



## Position Description

<b>Position title</b>	<b>Social Work and Financial Mentoring Manager</b>
<b>Reporting to</b>	<b>Director of Community Services</b>
<b>Staff reporting</b>	<b>Social Work Practice Lead</b> <b>Financial Mentoring Team</b>

### Our context

Wellington City Mission (WCM) is a faith-based community organisation that has been supporting those in need in the Wellington region through the provision of social services since 1904.

### Our vision

*People and communities empowered, transformed and experiencing fullness of life.*

### Our values

Aroha / Love

Tūmanako / Hope

Whanaungatanga / Kinship

Manaakitanga / Generosity

### Purpose of the role

The Social Work and Financial Mentoring Manager is part of the Community Services Team. The Community Services Team's purpose is to deliver all WCM's community-facing programmes.

The Social Work and Financial Mentoring Manager's purpose is to develop, lead and manage WCM's social work and financial mentoring activities including building team capability, enhancing practice and delivering great outcomes for clients and manuhiri.

These services can be provided by employees and volunteers.

## Representative responsibilities and outcomes

Responsibility	Outcome
<b>Lead and manage programmes</b>	
Ensure the effectiveness of social work and financial mentoring services through leadership, management, and delegation.	Social work and financial mentoring programmes are intentional and client focused. Programmes run effectively and result in meaningful change for clients. All programmes demonstrate WCM's values.
In consultation with the Director of Community Services and other Community Services Managers, develop short- and medium-term operating plans for responsibility areas.	Plans help accomplish WCM's strategic and operating objectives. Plans direct people, financial and other resources to activities that achieve desired outcomes.
Build capacity, diversity and expertise through effective recruitment and staff development.	Employees and volunteers are selected to ensure required expertise is available. Expertise is available to meet reasonable requirements of social work and financial mentoring clients. Client diversity is factored into recruitment and development decisions. Diversity in time and location of services is provided for.
Educate, encourage, and reinforce Tikanga and Te Ao Māori approaches to service delivery.	WCM's service delivery to Māori validates and esteems Māori culture. Services to Māori are appropriate and effective. WCM fulfils its Te Tiriti obligations.
Manage the safety of clients and their whānau and of direct and indirect reports.	Risks that arise through interaction with clients and whānau are identified, documented and controlled. Client-facing staff are trained and equipped to keep themselves safe and to identify and respond to risks to/from clients and whānau. Social Workers and Financial Mentors are aware of vicarious trauma and other work-related mental health risks and have the necessary skills and resources to manage their wellbeing. Qualifying employees receive effective external professional supervision.
<b>Manage external relations</b>	
Build professional relationships with corresponding leaders of partner organisations.	Service delivery is coordinated to provide holistic services to clients and avoid duplications of resources and effort. Complementary organisations benefit from interaction and grow sector capability.
Prepare accountability reports for funding agencies.	Reports are timely and accurate and comply with contract requirements.
Ensure WCM's social work and financial mentoring activities comply with relevant social service codes and standards.	WCM complies with relevant codes and standards. WCM is respected for its professionalism and integrity.

<b>Participate constructively in the Community Services Leadership Team</b>	
Represent social work and financial mentoring programmes in the Community Services Leadership Team.	Social work and financial mentoring activities are coordinated with and complement other Community Services activities. Needs of clients receiving more than one service are managed. Community Service managers support one another and build collegiality.
<b>Leadership</b>	
Lead, manage and develop the Social Work Practice Lead and Financial Mentors.	Practice Lead and teams are engaged and productive. Practice Lead and teams understand their roles and have or are developing the necessary skills and resources to carry them out.
In consultation with Practice Lead where relevant, recruit, select, and appoint team members.	People with relevant knowledge, skills and attributes are recruited and deployed. Recruitment processes are efficient and comply with legal and policy requirements. All applicants are treated respectfully, and recruitment processes are consistent with WCM's values.
Carry out annual reviews according to WCM practice.	Annual reviews are completed within WCM time frames. Reviews are honest and constructive and objectives achievable. Review actions are documented and followed up.
Assist team members to plan and achieve relevant learning and development goals.	Team members become increasingly proficient at their current roles. Team members are prepared for future roles or additional responsibility as appropriate. Retention and engagement are enhanced.
Monitor professional compliance.	Social Workers' practising certificates are current. Social workers are enabled to and do meet professional development requirements. Financial Mentors do and are enabled to meet certification requirements.
Manage Social Work and Financial Mentoring team members' employment relationships within delegations, including managing disciplinary and change processes.	Employment matters are managed in ways that meet legal and policy requirements and are consistent with WCM's values.
Model and reinforce WCM's values, policies and code of conduct.	Team members know WCM's values and demonstrate these in their work and their interactions with each other, clients, and the public. Team members are aware of relevant policies including updates and compliance is monitored.
<b>Process improvement</b>	
Look for and propose process improvements.	Processes are effective and innovative. WCM demonstrates best practice. WCM resources are used to good effect.

<b>Values and health and safety</b>	
Demonstrate WCM's kaupapa and values.	All tasks and interactions are carried out in ways that are consistent with WCM's kaupapa and values.
Comply with WCM's health and safety practices and processes.	Hazards are identified and controlled in line with WCM's health and safety management. Incidents are reported promptly and according to WCM policy and practice. The position holder and those they work with are kept safe.

### Person specification

<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	
Registered or registrable Social Worker.	
<b>Knowledge and experience</b>	
Three plus years' experience leading teams.	Three plus years' experience leading social services teams.
Three plus years as a Senior Social Worker.	
Knowledge of social sector operations.	
Aware of Tikanga and Te Ao Māori and Te Tiriti and their application to social services.	Able to operate in a Māori context including use of Te Reo Māori.
<b>Attributes</b>	
Committed to the approach and Kaupapa of Wellington City Mission.	
Able to operate calmly and professionally in all situations.	

### Key relationships

<b>Inside WCM</b>	<b>Outside WCM</b>
Café / Reception (Lounge) Manager.	Other social work providers.
Single Site Supported Housing Rolleston Manager.	Other financial mentoring or budgeting service provider managers.
WCM Addictions specialists.	Other community agencies.

### Authorities

<b>Financial</b>	<b>Personnel</b>
Expenditure within approved budgets	Direct reports for employment and supervision.
	Remuneration, change management and disciplinary processes with AWCM's prior approval.

### Driver's licence

This position does require the position holder to have a current full, clean driver's licence.

**Place and hours of work.**

The normal place of work is Newtown, Wellington. From September 2024 the normal place of work will be Wellington City Mission's community hub Whakamaru, in Mt Cook, Wellington. The position holder may be required to work elsewhere from time to time according to the needs of WCM. WCM may also vary the normal place of work as long as the variation is reasonable.

This is a full time position. Normal hours are 40 hours per week worked Monday to Friday between 8.00am and 5.30pm unless otherwise agreed with WCM.