



Southland Youth One Stop Shop

Job Description – Social Services Practice Lead

JOB TITLE: Practice Lead
 HOURS OF WORK: 32-40 hours per week
 REPORTING TO: Social Services Manager

Purpose of the Position:

To provide client support to rangatahi with complex needs, to support staff in their work, counselling services to rangatahi and assessments of rangatahi entering our services who have issues impacting on their ability to make decisions and reach their full potential.

Key Tasks

Work Units	Specific Responsibilities	Performance Criteria
1. Case Work	1.1 Establish and maintain quality relationships with young people and their family/whanau. 1.2 Provide effective and safe support for clients. 1.3 Involve whanau/family in decision making and development as appropriate and possible. 1.4 Work with other service providers for the benefit of client referrals and collaborative work. 1.5 Maintain effective relationships and liaison with other staff as part of a multidisciplinary team. 1.6 Ensure other support services are available to clients as/if required. 1.7 Attend all meetings relating to young person as required, with their consent and represent their best interests. 1.8 Ensure other agencies or professionals working with the young person are aware of Number 10 involvement. 1.9 Establish and maintain professional boundaries and confidentiality	<ul style="list-style-type: none"> • Young people and/or family/whanau report feeling valued, supported, and listened to via pre and post questionnaires and feedback. • Reviews are complete, on time, and accurate. • Health and safety issues are documented and reported. • All documentation is completed to a high standard and recorded appropriately in client management system. • Statistical reports are produced as required. • Information held complies with the Privacy Act and the Health Amendment act relating to personal information. • Ensure client confidentiality (as appropriate) • Informed consent is received from the young person <u>and</u> family/whanau/caregiver if under the age of 16 years of age.
2. Assess young people's needs and safety issues.	1.1 Gather client information effectively to complete an assessment and scan into Client Management System 1.2 Use acknowledged Assessment Tools (e.g. HEADSSS, Te Whare Tapa Wha model) where applicable to assess young person's needs and safety issues (This assessment is used as a basis for the identification of issues impacting on the young person's mental health and well being)	<ul style="list-style-type: none"> • Information is effectively collected using an assessment tool to conduct an assessment and create case plans • Referrals are made to the appropriate professional with complete documentation, saved on Client Management System • Risk levels are identified; any risks documented and reported to management.

	1.3 Identify risks and respond accordingly	
3. Develop, work to and evaluate care plan	<p>1.1. Involve young people in development of setting goals, along with the rest of the Number 10 team, agencies, and whanau/family as appropriate.</p> <p>1.2. Identify additional resources required to achieve goals.</p> <p>1.3. Ensure the young person is registered in Client Management System and details are current.</p> <p>1.4. Ensuring all face-to-face contacts are recorded on the Client Management System appointment template</p>	<ul style="list-style-type: none"> • Whanau/family is aware of key goals and needs of young person and work with them to meet these needs. • Consultation and liaison with appropriate people in relation to setting goals decisions occurs to ensure they are aware of progress and can communicate this to whanau/family. • Report to Social Services Manager on a regular basis to review cases
4. Counselling	<p>1.1. Counselling for rangatahi in the moderate to high space similar to Wellbeing Support</p> <p>1.2. A case load as mutually decided.</p>	<ul style="list-style-type: none"> • Counselling is provided in an appropriate way . • Attend MDT meetings weekly. • Organisational evaluations are completed. • Feedback from young people and their family/whanau is obtained
5. 2IC	<p>1.1. Serve as second in command of the social services team.</p> <p>1.2. Assist with delivery of day-to-day social services programmes.</p> <p>1.3. Support staff with programmatic issues.</p> <p>1.4. Orientate new youth coaches as required.</p> <p>1.5. Respond to any client situations and report to the social services manager or director.</p> <p>1.6. Facilitate social services staff meetings when required.</p> <p>1.7. Identify social services issues and report to the social services manager or director</p>	<ul style="list-style-type: none"> • Mentoring/advocacy and programme delivery is implemented as per schedules. • Staff are supported with their mentoring/advocacy and programmes. • Client assessments/plans are completed when required. • Social services meetings are delivered. • The manager/director is informed of any issues
6. Multi-disciplinary Team	<p>1.1 Actively participate in the Management team meetings.</p> <p>1.2 Attend MDT, SS team and staff meetings</p> <p>1.3 Participate in relevant networks</p>	<ul style="list-style-type: none"> • Participation in all team activities is demonstrated. • Staff meetings are attended. • Monthly reports are completed on time and contain relevant information. • Active participation in assigned networks is consistent and productive

Work units	Specific Responsibilities	Performance Criteria
6. General	1.1. Work with other staff to support professional development training in youth health and related issues, as required. 1.2. As an active staff member of Number 10, work to develop and maintain Number 10 relationships that promote the health and development of young people. 1.3. Work with the Management team on projects as required. 1.4. Maintain personal and professional development. 1.5. Attend supervision as per organisational requirements. 1.6. Establish and maintain relationships with relevant agencies and key stake holders. 1.7. Participate in review meetings as required. 1.8. Other assigned tasks as defined by Management.	<ul style="list-style-type: none"> • Professional development training strategies and plans are developed. • Relationships promoting the health and development of young people are developed and maintained. • Personal and professional development is maintained. • Completion of appropriate/specified qualifications • Caseload supervision attended with Social Services Manager as required. • Supervision is attended on a regular basis within the guidelines of Number 10 policy.

Functional relationships

This position is closely connected with all of the Social Services team and clinical staff at Number 10. This position forms an integral part of the Number 10 (SYOSS) team. The Practice Lead is a key service leader providing effective and professional social support services to clients and staff of Number 10.

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| <ul style="list-style-type: none"> • Director • Managers • Youth Coaches • Primary Health Nurses • GPs • Counsellors | <ul style="list-style-type: none"> • Office Staff • External organisations and services • Community networks (health, social support, community and youth services) • Students and Volunteers |
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IDEAL PERSON SPECIFICATION

- Attainment of, or working towards, a qualification in Social Work, Occupational Therapy, or equivalent
- Attainment of, or working toward, registration with relevant professional body
- Leadership and facilitation skills
- Extensive experience in working with young people
- A commitment to working as part of the multi-disciplinary team
- Knowledge of current issues facing young people - particularly those from disadvantaged environments
- An understanding of youth cultures and an ability to communicate effectively with a wide range of people
- Working knowledge of Maori, Pacific Island and Rainbow cultures
- A commitment to working within Te Tiriti O Waitangi, an understanding of the nature of partnership and the issues of bi-culturalism
- Knowledge of the Oranga Tamariki Act 1989, and other relevant legislations
- An outstanding ability in casework management, meeting deadlines and a commitment to following through on the agreed plans
- An understanding of Youth Participation and Youth Development concepts
- A current and full driver's license
- Commitment to continuing personal development
- A commitment to using a strength-based approach
- Computer literacy with knowledge of Internet, email, Excel, Word, client management systems

Name: _____

Signature: _____

Date: _____