

## Social Services Manager Position Description

**Vibe’s Mission:**

"Hei whakahohe o Awakairangi iwi taitamariki ki te uru ratonga e whakatairanga ratou oranga"  
 “To enable Hutt Valley young people to access services that promote their wellbeing”

**Purpose of Position:**

The Social Services Manager will support Vibe’s integrated services framework through providing leadership for Vibe’s social services. The Social Services Manager will provide staff contract and practice oversight. The Social Services Manager will support and strengthen current service delivery, bringing an innovative approach to the current delivery and future development of Vibe’s social services, ensuring Vibe remains responsive to the emerging needs of rangatahi in the Hutt Valley

**Responsible to:** Chief Executive  
**Hours per week:** 40

Key Responsibilities	Key tasks
<b>Social Services Functional Strategy and planning</b>	<ul style="list-style-type: none"> <li>• Provide overall leadership of Vibe’s social services</li> <li>• In consultation with Vibe’s Senior Leadership Team, lead the development of a practice framework for Vibe’s social services.</li> <li>• Maintain a comprehensive knowledge of Vibe’s social service contracts, including desired service outcomes, contract deliverables and accountability requirements.</li> <li>• Have oversight of the scheduling and delivery of Vibe’s social services across Vibe sites and community-based locations.</li> <li>• Ensure Vibe operational policies and guidelines in relation to social service delivery are regularly reviewed with a quality lens to ensure fit for purpose.</li> <li>• Ensure that all Vibe’s social services are aligned with a positive youth development approach.</li> <li>• Lead the growth and development of Vibe social service services in accordance with the identified needs of young people.</li> </ul>
<b>Practice Leadership</b>	<ul style="list-style-type: none"> <li>• Ensure social service practice is aligned with best practice principles, and meets relevant professional, ethical, and legislative requirements.</li> <li>• Provide support with service delivery such as complex casework and advocacy with external stakeholders to ensure best outcomes for young people.</li> <li>• Act as a child protection ‘champion’ within Vibe, and support overall organisational capability in regard to child protection.</li> <li>• Ensure Vibe has end to end processes in place for all social services.</li> </ul>

	<ul style="list-style-type: none"> <li>• In collaboration with Vibe’s Chief Executive, to have oversight of Vibe’s Social Service Sector Accreditation process, and to ensure accreditation standards are maintained.</li> <li>• Implement a system of internal auditing and continuous improvement for all social services.</li> <li>• In consultation with the Senior Leadership Team identify areas of staff and service development that need priority action.</li> </ul>
<b>People and Team Leadership</b>	<ul style="list-style-type: none"> <li>• Being accessible and approachable to social services staff and other Vibe staff to support best practice young person centred care, and a positive working environment.</li> <li>• Provide regular scheduled line management and practice supervision for all direct reports.</li> <li>• Identifying and enabling access to appropriate training and development opportunities for the team.</li> <li>• Actively promoting clear and direct lines of communication between teams within social services and across Vibe.</li> </ul>
<b>Social Services Reporting</b>	<ul style="list-style-type: none"> <li>• Provide regular service reporting on service delivery and service trends to the Chief Executive and contribute to broader organisational reporting as required.</li> <li>• Oversee preparation of monthly and quarterly social service reporting, and ensure all reports are submitted on time and in accordance with funder requirements.</li> <li>• Seek opportunities to monitor and evaluate reporting data to improve quality of Vibe services.</li> </ul>
<b>Community Networks</b>	<ul style="list-style-type: none"> <li>• Develop and maintain strategic relationships with a wide range of stakeholders that are relevant to young people’s health and wellbeing needs.</li> <li>• Participate in relevant local, regional, and national networks.</li> <li>• Develop and maintain working relationships with Oranga Tamariki, MSD, and other youth and social service providers to support Vibe’s work with young people.</li> <li>• Be actively involved in ensuring the effective promotion of Vibe services within the community and our wider network.</li> </ul>
<b>Health Promotion</b>	<p>Actively engaging with Vibe’s health promotion activities, including:</p> <ul style="list-style-type: none"> <li>• Participating in the development of Vibe’s health promotion plan;</li> <li>• Ensuring the social services are actively engaged, ie raising awareness of Vibe’s specific health promotion focus with the young people they come into contact with;</li> <li>• Participating in specific health promotion programmes/events and supporting your team to do this.</li> </ul>
<b>Professional Practice</b>	<p>Maintain professional practice by:</p> <ul style="list-style-type: none"> <li>• Keeping up to date with the latest research in Social Work and Youth Development.</li> <li>• Maintaining any professional registration.</li> </ul>

	<ul style="list-style-type: none"> <li>• Completing appropriate professional development.</li> <li>• Engaging in regular external supervision.</li> <li>• Working with colleagues and Leadership to explore practice and increase skill base.</li> </ul>
<b>Organisational and Leadership</b>	<ul style="list-style-type: none"> <li>• Actively promote and role model Vibe’s purpose, strategy, vision, and values to build a strong cohesive culture across the organisation.</li> <li>• Work effectively as a member of Vibe’s Senior Leadership Team, contributing to strategic and operational planning and review.</li> <li>• Inspire, lead, and influence others to commit to and have pride in Vibe and our work.</li> <li>• Undertake financial responsibilities in accordance with delegated authority.</li> <li>• Undertake all HR functions relevant to your role and delegated authority, including recruitment, onboarding, performance and development, and exit processes.</li> <li>• Quality Assurance <ul style="list-style-type: none"> <li>- Contribute to the development of Vibe’s quality framework and promote the implementation and review of quality assurance processes across Vibe</li> <li>- Support the quality assurance processes within your respective area of responsibility</li> </ul> </li> <li>• Contribute to the collaborative development and implementation of risk management and assurance processes, and ensure compliance with policy, legislative requirements, and obligations.</li> <li>• Recognise individual responsibility for workplace Health &amp; Safety under the Health and Safety at work Act 2015. Ensure health, safety, security and wellbeing policies and procedures are understood, followed, and implemented by all employees.</li> <li>• Contribute to the development of Vibe’s youth participation framework and the implementation of youth participation activities within your areas of oversight and across Vibe</li> <li>• Undertake additional or alternative duties as requested, and in order to meet organisational needs.</li> </ul>

### **Functional Relationships**

#### Internal Relationships

- Chief Executive Senior Leadership Team
- Social Services Leadership
- Social services staff
- Vibe Staff

#### External Relationships

- Oranga Tamariki – at a national and local level
- Ministry of Social Development Youth Services staff
- MSD Work and Income sites

- Youth Sector Organisations
- Social Service Sector Organisations
- Professional Networks relevant to youth and social services
- Other stakeholders to support organisations, potential partners etc.

**Qualifications, Experience and Competencies required to be successful in this role:**

Experience

- A minimum of 10 years post qualifying practice experience.
- Passionate about working with young people and supporting their health and development
- Demonstrated experience in engaging with whanau
- A minimum of 3 years leadership experience within a community youth or health setting
- Demonstrated experience providing supervision and support to staff including supporting them with complex case work or crisis
- Success in leading initiatives that improve the quality of social work or youth development practice
- A commitment to upholding the principles of Te Tiriti o Waitangi, and to ongoing learning about the impact of Te Tiriti on working with young people in Aotearoa
- A commitment to personal and professional development, including upskilling related to youth health and development

Knowledge, Skills and Qualifications

- An understanding and willingness to work with multiple cultures, and the skill set to do so safely and with respect
- A Social Work or other social service qualification and registration with the relevant professional body
- The ability to motivate and inspire staff to always do their best
- Proven ability to develop positive relationships with a range of stakeholders
- Excellent written and oral communication skills, including the ability to communicate sensitive messages or disagreements with tact and diplomacy
- A working knowledge of the Oranga Tamariki Act 1989 and the implications of this Act for social service providers
- Proven ability to manage administrative tasks and experience in using a client database
- Demonstrated understanding of a range of practice theories and frameworks including positive youth development, eco-systems, task centred, and solutions focused approaches.
- A full, clean driver licence and access to a vehicle for work purposes

February 2024

**Confirmation of Job Description**

Full name of employee: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_