make the vision, mission, values and theoretical approach real in daily social work practice
	Develop effective management and communication systems to ensure that each staff member is clear about his/her roles and responsibilities within the service.	In team settings, support the delivery of high quality services.
	Establish systems to ensure the continuous quality improvement and effectiveness of the service.	Contribute and support the development and delivery of plans to improve the quality and effectiveness of the service.
	Support the whole staff team in ongoing self-evaluation.	Evaluate effectiveness of own performance.
Developing closer collaboration and integration with other children's services to improve outcomes for children and families.	Ensure that staff understand how their service fits into the wider context of Stand Children's services and other child and family services. Be pro-active in developing closer links and collaboration with other services in order to strengthen support for children and families and to improve use of resources and co-ordination across services.	Collaborate with other services to improve outcomes for children and families. Where necessary take a lead role in coordinating and brokering services to meet child and family needs Be proactive and take corrective action when we/other providers/schools fail in their commitments

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Roles and Responsibilities Framework, Continued

Organisational factors (continued)

Core Responsibility	Intensive Family Wraparound Team Leader	Intensive Family Wraparound Social Worker
Business management	Support the regional manager to administer services effectively, within budget and provide value for money.	Support the administration and budgeting of services as appropriate.
	Proactively contribute to the evaluation of services and outcomes.	Be involved in evaluation of service effectiveness.
	Share examples of good practice with others.	
Risk management	Provide ongoing coaching and ensure all staff are aware of the risk management systems and tools, and their responsibility to implement these.	
	Lead and monitor the implementation of risk management systems and tools.	
	Use risk management systems and tools as appropriate.	
Records management	Provide ongoing coaching and ensure all staff are aware of the client records management system and practice tools in Penelope, and their responsibility to use these.	
	Lead and monitor the use of records management systems and tools.	
	Use Penelope client record management systems and practice tools as per policy requirements.	