

Would you like to support caregivers going through a stressful process to ensure that they are advocated for and that a fair process is followed?

What we are looking for:

- A good understanding of the situation, needs and vulnerability of caregivers facing an allegation of abuse
- Commitment to give time when required
- Proven ability to remain objective and unbiased
- Good knowledge of local community resources
- Clear communication and reporting skills
- Clear understanding of own boundaries
- The willingness to learn about the Allegation Investigation Process and Oranga Tamariki's Allegation Policy / Procedures / Roles / Responsibilities.
- The willingness to learn about Oranga Tamariki Caregivers Handbook including roles and responsibilities of caregivers.

What support you can expect to receive from us:

- A full induction, orientation and any training necessary for the role.
- Reimbursement for reasonable expenses associated with the role.
- A contribution towards tools and equipment by way of a 'Working from Home Allowance'.
- Monthly supervision
- Ongoing support from the Critical Support Coordinator and Manager.

Caregiver message to the Allegation team about how rewarding the role is:

"The investigation of an allegation of concern creates a lot of stress and anxiety for all parties, not just the caregivers but also the professionals already involved with the tamariki and whanau and those tasked with doing the investigation. These tensions can be even more difficult in smaller communities where the parties are often well known to each other either through whānau or other community activities.

The Critical Support worker role involves some specialist knowledge around the processes for investigation of reports of concern. Caring Families Aotearoa provides really good training and support for their Critical Support workers. I have found that Oranga Tamariki staff, Child Protection and police can also greatly appreciate the role of the Critical Support worker in the investigation process. When they thank you for your support, you know you have made a difference not just for the caregivers, but also for those tasked with ensuring that our tamariki in care are safeguarded.

Being a Critical Support worker is not an easy role, but I continue to do it because it makes a difference. Often you are also liaising with the professional people involved to ensure that the process is fair and reasonable, and as timely as possible. Sometimes the outcome is not what the caregivers hope for, but knowing their voice was heard and the process was followed gives them comfort. Sometimes, the allegation is upheld, and the successful outcome is that the learning from the situation is recognised, and the consequences of the outcome are not unreasonable compared to the incident that happened."

Contact Megan Fitzgibbon, Critical Support Manager – meganf@caringfamilies.org.nz

Critical Support Worker Application Form



Thank you for applying for the position of Critical Support Worker. Please fill out the below form and return to the Critical Support service.

Name:	
Address:	
Email:	
Landline:	
Cell phone:	
Date of birth:	

What is your experience in supporting people in stressful situations?

What qualifications and trainings have you received that are relevant to this position?

What do you consider are your strengths?

What do you consider are your challenges?

Do you have access to email and internet from your home? Yes / No

Are you a Caring Families Aotearoa member? Yes / No

Have you had an allegation made against you as a caregiver before: Yes / No
If yes, please give details:

Do you have a current Driver's License? Yes / No
Do you have a part-time or full-time paid job? If so, where.....

Checklist:

I will commit to attend a one-day induction training at an agreed time. Yes / No

I am willing to attend ongoing training and supervision as required. Yes / No

I have attached a current photo to this application.

Yes / No

Please supply two referees and their contact details (Name & phone):

I confirm that the information contained in this application is correct.

Signed

Date

Once you have completed this form, please return to Megan Fitzgibbon, Caring Families Aotearoa at meganf@caringfamilies.org.nz