

POSITION DESCRIPTION

Position Title	Community Support Worker (Whānau)						
Service	Tararua Community Services						
Location	Pahiatua						
Reporting to	Team Leader, Community Programmes						
Direct Reports	Nil						
The Organisation	Anglican Care Waiapu (ACW) is the social services arm of the Anglican Diocese of Waiapu. We have services in Bay of Plenty, Tairāwhiti, Hawke's Bay and Tararua. We support tamariki, whānau, and communities with our family and community services, early childhood education centres, Whānau Aroha centres, grief counselling services and older people's programmes.						
Our Vision	Te Oranga Ake – Flourishing Together. Our vision reflects our deep belief that true wellbeing is nurtured through strong relationships, shared purpose, and joyful connection. Whether through early childhood education, family and community services, support for older people or grief programmes, we walk alongside our communities to foster resilience, equity and hope. Together, we are growing a future where Aroha (love), Rongo (peace) and Hari (joy) are lived values – woven into every interaction, every service and every story.						
Our Purpose	Growing Te Oranga Ake o te Iwi o te Ao. To acknowledge, enhance, sustain and restore Te Oranga Ake o te Iwi o te Ao and the wellbeing of communities in the Diocese of Waiapu.						
Values	The values that drive our organisational culture and behaviour: <table> <tr> <td>Aroha (Love)</td><td>A life grounded in love.</td></tr> <tr> <td>Rongo (Peace)</td><td>A life lived in peaceful relationship.</td></tr> <tr> <td>Hari (Joy)</td><td>A life lived with joy seeking to fulfil potential.</td></tr> </table>	Aroha (Love)	A life grounded in love.	Rongo (Peace)	A life lived in peaceful relationship.	Hari (Joy)	A life lived with joy seeking to fulfil potential.
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Position Summary	The Community Support Worker (Whānau) is part of the Community Programmes Team and is based in Pahiataua. The Community Support Worker (Whānau) is responsible for providing support and advocacy for people, with a focus on supporting whānau by increasing positive parenting skills, connection with community services, improved home management, healthier lifestyles and living skills and reducing the risk of child abuse and family breakdown.	
Working Relationships	Internal	External
	Kaihautū/CE GM Community Services Senior Leadership Team Operational Management Team Team Leader, Community Programmes Tararua Community Services Staff Other Anglican Care Waiapu Staff Diocese Shared Service Staff Parish staff HR Advisor	Whānau/Family/Tangata Whaiora Tararua Oranga Tamariki Health and Social Services Iwi and Hāpu ki Tamaki nui ā Rua Family and Community Law Providers NZ Police Other government organisations
The following expected outcomes are provided as a guide for performance standards in the Key Result Areas (KRA's).		
KRA'S	EXPECTED OUTCOMES	
KEY RESULT AREA 1: Organisational Leadership	1. Actively promote and role model ACW's purpose, strategy, vision, and values to build a strong cohesive culture across the organisation. 2. Inspire, lead, and influence others to commit to and have pride in ACW and our work. 3. Share a commitment to change and a focus on operating to achieve results.	
KEY RESULT AREA 2: Clinical Activities and Practices	1. Take responsibility for the service delivery of a whānau support work service. 2. Work with Tararua whānau/families to support them with their specific needs. 3. Regularly work alongside the Community Support Worker (Maternity Kaiāwhina) to create client plans, identify any risks and ensure safety plans are completed if necessary. 4. Liaise with relevant linking agencies including Tararua Community Services staff, Police, Oranga Tamariki and other health and social services professionals. 5. Offer support for individuals and their whānau/families, including; • Assessment • Plans with clear client goals • Regular reviews • Linking interventions including programmes with identified needs in assessment and client goals • Concise case notes which are timely and accurate • Collecting and recording case management and inputting data for contract reporting into EXESS data base (training provided) • Review of plans and goal achievement with clients 6. Work in conjunction with the Team Leader or Manager, to ensure reporting systems comply with Anglican Care Waiapu Policies and	

	Procedures, best practice guidelines, Ministry Service Guidelines and Standards of Approval. - Consult promptly with the Team Leader, Lead Practitioner or Manager regarding any ethical concerns, boundary issues or safety issues including reports of concern. - Use a strengths based practice, including bicultural and holistic approaches. - Work with co-workers /team members at Tararua Community Services to provide a multi-disciplinary support service as appropriate for whānau/families. - Actively seek feedback from clients through the organisations client evaluation process or by documenting verbal feedback in Exess.
Key Result Area 3: Cultural Responsiveness & Values Alignment The centre environment and interactions reflect cultural safety, tikanga, and the organisation's values, ensuring inclusiveness and belonging for all.	- Apply ACW's cultural competencies framework in practice. - Demonstrate cultural competence and integrate te ao Māori and tikanga Māori into everyday practice where appropriate. - Build mana-enhancing relationships with kaimahi, whānau and community partners. - Demonstrate inclusiveness and respect for diversity of languages and all cultures. - Demonstrate a commitment to Te Tiriti o Waitangi. - Support culturally aligned communication, events, and service activities. - Uphold ACW's values in culturally safe, inclusive interactions with tamariki, whānau, colleagues, and the community.
KEY RESULT AREA 4: Health and Safety To promote the well-being and safety of children, whānau, staff and visitors through compliance with internal and external policies, procedures and regulatory requirements	- Promote and demonstrate a safety-first culture. - Take reasonable responsibility for your own health and safety and ensure that your actions don't cause harm to yourself or others - Comply with ACW health and safety policies, procedures and guidelines and relevant legislation such the <i>Health and Safety in Employment Act</i>. - Participate actively in health & safety processes at the site. - Maintain an awareness of, and mitigate, safety and risk in the environment, reporting any concerns related to health and safety to the manager in a timely way. - Ensure an environment where people feel secure, comfortable and confident. - Maintain familiarity with the organisation's Elder Abuse Policy and Procedures and ensure any concerns are dealt with promptly as per the procedures. - Understand and be aware of cultural considerations which may impact on health and safety matters.
KEY RESULT AREA 5: Organisation-Wide Responsibilities The role upholds ACW's values, cultural commitments, and safety standards, contributing to a safe, inclusive, high-quality environment for tamariki, whānau, and staff.	- Conduct all duties and behaviour in alignment with ACW's policies, procedures, processes and internal controls. - Maintain confidentiality of all staff, tamariki and whānau information in accordance with the Privacy Act and ACW policies. - Demonstrate an understanding of, and commitment to, ACW's purpose, priorities, strategy, and organisational values. - Complete any administrative duties relevant to the role. - Demonstrate flexibility and willingness to perform a variety of tasks. - Attend required meetings, training, and professional development. - Support colleagues and contribute to wider organisational objective as needed. - Perform other additional duties that may arise from time to time.

ROLE REQUIREMENTS			
QUALIFICATIONS / REGISTRATION	Essential • A relevant qualification that provides a framework for client case work, preferable with registration accreditation from a recognised NZ professional body. • Full, clean NZ Driver's License.		
	Desirable • Current First Aid Certificate		
EXPERIENCE, SKILLS AND KNOWLEDGE	Experience • Proven experience, or a desire to, work with whānau • Programme and facilitation experience is preferable • Managing client case work and client databases		
	Skills and Knowledge • Enthusiasm, energy and a passion for working with older people • Basic understanding of Te Reo & Tikanga Māori and a willingness to grow in this area • Client relationship skills • Effective and confident use of IT platforms and databases, preferably Office365. • Effective planning and organisational skills • Excellent communication skills • The ability to cope with change and the demands of a busy workload • Ability to actively build relationships with community networks • Openness, authenticity and understanding • Enthusiasm about change and professional learning • An affinity with the Anglican church and its mission		
This position is classified as a core children's worker role; therefore, full safety checking will be carried out in accordance with the Children's Act 2014.			
Declaration: This position description may be required to be changed from time to time by Management as the requirements of the organisation changes. The employee agrees that the contents of their position description may be amended, added to, or varied from time to time by the employer, after consultation with the employee.			
Date Effective			
Employee name and signature		Date	
Signed on behalf of Employer Manager Name and signature		Date	