

Statement of Accountability

ISR – Family Protection Specialist

Functional role not a designated position

Team:	Child and Family Safety Service – Integrated Safety Response Team
Position Title:	ISR Family Protection Specialist
Reports to:	Clinical Manager – Natalie Cookson

Our Team Accountability

To participate in the Integrated Safety Response (ISR) and other inter-sectoral family safety forums.

To facilitate effective responses to family violence and child protection concerns through provision of consultation services, training, and education. To build staff capacity to identify and manage child protection and family violence cases.

To maintain both Te Whatu Ora and Inter-agency data bases for the management of child protection and family violence cases.

To attend internal Te Whatu Ora meetings (Child and Family Safety Review Committee) to assist with the management of child protection and family violence cases.

To liaise with health professionals and other agencies (NZ Police, Oranga Tamariki) to promote and build relationships between services when managing family violence and child protection matters.

As a member of the Integrated Safety Response Team, this role has shared accountability for:

Contributing to the holistic well-being and resilience of individuals, family/whanau and community in Canterbury affected by family violence within the health context.

Functional relationships:

(The customer/consumers/patients)

Internally:

1.	Clinical Manager Child and Family Safety Service
2.	Child and Family safety Service Secretary's
3.	Family Protection Specialist
4.	Child Protection Specialist

5.	Child Health Service Manager
6.	Oranga Tamariki Liaison Social Worker
7.	Clinical Director of Paediatrics
8.	Family Safety Program staff SMHS
9.	Multi-Disciplinary Child and Family Safety Review Committee
10.	HNZ Staff

Externally:

1.	NZ Police
2.	Oranga Tamariki
3.	ISR related groups
4.	Local Family Harm Teams
5.	Department of Justice
6.	ACC
7.	Ministry of Education
8.	Community based agencies
9.	Access Agreement Holders
10.	Other District Health Boards

Specifically, the role is responsible for

- The ISR Roster
- Training new staff on ISR processes
 - Leading day to day operations of the Health ISR Team
 - Ensuring daily preparation is completed,
 - Ensuring weekly ICM preparation is completed.
 - Attending SAM and ICM as required
 - Attend SAM Manager's Meetings
 - Fill in for Natalie when unable to attend ISR Operations meetings.
 - Facilitate trainings for staff (existing and new) around ISR including.
 - Plan leads.
 - Risk Rationales
 - Prepping appropriate information
 - Managing workflow of all working in the ISR team (Clinician and Admin)
 - Facilitate in services to other DHB departments and develop working relationships with these teams.
 - Ensuring rosters are completed and covered for leaves.

Key Performance Objectives:

Task

- To work with HNZ employees, HNZ Access Agreement Holders and/or their clients and to respond to them promptly and offer a professional, culturally safe service.
- Actively promote the Violence Intervention and Integrated Response Program within the HNZ, providing consultation and advice as required to staff.
- To foster adherence to HNZ policies and procedures to ensure the safety of unborn children/young person's and families.
- Participate in meetings, strategy meetings, C&FSRC to discuss case concerns.
- Incorporate regular auditing procedures about the efficacy of the program as required.
- Provide reports and data as required.
- Report on the implementation of the ISR as required.
- Maintain linkage with SMHS family safety staff to ensure consistency across HNZ.

Expected Result

- Attends Integrated Safety Response meetings.
- Improved staff capacity to identify and manage child protection and family violence cases.
- Liaison with appropriate parties
- Attendance of relevant meetings
- HNZ staff are supported and updated.
- Attends and facilitation of HNZ /Interagency Strategy meetings.

Tasks

- Promotes inter-agency sharing and analysis of information for the purpose of making interagency plans to ensure safety and wellbeing of families.
- Attend ISR inter-agency meetings – SAM and ICM.
- Ensure HNZ staff are identified and kept informed of outcomes of discussions and tasks assigned at inter-sectoral meetings.
- Update records on all relevant information systems to reflect the plans and completion of assigned tasks.
- Ensure Clinical Manager Child and Family Safety Service is informed of any issues or trends related to the HNZ arising from inter-sectoral liaison and provide advice on possible resolution of any such issues.

Expected Result

- Attends ISR and inter –agency meetings.
- Records are kept up to date.
Information is gathered and shared with HNZ and other agency staff as appropriate.
- Interagency plans ensure safety and wellbeing of patients.

Task

Maintain Data bases.

- Train and support staff in entering and updating data on eProsafe and the ISR data information system.
- Ensure documented plans and outcomes address the safety concerns.

Expected Result

- Information for Integrated Safety Response data base encoded and kept up to date.
- eProsafe utilised to ensure that HNZ staff are aware of concerns and plans as is appropriate.
- Documentation occurs as per HNZ standards.
- Conducts audits to ensure the quality of the service as required.

Task

- Provide support to champions in departments to assist with embedding into clinical practice the goals and aims of the ISR program.

Expected Result

- Champions feel competent and able to promote the goals and objectives of the ISR programs within their service.

Task

The Family Protection ISR Specialist will undertake any other duties as reasonably requested by the Clinical Manager Child and Family Safety Service and/or the Child Health Service Manager.

Expected Result

- Child and Family Safety Service needs are covered.
- Attend regular supervision with external supervisor agreed to by Child Health Service Manager.
- Participates in team building exercises and team meetings.

Task

To strive for quality within all the tasks undertaken to promote an environment of continuous quality improvement.

Expected Result

- Is conversant, and complies with, Canterbury DHB quality systems and policies.
- Is proactive in identifying areas and methods for improvement with regard to quality.
- Adheres to the Oranga Tamariki Act, Childrens Act Privacy Act and Official Information Act Guidelines.

HEALTH & SAFETY:

Implement or lead and implement emergency procedures and maintain and secure a safe work environment by following relevant Canterbury DHB and Divisional policies, protocols and standards. This includes but is not limited to:

- Observe all Canterbury DHB safe work procedures and instructions.
- Ensure your own safety and that of others.
- Report any hazards or potential hazard immediately.
- Use all protective equipment and wear protective clothing provided.
- Make unsafe work situations safe or, if they cannot, inform your supervisor or manager.
- Co-operate with the monitoring of workplace hazards and employee's health.
- Ensure that all accidents or incidents are promptly reported to your manager.
- Report early any pain or discomfort
- Take an active role in the Canterbury DHB's rehabilitation plan, to ensure an early and durable return to work.
- Seek advice from your manager if you are unsure of any work practice.

QUALITY:

Every staff member within HNZ is responsible for ensuring a quality service is provided in their area of expertise. All staff are to be involved in quality activities and should identify areas of improvement. All staff are to be familiar with and apply the appropriate organisational and divisional policies and procedures.

QUALIFICATIONS & EXPERIENCE:

Essential

- Tertiary Qualification – Registered Social Work or Registered Nursing (Current APC)
- Work experience in Care and Protection and Family Harm
- Experience in coaching and mentoring of staff
- Computer literacy
- Good networking and relationship building skills
- Excellent interpersonal skills
- Assertiveness
- Advocacy skills
- Ability to cope with stressful emotional situations.
- Excellent written and oral communication skills
- Have an awareness of and sensitivity to the cultural differences and expectations of health service consumers and different ethnic backgrounds.
- Be physically and psychologically able to sustain work for the appointed hours.

- Have the flexibility to cope with change.
- A current Driver's License
- Have clear MRSA Tests prior to commencement of employment.
- Be able to prioritise work, manage a caseload and define boundaries.

Desirable

- Experience in health services in Canterbury health and/or Oranga Tamariki
- Experience in coaching and mentoring staff

PERSONAL ATTRIBUTES:

Mandatory

Key Behaviours:

- Ability to “work together” in a truthful and helpful manner.
- Ability to “work smarter” by being innovative and proactive.
- Accepts responsibility for actions.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by staff in this job classification. Staff members may be requested to perform job related tasks other than those specified.