



Ministry of Internal Affairs  
GOVERNMENT OF THE COOK ISLANDS

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**POSITION SUMMARY**

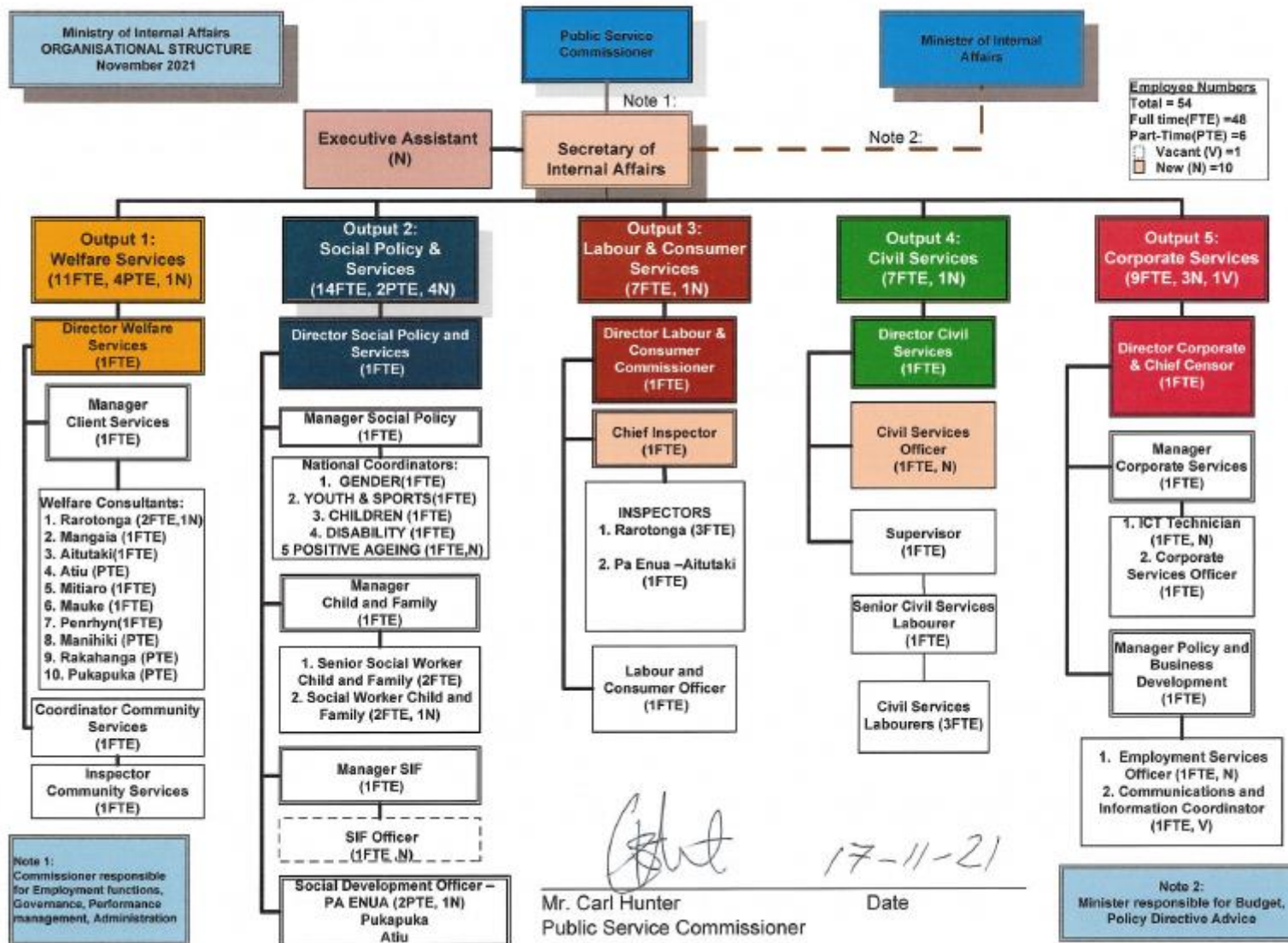
<b>Job Title:</b>	Social Worker, Child & Family
<b>Division:</b>	Child & Family Services – Social Policy & Services
<b>Responsible To:</b>	Manager Child & Family
<b>Responsible For:</b>	N/A
<b>Job Purpose:</b>	To provide social service subject matter expertise to support the operations of delivering responsive and effective intervention strategies and plans that meet the needs of at-risk and vulnerable children and families that align with the national Family Protection and Support Act 2017.
<b>Job Classification:</b>	
<b>Date updated:</b>	15 February 2020
<b>Date approved by JEC:</b>	

**AGENCY VISION**

*Expand economic opportunities, improve economic resilience and productive employment by ensuring descent work for all in the Cook Islands.*

*Kopu Tangata Matutu, Iti Tangata Matutu.  
Strong, resilient families and communities.*

# ORGANISATIONAL STAFFING STRUCTURE



## KEY RESULT AREAS (KRA'S)/OUTPUTS

<b>KRAs for this position (maximum of 6)</b>  <b>1. Intervention strategies and service delivery for at-risk and vulnerable families</b> <b>2. Reporting, monitoring and documentation</b> <b>3. Stakeholder management</b> <b>4. Teamwork, Continuous Improvement and INTAFF Values</b>	<b>Key Performance Indicators (use SMART principles)</b>
<b>KRA 1: Intervention strategies and service delivery for at-risk and vulnerable families</b>	<b><i>Jobholder is successful when:</i></b>
<ul style="list-style-type: none"> <li>• Understand and apply the provisions of the Family Protection and Support Act 2017 (FP&amp;S Act).</li> <li>• Embrace and apply the principles of the FP&amp;S Act to ensure children's welfare and best interests is paramount, and facilitate their development, by ensuring that appropriate arrangements are in place for their care.</li> <li>• Encourage parents and families to fulfil their duties agreed arrangements and meeting their responsibilities concerning the welfare and best interests and development of the child.</li> <li>• Support the Child &amp; Family Services Team and Crown Law by providing consultation and support in the development of parenting plans and parenting orders for parents and other stakeholders involved in the care of the child.</li> <li>• Provide access to counselling and mentoring for at-risk families.</li> <li>• Provide technical support and subject matter expertise in the development and implementation of pragmatic interventions for at-risk families in line with national and island (Pa Enuā) priorities.</li> <li>• Support cross-cutting research and advocacy work around family themes.</li> <li>• Coordinate capacity building initiatives for vulnerable families.</li> <li>• Support an agenda that promotes National policies for raising national and regional awareness.</li> <li>• Provide advice on appropriate family sensitive indicators that align with the Ministry's Business Plan and National priorities of the National Sustainable Development Plan (NSDP).</li> <li>• Provide advice to stakeholders in the implementation of the National Policy on the Child.</li> </ul>	<ul style="list-style-type: none"> <li>• Positive feedback from working groups, Islands, communities and families.</li> <li>• Timely programme reports.</li> <li>• Viable work plans and strategies developed and in place.</li> <li>• To attend to all complaints reported and consult and assist the Chairperson of the Uipa'anga Kopu Tangata (UKT) in convening the UKT.</li> <li>• Formulate the UKT plan agreed and have all parties attended to sign.</li> <li>• To make application to the Court if the child is in need of care and protection, need for care order, vary or discharge a care order.</li> <li>• Positive feedback and reports from other government departments and other stakeholders.</li> <li>• Approved advocacy work.</li> <li>• Methodological tools adopted.</li> <li>• Database development, collection and analyses identifies service delivery improvements.</li> <li>• Maintain privacy and confidentiality of all interventions with at-risk and vulnerable families and communities and develop guidelines and process maps for such activities.</li> <li>• Action plan in place that guides the interaction between stakeholders and the Ministry.</li> </ul>
<b>KRA 2: Reporting, monitoring and documentation</b>	<b><i>Jobholder is successful when:</i></b>
<ul style="list-style-type: none"> <li>• Contribute to the development and monitoring of process maps and tools that guide engagement and intervention strategies with at-risk families with all stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>• Process maps and tools developed that inform and guide at-risk family and community intervention strategies.</li> </ul>

<ul style="list-style-type: none"> <li>• Promote capacity building initiatives strengthening synergy and exchange among family and community focused working groups.</li> <li>• Contribute to organising annual learning events on programme practices and approaches in relation to stakeholder interventions with families.</li> <li>• In collaboration with key partners and stakeholders, support the review of relevant legislation in respect of the child.</li> <li>• Compile and contribute to the consolidation of the annual and bi-annual reports on the Child and Family Services cases.</li> <li>• Monitor and report annually on the implementation of the FP&amp;S Act.</li> <li>• Assist in the implementation and support of supervision orders and care orders according to the FP&amp;S Act.</li> <li>• Assist in the implementation of Court processes and procedures that support the FP&amp;S Act regarding the care of vulnerable and at-risk children.</li> <li>• Ensure all notifications, case notes and client databases is actioned, completed and maintained.</li> </ul>	<ul style="list-style-type: none"> <li>• Positive feedback from partners and stakeholders through appraisals and surveys.</li> <li>• Publications, Newsletter, Social media raise awareness of the Family Law unit.</li> <li>• All reports are well written and delivered on time.</li> <li>• All Court reports are completed and submitted in a timely manner.</li> <li>• Timely bi-annual and annual reports.</li> <li>• Reports compiled and submitted to Cabinet.</li> </ul>
<p><b>KRA 3: Stakeholder management</b></p>	<p><b><i>Jobholder is successful when:</i></b></p>
<ul style="list-style-type: none"> <li>• Create a team environment with stakeholders that fosters and develops effective working relationships and high performance.</li> <li>• Actively participate in all CAFS clients and initiatives while reviewing processes according to the FP&amp;S Act.</li> <li>• Develop and maintain positive working relations with all stakeholders, including Government, media, and other stakeholders within the Cook Islands.</li> <li>• Ensure all processes for planning and convening of the Uipaanga Kopu Tangata (UKT) include family members and all key stakeholders involved according to the FP&amp;S Act.</li> <li>• Provide client support that ensures case reports provide an accurate and professional assessment, making appropriate recommendations and include any specific requests by the Court in accordance with the FP&amp;S Act.</li> </ul>	<ul style="list-style-type: none"> <li>• Takes active role in engagement with staff and external stakeholders.</li> <li>• Positive feedback from stakeholders through feedback surveys on services provided.</li> <li>• Programme reports are on time.</li> <li>• Active member of stakeholder working groups meetings.</li> <li>• Survey mechanisms in place to gauge stakeholder assessment of role and service delivery.</li> </ul>
<p><b>KRA 4: Teamwork, Continuous Improvement and INTAFF values</b> <i>Creates a team environment, monitors performance.</i></p>	<p><b><i>Job holder is successful when:</i></b></p>
<ul style="list-style-type: none"> <li>• Manage work priorities, personal workloads and stress levels with the support of the manager and through supervision.</li> <li>• Compliance with Code of Conduct and all policies (Ministry of Internal Affairs and the Office of the Public Services Commission (OPSC)).</li> </ul>	<ul style="list-style-type: none"> <li>• Self-management of role with monthly reports to the Secretary of Internal Affairs follows work plans developed that schedule annual work activities.</li> <li>• Self-driven capacity needs assessment identifies areas for professional development.</li> </ul>

<ul style="list-style-type: none"> <li>Positively contributes to improvement in output delivery by the team, efficiency of processes, procedures and behaviours.</li> <li>Willingly assist the Secretary and other team members to learn new skills and share knowledge.</li> <li>Lives the INTAFF values actively and participates in all scheduled team activities.</li> </ul>	<ul style="list-style-type: none"> <li>Mid-Year and Annual self-assessments of performance are completed in a timely manner and areas of improvement agreed and worked on.</li> <li>Full attendance and contribution to team meetings as recorded in minutes.</li> <li>Team performance has increased through collaboratively sharing knowledge and information with colleagues</li> <li>Participation in directorate and the Ministry's team activities.</li> </ul>
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## WORK COMPLEXITY

<i>Indicate most challenging problem solving duties typically undertaken (3-4 examples):</i>	
1	Implementation of the new Family Protection and Support Act 2017.
2	Raising community awareness for the protection, welfare and development of all children.
3	Assist in the development of process mapping and tools that guide intervention strategies to protect the child.
4	Managing competing priorities and limited resources.

## AUTHORITY

Authority levels expressed in terms of routine expenditure, granting loans, and recruiting and dismissing staff. (*Explain the authority if any*)

<b>Financial</b>	No
<b>Staff</b>	No
<b>Contractual</b>	No

## FUNCTIONAL RELATIONSHIPS

The requirement for human relations skills in dealing with other personnel and external contacts. (*List the external and internal types of functional relationships*)

Internal	Nature of Contact	External	Nature of Contact
Secretary of Internal Affairs	<b>Low:</b> Inform	Minister of Internal Affairs	<b>Low:</b> N/A
Director of Social Policy & Services	<b>Low:</b> Advise, influence and inform	Government Ministries & Agencies	<b>Low:</b> Advise, collaborate with, influence, inform and deliver to.
Manager Child & Family Services	<b>High:</b> Advise, collaborate with, influence, inform and deliver to	Stakeholders	<b>Low:</b> Advise, collaborate with, influence, inform and deliver to.
CAFS Staff	<b>Medium:</b> Collaborate with, inform		
Other Ministry staff	<b>Low:</b> Collaborate with and inform.		

## QUALIFICATIONS (OR EQUIVALENT LEVEL OF LEARNING)

Level of education required to perform the functions of the position. This combines formal and informal levels of training and education.

<b>Essential:</b> (least qualification to be competent)	<b>Desirable:</b> (other qualifications for job)
<ul style="list-style-type: none"> <li>• A relevant diploma in social work or extensive experience in this field</li> </ul>	<ul style="list-style-type: none"> <li>• A relevant undergraduate degree in a social science services</li> </ul>

## EXPERIENCE

The length of practical experience and nature of specialist, operational, business support or managerial familiarity required. This experience is in addition to formal education.

<b>Essential:</b> (least number of years to be competent)	<b>Desirable:</b> (target number of years you are looking for)
<ul style="list-style-type: none"> <li>• A minimum of five (5) years in Social Working, community development or relevant work experience at an advisory portfolio level.</li> <li>• High level experience in research methodologies, analyses and report writing.</li> </ul>	<ul style="list-style-type: none"> <li>• At least eight (8) years' working experience at advisory level with a focus on at-risk and vulnerable families.</li> <li>• Knowledge and understanding of the institutional, legal and policy frameworks at national and local level.</li> </ul>

## KEY SKILLS /ATTRIBUTES/JOB SPECIFIC COMPETENCIES

<b>Level of ability required for the job</b>	
<b>Expert</b>	<ul style="list-style-type: none"> <li>• Understanding of relevant legislation, regulations and standards.</li> <li>• Ability to develop, review, implement social policy.</li> <li>• High level of project expertise and analytical and problem solving skills.</li> <li>• Ability to establish and maintain productive working relationships.</li> </ul>
<b>Advanced</b>	<ul style="list-style-type: none"> <li>• In-depth knowledge of institutional, legal and Government policy frameworks.</li> <li>• Actively involved in the community.</li> <li>• Highly developed written and communication skills</li> <li>• Proficient in the use of the Microsoft Office suite software.</li> <li>• Bi-lingual (preferably: Cook Island Maori &amp; English)</li> </ul>
<b>Working</b>	<ul style="list-style-type: none"> <li>• Understanding of family issues with a focus on the child.</li> <li>• Proven team and people skill and experience.</li> <li>• Able to work with minimum supervision</li> <li>• Planning, budgeting, performance reporting and project cycles.</li> </ul>
<b>Awareness</b>	<ul style="list-style-type: none"> <li>• Knowledge of Government frameworks.</li> <li>• Stakeholder engagement at Government level.</li> <li>• Social media</li> <li>• Confidentiality and impartial</li> </ul>

## CHANGE TO JOB DESCRIPTION

Changes to the Job description may be made from time to time in response to the changing nature of the Agency work environment - including technological or statutory changes.

**ACCEPTANCE AND APPROVAL OF THE JOB & EVALUATION COMMITTEE ASSESSMENT**

**Date Approved:**     \_\_ / \_\_ / 2020

Accepted and Signed for and on behalf of the Ministry of Internal Affairs:

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**Anne Herman**  
**Secretary of Internal Affairs**

**RECRUITMENT ACCEPTANCE AND ENDORSEMENT**

**Approved:**

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Director/Manager

\_\_\_\_\_

Date

\_\_\_\_\_

Employee

\_\_\_\_\_

Date