

Professional Conduct Committee Panel members – Layperson

Reports to:	Business Operations Manager
Direct reports:	Nil
Finance	Nil
Location:	Various

Please note: Panel members are contracted to provide services to the Professional Conduct Committee (PCC). Contractors are not employees of the Social Workers Registration Board, and therefore will be given a Contract for Service.

He ara pūkenga, he ara tauwhiro, hei whakamana mātā waka
The many pathways of knowledge, the many pathways of social work, upholding the dignity of all.

Our purpose

The Social Workers Registration Board - Te Kāhui Whakamana Tauwhiro (SWRB) is the regulatory authority responsible for the registration of social workers. We are a Crown Entity and the Government's Lead Agency for social worker workforce planning.

The primary function of the SWRB is to protect the safety of members of the public by ensuring that social workers are competent, fit to practise, and accountable for the way in which they practise. A further purpose is to enhance the professionalism of social workers.

Obligations of Board in relation to Māori

The Board reaffirms our commitment as a Tiriti o Waitangi partner to improving services and outcomes for Māori, strengthening the Crown's relationships with Māori, and developing our own Māori capability.

Our values

Matatika: To do what is right and just, ethical, fair, equitable, honest, unbiased, impartial, moral, trustworthy

Manaaki: To look after the dignity of others, to support, to tend, to take care of, protect, look out for, show respect, generosity, and kindness towards others

Mahitahi: To work together as one, collaborate, cooperate, co-design, connect, interact, reciprocate, discuss, debate, work in unity with teamwork and synergy

Māia: To be bold, brave, capable, confident, courageous, demonstrating endurance, strength, and resilience

Purpose of the Position

The role of PCCs is to investigate complaints and notifications and determine next steps in line with statute and the principles of administrative law and natural justice. This role is for a Lay Person member of Professional Conduct Committees (PCCs).

You will act within the statutory limitations relating to the operation of PCCs.

Functions of a PCC member

- Assist in the investigations of matters referred to the PCC by the SWRB.
- Seek advice from the legal advisor on points of law, procedure, evidence, or any matter as required.
- Instruct the PCC's investigator as/if required.
- Actively participate in evidential interviews in a fair and impartial manner.
- Weigh and consider all evidence provided and seek further information if required.
- Understand and follow the principles of natural justice.
- Analyse facts and impartially assess the matter at issue.
- Contribute to PCC's decisions and reports.
- Review and advise (when appropriate) on charges drafted by the legal advisor/prosecutor for filing in the Social Workers Complaints and Disciplinary Tribunal.

Measures of Performance

- The PCC process is fair for all concerned.
- Quality, robust investigations are undertaken.
- Reasoned and careful determinations and/or recommendations are reached. These are supported by sound evidence.
- Investigations and decisions are completed in a timely manner.
- Interview transcripts and/or notes show good quality evidential interviewing, are capable of withstanding legal challenge and gather the information required.
- Confidentiality is respected and all information gathered is maintained and returned in a secure manner in accordance with SWRB policies.
- All people spoken to or about by the PCC are treated with respect, and their mana, rights, and interests are upheld.
- Charges laid before the Tribunal are fair, reflect the PCC's decision, and have a reasonable prospect of success.
- Professional and ethical standards are promoted and upheld.

- Cultural and other differences are respected.

Additional Duties

- Maintain files and documents as required.
- Keep accurate records of time involved in accordance with SWRB guidelines.
- Participate in training as provided and offered by the SWRB.
- Return files at completion of investigation to the SWRB.
- Claim forms are accurate and fair, and compliant with SWRB guidelines.
- Claim forms are submitted regularly, for example on a monthly basis.
- Confidentiality forms are signed and returned at the beginning of each case, as required by the SWRB.

Health and Safety

You are expected to comply with all relevant health and safety policies and procedures and proactively identify any areas of concern.

Key relationships

- Other PCC members
- Legal advisor
- Any appointed investigators
- External legal counsel
- Social Workers Complaints and Disciplinary Tribunal
- SWRB staff as required

Qualifications

- Extensive community and professional experience or a tertiary qualification (of any description) is desirable.

Desirable Knowledge and Experience

- Experience in analysing information and using that information to inform and justify decision-making.
- An understanding of, and experience in, applying the principles of natural justice and administrative fairness.
- An understanding of, and interest in, the rights of social services clients.
- An understanding of the principles of Te Tiriti o Waitangi.
- Knowledge of tikanga Māori.

- Knowledge and experience in dealing with a broad cross-section of society.
- Experience with and understanding of cross-cultural communication.
- Some experience in working in a committee and/or decision-making and/or administering a statutory responsibility.
- Experience in interviewing and fact gathering.
- Understanding of, and awareness of, disability, mental health and/or addiction issues.
- Knowledge of the role, functions, and purpose of the Social Workers Registration Board.

Personal skills/Characteristics

- Open minded.
- Ability to work within a small team.
- High level of initiative, judgment, critical analysis, and decision-making ability.
- Good personal organisation and self-management.
- Strong oral and written communication skills.
- Time management, task planning and prioritising abilities.
- Flexibility and the ability to stay calm under pressure while still delivering on outputs.
- Commitment to public safety.
- Sensitivity and confidentiality when dealing with difficult situations and subject matter.

Core competencies

Competencies	Descriptors
<p>Relationship Management</p> <p>The ability to interact with and develop effective working relationships with a wide range of people of diverse backgrounds and in different situations.</p>	<ul style="list-style-type: none"> • Builds good rapport with people. • Approaches issues or disagreements with the objective of reaching win/win solutions. • Develops relationships with the intent of achieving effective delivery or relevant services.
<p>Māori Crown Relations Capability Framework for the Public Service - Individual Capability Component</p> <p>Government is aiming for all public servants to reach the “comfort” level for the 6 core competencies in the Māori Crown Relations Framework. Specific roles will require deeper skill levels and specialist skills.</p>	<ul style="list-style-type: none"> • Actively engages with the Māori Crown Relationships Frameworkⁱ • Participates in all internal activities to support capability development

Competencies	Descriptors
<p>Flexibility and Adaptability</p> <p>Flexibility on the job includes the willingness and ability to respond to changing circumstances and expectations readily.</p>	<ul style="list-style-type: none"> • Adapts to change • Is open to new ideas • Sees and takes on new responsibilities • Handles pressure appropriately • Adjusts plans to meet changing needs.
<p>Teamwork</p> <p>Teamwork is working collaboratively with others and actively committing to be part of the team.</p> <p>The ability and willingness to work with others co-operatively and productively in order to achieve group objectives.</p>	<ul style="list-style-type: none"> • Values and acknowledges the input and expertise which others can provide • Seeks to actively promote a positive team atmosphere by understanding issues from other people’s perspectives • Contributes positively by actively sharing information, listening, and accepting other’s points of view • Shares the workload with others and contributes by being prepared and completing assigned tasks • Maintains a positive outlook and shows flexibility to new approaches and ideas • Is willing to learn from others • Promotes team co-operation.
<p>Integrity</p> <p>The ability to maintain confidences and trust, and to act in an honest, ethical, and professional manner. This also includes operating with credibility in any situation.</p>	<ul style="list-style-type: none"> • Displays high personal ethics and acts as a role model for the organisation • Consistently demonstrates the desired behaviours and has a reputation for trustworthiness • Is widely trusted • Is seen as a direct, truthful individual • Can present the unvarnished truth in an appropriate and helpful manner • Keeps confidences • Admits mistakes • Doesn't misrepresent self for personal gain.
<p>Cultural Responsiveness</p> <p>The ability and desire to show cultural sensitivity, awareness and understanding of diversity. This includes reinforcing culturally sensitive behaviour, being responsive to Māori and other cultural groups, effectively relating to clients from diverse cultural backgrounds, fostering a culturally safe working environment.</p>	<ul style="list-style-type: none"> • Knows how to address issues that impact on people from different cultural backgrounds. • Has sensitivity, understanding, and respect for the people’s communities • Works in ways that enhance consultative relationships with different cultural groups and acts on opportunities to engage with them. • Takes opportunities to grow knowledge and understanding, including understanding of matauranga Māori, tikanga, and te ao Māori

ⁱ <https://www.tearawhiti.govt.nz/assets/Tools-and-Resources/Maori-Crown-Relations-Capability-Framework-Individual-Capability-Component.pdf>