

Position Description

Position Details	
Title	Whānau Liaison
Reports to	Clinical Lead Paediatric Social Work (operational/clinical) RMHC Auckland Programmes Manager (day to day)
Location	Starship Hospital, Auckland District Health Board, Ronald McDonald House and Other locations as required
Authorised by	Anna Creak
Date	December 2019

Primary Function

The Whānau Liaison role will provide an important link between RMHC New Zealand and ADHB to help support the social need of families/whānau staying at Ronald McDonald House, Auckland. The role forms part of the ADHB social work team, but is based at Ronald McDonald House, Auckland Domain, located on the Auckland Hospital campus. It will not replace the role of the social worker within the National Children's Hospital, but rather will collaborate with ADHB.

Working in the afternoon to evening, alongside Family Support staff, the role will provide initial and ongoing therapeutic support to high needs families/whānau, helping them to navigate through their stay at Ronald McDonald House. It will not carry out the practical side of social work, such as sorting benefits and legal matters.

The role will also provide an educational function, helping to up-skill RMHC Family Support staff with an increased knowledge on what social supports are available to families/whānau, along with counseling and communication skills.

Key Accountabilities

Professional and Clinical Practice

- Maintains a workload as agreed with the Lead Clinician and RMHC Programmes Manager
- Demonstrates sound professional judgment and critical thinking to appropriately support families/whānau
- Acts as an experienced mentor for consultation by others internal and external to the DHB
- Demonstrates a contribution to the continuum of care by working in partnership with clients, key stakeholders, and agencies
- Models being an effective and positive team member who works collaboratively with others for the families/whānau best interests
- Maintains records to organisational and professional body standards
- Connects with families/whānau identified by the RMHC Family Support team as being vulnerable or at risk to provide counselling/advice.
- Works alongside family support team to organize care packs, clothing, food or other items families/whānau may be in need of
- Works in conjunction with ADHB social workers to provide on-going support to long stay families/whānau

Professional Governance

- Demonstrates in practice the principles of the Treaty of Waitangi – Partnership, Participation, Protection
- Demonstrates culturally safe practice that encompasses a diverse range of beliefs, values and practices
- Works collaboratively to improve cultural responsiveness of the team and service area
- Adheres to professional standards of practice and code of ethics
- Adheres to organisational policies and procedures and legislative requirements including those of the relevant professional body
- In partnership, fulfills own responsibilities within ADHB's performance review process
- Works with RMHC's Programme Manager to identify non-clinical services that will strength and inform families/whānau and service
- Support RMHC House Managers to develop plans and processes for the management of families/whānau with complex social needs and/or challenging behaviors.
- Provide training and support to RMHC Family Support team regarding social complexities and supports available to families/whānau.

Policy and Risk Management

- Identifies clinical risk and takes appropriate action to ensure safety of patients, family/ whānau
- Adheres to the supervision process as outlined by the ADHB allied health supervision policy and the profession specific to the service needs

Authorities

Direct Reports	N/A
Budget Accountability (if applicable)	N/A

Relationships

External	<ul style="list-style-type: none"> • Oranga Tamariki • Police • Primary healthcare professionals • Ministry of Health professionals • RMHC General Manager Operations • RMHC Programmes Manager • RMHC Family Support staff • Other professionals across the Auckland region and nationally as required
Internal	<ul style="list-style-type: none"> • Patients/families/whānau who are residents of RMHC • DHB Social Workers • Clinical Lead • Practice Supervisor • He Kamaka Waiora • Pacific Support team • ADHB staff • Service Clinical Directors • Professional Leader • Allied Health Director
Committees/Groups	<ul style="list-style-type: none"> • Quality & Clinical Safety • Health & Safety • Any other relevant committees / groups

Person Specification

Education & Qualifications	Essential	Desired
Professional	<ul style="list-style-type: none"> ▪ A recognised professional qualification ▪ Current annual practising certificate ▪ Demonstrated commitment to on-going professional development 	<ul style="list-style-type: none"> ▪ Member of a professional association. ▪ Post graduate studies/qualification in relevant area.
Experience/Knowledge	<ul style="list-style-type: none"> ▪ Demonstrated ability to provide services that respond to the inequity of Maori and Pacific populations ▪ Proven experience in de-escalation and communication skills ▪ Excellent self-management and organisational skills ▪ Computer literacy in Microsoft and clinical applications ▪ Experience working in the 	<ul style="list-style-type: none"> ▪ Experience in residential services settings and the complexities that this presents ▪ Experience providing adult teaching and knowledge of adult learning skills ▪ Knowledge of quality improvement principles and processes ▪ Proven supervision within own profession and inter-

	<p>areas of family violence and care and protection.</p> <ul style="list-style-type: none"> ▪ Excellent knowledge and understanding of importance privacy and confidentiality and how this relates to the 	<p>professionally</p> <ul style="list-style-type: none"> ▪ Advanced advocacy skills ▪ Ability to prioritise using time management and delegation skills ▪ Ability to motivate and develop others’ <p>Willingness to embrace multi-faceted job demands</p>
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Critical Competencies

Competency	Description
1. Clinical Knowledge and Skills	Demonstrates a high level of clinical practice by using a range of comprehensive assessments; developing, implementing and reviewing action plans for client care and utilising a range of appropriate interventions across the continuum of care. Applies theory and models as a rational for assessment and intervention
2. Bicultural Approach	Understands the significance of the Treaty of Waitangi. Displays cultural sensitivity and a willingness to work positively with organisational strategies to improve opportunities for Maori health gain. Demonstrates knowledge of culturally-centred practice and practices in a culturally safe manner
3. Client Focus	Develops positive working relationships with clients and families/whānau. Identifies and works collaboratively to address issues. Adapts to work effectively within a variety of situations and with various individuals or groups.
4. Teamwork	Collaborates with team members and other Professional and Community groups to achieve objectives. Seeks out opportunities to support others in achieving goals. Recognises and respects individual differences. Articulates the role and function of the profession within an area of practice
5. Organising	Establishes a plan of action and achieves priority goals. Manages workload/flow, recognises and addresses barriers to the workflow, and takes account of changing priorities. Utilises and has knowledge of local resources
6. Self-Management	Sets high standards and strives to achieve. Displays energy and drive and persists in overcoming obstacles. Copes with stress, is resilient to change and understands personal limitations. Is proactive and displays initiative. Practices ethically
7. Quality/Orientation	Supports continuous improvement through commitment to meeting ADHB goals and values. Adheres to ADHB policies, procedures and professional standards

Working for Auckland DHB – Expectations of Employees

Citizenship

All employees are expected to contribute to the innovation and improvement of Auckland District Health Board as an organisation. This means:

- Using resources responsibly
- Modelling Auckland DHB values in all interactions
- Maintaining standards of ethical behaviour and practice
- Meeting Auckland DHB's performance standards
- Participating in organisation development and performance improvement initiatives
- Helping to develop and maintain Maori capability in Auckland DHB, including developing our understanding of the Treaty of Waitangi and ways in which it applies in our work
- Raising and addressing issues of concern promptly

The Employer and Employee Relationship

We have a shared responsibility for maintaining good employer/employee relationships. This means:

- Acting to ensure a safe and healthy working environment at all times
- Focusing our best efforts on achieving Auckland DHB's objectives

A performance agreement will be reached between the employee and their direct manager and/or professional leader containing specific expectations.

Consumer/Customer/Stakeholder Commitment

All employees are responsible for striving to continuously improve service quality and performance. This means:

- Taking the initiative to meet the needs of the consumer/customer/stakeholder
- Addressing our obligations under the Treaty of Waitangi
- Involving the consumer/customer/stakeholder in defining expectations around the nature of the services to be delivered and the timeframe
- Keeping the consumer/stakeholder informed of progress
- Following through on actions and queries
- Following up with the consumer/customer/stakeholder on their satisfaction with the services

Professional Development

As the business of Auckland DHB develops, the responsibilities and functions of positions may change. All staff are expected to contribute and adapt to change by:

- Undertaking professional development
- Applying skills to a number of long and short term projects across different parts of the organisation
- Undertaking such development opportunities as Auckland DHB may reasonably require