

## Schedule Two

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Child, Youth and Family/District Health Board Liaison Social Worker.

### 1. The purpose of this schedule

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This schedule sets out the agreement between the District Health Board (DHB) and Child, Youth and Family (CYF) relating to the role of the CYF DHB liaison social worker

The parties agree to reflect the terms of this agreement in their own policies and procedures.

### 2. Parties to the agreement

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The parties to the agreement are the District Health Board and Child, Youth and Family, a service of the Ministry of Social Development.

### 3. Background

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This schedule is attached to the 'Memorandum of Understanding between CYF, the New Zealand Police and the DHB in relation to Care and Protection 2011', and is to be read and implemented in conjunction with that memorandum.

This schedule operates alongside:

- DHB policies and procedures for child protection/suspected child abuse or neglect
- CYF policies and procedures for suspected child abuse or neglect. In addition, this schedule is to be implemented in conjunction with the CYF DHB liaison social worker addendum to the Practice Leaders' position description
- the Child Protection Protocol (CPP) agreed between CYF and the New Zealand Police, (March 2010).

Outcomes for children experiencing (or being assessed for possible) child abuse and or neglect are improved with systemised, effective interagency collaboration.

The first CYF DHB liaison social worker role was established in Auckland DHB in 1998. In September 2009, the Minister for Social Development and Employment announced a package of initiatives focused on protecting New Zealand's vulnerable infants. Included in the package was the introduction of CYF social workers into six major DHBs across the country. In May 2010, as part of the budget announcements, the expansion of this programme to cover all 20 DHBs was announced. This will ensure that CYF have a social work presence in every DHB. A CYF DHB liaison social worker will be located in at least one of the main hospitals of every DHB throughout New Zealand.

This schedule recognises that each party has expert staff with clearly defined roles and responsibilities, e.g. DHB Child Protection Services, VIP Coordinators, Health Social Workers, CYF DHB liaison social worker. It is expected that both parties will work together to support case management and intervention programme development, implementation and evaluation.



## **4. Purpose of the CYF DHB liaison social worker**

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**The CYF DHB liaison social worker will contribute to improved outcomes for children experiencing (or being assessed for possible) abuse and or neglect by working in partnership with health services staff to deliver two key objectives:**

- Ensuring that CYF and DHB work together for all children when there are care and protection concerns
- the early identification and appropriate response for children at risk of abuse and or neglect.

The CYF DHB liaison social worker will work in collaboration with DHB staff to consider and address:

- specific case issues, ensuring that action is taken to support the best possible outcome for children and young people
- strategic issues, looking at how systems and processes can be enhanced to support the best outcomes for children and young people.

In fulfilling the objectives of this role the CYF DHB liaison social worker will:

- take responsibility for leading CYF social work practice in the DHB environment, in conjunction with the CYF site practice leader
- work with DHB staff so that all children or young people who are known to CYF and have contact with the hospital receive an effective collaborative service
- work in a way that promotes the principles of Whanau Ora; by demonstrating cultural sensitivity when engaging with children and their whānau; promoting the use of te reo and recognizing the partnership with whānau/hapu/iwi as appropriate in addressing issues
- ensure that children and young people admitted with child protection concerns receive a quality service from CYF. This means that they will know when a child or young person is admitted with actual or suspected abuse and oversee the CYF process to ensure good social work practice. They will support the child or young person's CYF social worker to address any barriers that may hinder this, including ensuring that CYF upholds its responsibilities outlined in agreements with Health, ensuring that Multi-agency Safety Plans are developed prior to discharge and that these plans are of good quality
- be available to share information and expertise with DHB staff to enable child abuse and or neglect to be identified as early as possible
- provide support and liaison for the case so that appropriate follow through occurs at a site level when:
  - DHB staff decide to refer a family to CYF and then ask for the CYF social worker's support
  - the CYF DHB liaison social worker is a participant in the decision to refer a family to CYF
- build strong, functional relationships with staff across the DHB to enhance the relationship between CYF and DHB staff and facilitate close collaboration
- be the CYF liaison point within the DHB and be familiar with current CYF policy, child protection best practice and social work theory
- be available to work with CYF and DHB staff to resolve interagency issues or disputes



- have a strategic view of how CYF and the DHB work together and develop, in conjunction with CYF and DHB, plans for continuous improvement.

The CYF DHB liaison social worker has key relationships with DHB staff, including the child protection/violence intervention programme staff and Health Social Workers.

The CYF DHB liaison social worker is a CYF employee, based in the DHB, who performs the duties and responsibilities contained in the CYF DHB liaison social worker addendum to the Practice Leaders' position description (available upon request).

The CYF DHB liaison social worker role is a strategic one, designed to enhance the working relationship between CYF and DHB staff in our joint aim to protect vulnerable children. The CYF DHB liaison social worker is not the CYF key worker, this role remains within sites.

The decision by a DHB to notify CYF remains within the DHB team. The role of the CYF DHB liaison social worker is to support the decision-making process.

## **5. Information disclosure**

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**Information disclosed between the parties will be disclosed in compliance with any relevant legislation, including the Children, Young Persons and their Families Act 1989, the Health Act 1956 and the Privacy Act 1993 (including any codes issued under that Act) as applicable.**

## **6. CYF DHB liaison social worker work plan**

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**Within the objectives of the role the activities undertaken by the CYF DHB liaison social worker will vary depending on the need of the DHB and the CYF site.**

The CYF DHB liaison social worker, DHB manager and CYF manager will jointly develop a work plan which outlines the goals they wish to achieve and the activities the CYF DHB liaison social worker is expected to undertake to achieve these goals.

The work plan may include:

- the regular meetings the CYF DHB liaison social worker will attend
- interagency training
- developing key relationships and planned activities to build and maintain these relationships
- joint projects.

An example plan is available upon request.

## **7. Terms of placement**

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**A CYF DHB liaison social worker position has been established for every DHB. The size of each position (full time, 1 FTE or part time 0.5 FTE) is determined by CYF.**



CYF will undertake to ensure a suitably qualified CYF employee<sup>1</sup> is seconded into each position and that recruitment is managed to ensure consistency of service.

Each CYF DHB liaison social worker secondment is time limited with a maximum time limit of two years. Time limits are to ensure that employees fulfilling these roles have current and up-to-date knowledge of best practice.

During the period of the secondment, the CYF DHB liaison social worker remains an employee of CYF. To support them within the DHB setting, each CYF DHB liaison social worker will have a parallel, informal, reporting line to a manager/senior clinician within the DHB (referred to as the DHB manager in this document).

CYF is responsible for all employee needs including completing their performance assessment, supporting their supervision, professional development and addressing any performance issues. The CYF manager will involve the DHB manager in these processes.

## **8. Funding and resources**

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### **Funding**

CYF will determine the hours of employment per week for the CYF DHB liaison social worker for each DHB and discuss the plan with the DHB manager.

All costs associated with the employment of the CYF DHB liaison social worker will rest with CYF unless otherwise agreed between CYF and the DHB.

### **Resources**

CYF will provide each CYF DHB liaison social worker with access to appropriate resources including stationery, computer and mobile phone equipment required to fulfill their role while based within the DHB.

The DHB will provide an office space within an appropriate service area such as Child Protection/Violence Intervention Programme Team/Children's Health Service. The DHB will provide access to a DHB phone line and DHB computer to enable access to internal DHB email and DHB policies and procedures. The DHB will provide a DHB identification card with swipe access to enable admittance to relevant areas of the hospital.

The provision of other equipment and resources, such as office equipment (for example a desk) and access to vehicles, will be determined by agreement between CYF and the DHB.

### **Reimbursement of Expenses**

Unless otherwise specified, reimbursement to the CYF DHB liaison social worker of any costs incurred while performing their official duties is the responsibility of CYF, in accordance with the provisions of their employment agreement.

## **9. Recruitment**

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**The designated CYF manager is responsible for recruiting a suitable candidate for the CYF DHB liaison social worker position in accordance with CYF recruitment policy.**

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<sup>1</sup> Set at Practice Leader level.



The CYF manager will involve an agreed DHB representative, manager or senior clinician, in the recruitment process.

The CYF manager will ensure that the DHB has sufficient notice of the intention to recruit, to ensure that the agreed DHB representative is able to participate in this process.

The DHB will ensure a suitable manager /senior clinician is available to participate in the recruitment process.

CYF will consult with the DHB regarding a mutually agreed start date and provision of resources.

## **10. Implementation**

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### **Orientation/Induction**

Prior to commencement in the role, a formal orientation programme will be agreed for the CYF DHB liaison social worker. This will be undertaken with a designated DHB staff member. The orientation programme will recognise the differing organisations' culture and approach and include familiarisation with the DHB structure, DHB services, policies and procedures including the Code of Conduct, meetings with key staff and attending key meetings. A record of the completed orientation programme will be provided to both parties.

### **Contact with CYF Sites**

The CYF DHB liaison social worker is predominantly located within the hospital site(s). Regular face-to-face contact with the local CYF site(s) will be maintained. It is recommended that every CYF DHB liaison social worker spends some time every week in a CYF site as per work plan.

### **Interface Meetings / CYF DHB liaison social worker Work Plan**

Regular meetings will be held between the CYF DHB liaison social worker, CYF manager and DHB manager.

The frequency of these meetings will be agreed upon by the participants based on the needs of the DHB, CYF and the CYF DHB liaison social worker. A meeting must be held at least quarterly.

Items for discussion at these meetings will include (but are not limited to):

- a. analysis of themes and trends, which includes the identification of any ongoing challenges with strategic working relationships
- b. review of effectiveness/progress (successes, achievements, issues and risks)
- c. development of work programme/plan for next period including activities/tasks to be undertaken by the CYF DHB liaison social worker.

### **Supervision**

The DHB manager will ensure that the CYF DHB liaison social worker is provided with support within the DHB environment.

Formal supervision of the CYF DHB liaison social worker will be provided by CYF in line with the CYF supervision policy. The CYF DHB liaison social worker and CYF manager are responsible for developing an appropriate supervision plan, which includes the identification of the person who will provide the CYF DHB liaison social worker with supervision.



## **Monthly Reporting**

Monthly reports will be provided to the CYF manager and DHB manager using the CYF DHB liaison social worker Monthly Report for DHB template.

## **Performance Assessments/Performance Issues**

The CYF manager is responsible for managing and assessing the performance of the CYF DHB liaison social worker.

Since much of the work undertaken by the CYF DHB liaison social worker will be within the DHB, the CYF manager will involve the DHB manager as appropriate in these processes.

Where issues or concerns about performance arise, these will be raised and addressed early on. Any concerns will be discussed openly with the CYF DHB liaison social worker so that a plan can be developed which focuses on how the CYF manager and DHB manager can best support the CYF DHB liaison social worker to resolve the identified issues or concerns.

Where the DHB manager holds serious concerns regarding the CYF DHB liaison social worker's performance of their duties or failure to abide by the policies, protocols and practices of the DHB that are unable to be resolved between the DHB manager and CYF DHB liaison social worker, the DHB manager will contact the CYF manager with these concerns as soon as practicable.

Where the DHB manager does raise concerns with the CYF manager, the CYF manager will act to address the concerns as soon as possible and will keep the DHB manager informed, as much as is appropriate, of the progress made to address the concerns raised.

## **Early Termination of the Secondment to the CYF DHB liaison social worker Role**

All secondments may be terminated early by the CYF manager or CYF DHB liaison social worker in accordance with the secondment agreement. At the end of the secondment the CYF DHB liaison social worker will return to their substantive position.

Where a secondment is terminated early, the CYF manager will inform the DHB manager of the early termination as soon as practicable.

Where the DHB manager believes that early termination of a secondment is necessary, the DHB manager will discuss this with the CYF manager. The CYF manager will follow this up with the CYF DHB liaison social worker, as appropriate.

## **Hours of Work**

Hours of work during the placement shall be as agreed with the DHB, but subject to the employee's employment contract and any other terms and conditions of employment.

In order to fulfill the obligations of the position, the CYF DHB liaison social worker may be required to work after hours and is entitled to appropriate remuneration or time off in lieu for work done in accordance with the provisions of the employee's employment contract.

## **Annual Leave / Extended Absence**

The CYF manager is responsible for managing and approving the CYF DHB liaison social worker's leave.

For all periods of planned leave, the CYF DHB liaison social worker, CYF manager and DHB manager will agree how appropriate cover for the CYF DHB liaison social



worker will be provided. At a minimum, a suitably qualified alternative contact person will be available by phone for consultation during this time.

In the event that the CYF DHB liaison social worker requires an extended unplanned absence, CYF will provide a replacement person who is suitably qualified and experienced to fill the role.

## **11. Transition for CYF DHB liaison social worker**

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**Prior to the end of a CYF DHB liaison social worker's secondment, the CYF DHB liaison social worker, CYF manager and DHB manager will develop a transition plan to enable a smooth handover to the new CYF DHB liaison social worker.**

The agreed transition plan will outline the agreed formal handover process. The transition plan may include shadowing of the incumbent by the new CYF DHB liaison social worker, attendance by both at core meetings and the incumbent person providing back-up/covering leave once the new CYF DHB liaison social worker commences in the role and vice versa.

## **12. Professional Development**

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**The CYF DHB liaison social worker's development plan and professional development opportunities will be a regular agenda item for discussion at the regular interface meetings between the CYF DHB liaison social worker, CYF manager and DHB manager.**

Where possible, attendance and participation in professional development opportunities will be by agreement of the CYF manager and subject to the convenience of the DHB.

The CYF DHB liaison social worker will attend any training/presentations which have been identified as mandatory for CYF employees. Wherever practicable, the timing of such training will consider the CYF DHB liaison social worker's obligations to the DHB.

The CYF DHB liaison social worker will also undergo, at the instigation and expense of the DHB, such relevant training as may be considered necessary to equip them for their role within the DHB.

## **13. Health and Safety**

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**During the term of the secondment the CYF DHB liaison social worker will have two work environments. One within the DHB and one within CYF.**

Each agency is responsible for ensuring that their work environment complies with the Health and Safety in Employment Act 1992, and which takes into account the CYF DHB liaison social worker's physical and psychological wellbeing.

## **14. Sexual Harassment**

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**The parties agree that any complaints of sexual harassment within the DHB that are made by the CYF DHB liaison social worker will be investigated and acted upon by the DHB Senior Manager/Human Resource Department Manager or other appropriate official within accepted procedures.**



The CYF DHB liaison social worker has the right to refer the matter to their CYF manager or any other senior CYF manager if they believe their complaint has not been addressed in an appropriate manner or requires support from CYF.

## **15. Dispute Resolution**

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**If at any point the parties cannot agree on any matter arising out of the processes outlined in this schedule, the matter will be addressed via the dispute resolution procedure.**

The dispute resolution procedure is outlined in section 15 of the Memorandum of Understanding between CYF, the New Zealand Police and the DHB in relation to Care and Protection 2011.

## **16. Confidentiality**

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**Both parties agree that confidentiality of information gained by the CYF DHB liaison social worker must be maintained as per the Codes of Conduct and confidentiality policies of CYF and the DHB.**

The CYF DHB liaison social worker will have access to CYRAS and it is their responsibility to ensure that the information stored in it is kept secure at all times.

## **17. Continuous Quality improvement**

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**Continuous quality improvement principles underpin all schedules to the MOU. Each local DHB, regional and national meeting will include Quality Improvement as a standard agenda item (paragraphs 11-13). This could include but is not limited to audit, lessons learnt and formal evaluation research.**

## **18. Process for review of schedule**

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**If at any point either party identifies quality improvement issues/ trends/ initiatives that could enhance the role implementation and or the schedule these matters can be referred through for discussion via the regional and or national meeting process as per section 9 of the Memorandum of Understanding between CYF, the New Zealand Police and the DHB in relation to Care and Protection 2011.**

This schedule may be reviewed, modified or terminated by written agreement signed by the persons authorized to sign on behalf of the parties as outlined in section 18 of the Memorandum of Understanding between CYF, the New Zealand Police and the DHB in relation to Care and Protection 2011.





## 19. Parties representatives

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For the purposes of this schedule the parties' representatives are the owners of this schedule and are CYF and DHBs.

Their position and contact details are:

### Child, Youth and Family

Title	General Manager, Care and Protection Support
Address	Child, Youth and Family Bowen State Building Bowen Street Wellington
Telephone	04 918 9068

### District Health Board

Title	_____
Address	_____
Telephone	_____

