



POSITION DESCRIPTION

Afterhours Team Social Worker

Reporting to the Afterhours Team Manager. The position is based from home.

The Afterhours Team Social Worker role provides support outside of normal working hours to those providing OHF Disability and High Needs services: House Parents, Foster Parents, Support Workers and families that need afterhours support. This role is also responsible for responding to OHF 0508 calls.

The Open Home Foundation of New Zealand (OHF) – A Christian Community Response

OHF is a Child and Family Support Service approved under section 396 of the Oranga Tamariki Act 1989. OHF provides a Christian Community response, providing home-based social work support, foster care and other services to strengthen families/whānau and to protect vulnerable children and young people.

OHF is committed to the following core internal values:

- **People** – Relationships matter and we work hard to preserve them even when it's tough
- **Tupu Tahi** – Valuing each other and the journey together
- **Integrity** – We do the right thing, no matter what
- **Authenticity** – We'll live out our faith every day in the real world
- **Learning** – With humility of heart and mind we know there's more to learn
- **Fun** - We won't take ourselves too seriously, the work is hard enough

Important areas this role will be accountable for

Responding to afterhours calls:

- Is available at all times when rostered on duty to provide phone support and assistance to callers
- Accesses information on OHF systems if required
- Uses the relevant afterhours flow charts for guidance on how to respond
- Finds replacements, as required, for support staff who are unable to work and informs the local Practice Manager and Afterhours Team Manager when done
- Is familiar with relevant children and young people's information and plans
- Informs callers, as required, that the Afterhours Service is only for issues that cannot wait until the next working day and, when necessary, takes a message and passes it on

Following policies and processes:

- Complies with relevant OHF policies and processes
- Completes a *Record of On Call Support Form* after every telephone call and sends a copy to the Key Worker and Practice Manager /Senior Social Worker before the shift ends or, before 8.30 am on Monday during a weekend shift
- Immediately alerts the relevant Practice Manager and the Afterhours Team Manager of any critical incidents
- Informs the Afterhours Team Manager of any concerns raised about the Afterhours Service

What this role will be valued for

Responsiveness:

- Ensuring callers' needs are dealt with professionally and efficiently

Effectiveness:

- Risks to children and young people are either eliminated or mitigated
- The right people have the right information at the right time
- Decisions and actions that can resolve caller requests are implemented by Afterhours Social Workers
- When other people need to be involved in matters, they are contacted at the earliest opportunity

Communication:

- Valuable information is collected and recorded that will help other people involved with a case to be able to do their jobs effectively

Relationships:

- Developing productive working relationships with service centre staff, homes and support staff

We will know this role is effective when:

- Afterhours incidents and urgent administrative matters (e.g. changes to rostered staff) are dealt with efficiently and effectively

- Maintains clear, accurate records in OSCAR and email notes and records actual hours worked each shift

Being part of the Afterhours Team:

- Attends supervision regularly as per the OHF supervision policy
- Attends team meetings and training as required
- Communicates shift availability early and is willing to assist with staff gaps when necessary

What will be brought to this role

Competencies:

- A degree level qualification in Social Work
- Registration with the Social Worker Registration Board (SWRB)
- Good understanding of the special relationship between Māori and Tauīwi, and ability to relate to people within their cultural context
- Ability to analyse and problem-solve
- Highly developed written and verbal communications skills
- Ability to manage competing priorities and demands

- Social workers are consistently able to de-escalate callers in crisis