

**Kāhui Whakamana  
Tauwhiro**

# ***He ara pukenga, he ara tauwhiro, hei wha kamana mātā waka***

***The many pathways of knowledge, the many pathways of social work,  
upholding the dignity of all***

## **Come work with us**

- We welcome your experiences to strengthen and support the pou of our whare.
- We embrace diversity and inclusiveness, are passionate about our mahi, and value work-life balance.
- We are small with a supportive culture that values everyone strengthens while providing opportunities to grow personally and professionally.

## **A taste of what we do**

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

## **Our obligations in relation to Māori**

- As the Social Workers Registration Board (SWRB), we recognise the Crown-Māori commitment as Te Tiriti O Waitangi partners and are committed to improving services and outcomes for Māori, strengthening the Crown's relationship with Māori, and developing our 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, 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.

## Complaints Assessor I Position Description

You will be working with a small team to process complaints and notifications about social work practice by ensuring all the required information is available and relevant.

### Aronga mahi | Work focus

Reporting Line	You will report to <b>Pātiki Arataki</b>   Deputy Registrar, Complaints and Notifications
Direct Reports Accountability	Nil
Financial Accountability	Nil
Salary	\$65,000 - \$70,000

### Te whāinga me Te putanga | Purpose and Outcome

The role receives, assesses and processes complaints through the various stages of the complaints process and ensures high risk cases are identified and actioned promptly. Preparing the complaint for a decision from the Board Professional Standards Committee is a requirement of the role.

### Te horopaki me ngā kawenga | Context and responsibilities

Working alongside your colleagues at the **Social Workers Registration Board** | Kahui Whakamana Tauwhiro (SWRB) you will ensure that you support the following activities:

#### Complaints Process

- Assesses new complaints and ensures they are allocated to the appropriate authority or pathway.
- Identifies high risk complaints and refers to the Manager
- Contacts the complainants for further information as required.
- Collates all the required information and prepares the documents to be reviewed by the triage committee.
- Prepares the complaints for the Board Professional Standards Committee.
- Support the team to prepare for Professional Competency Committees.
- Ensures all statistics are recorded and updated as required by capturing and assessing feedback, including complaints, to evaluate the quality of services and processes, to resolve issues and use this learning to improve services.
- Provide backup to the receipt and acknowledgement of notifications.

#### Communication with social workers and the public

- Work with colleagues to manage all inbound and outbound calls in a timely and effective manner.
- Respond to complaints and notifications team emails using the correct information and advice as required.
- Identify complainants needs, clarify information, research every issue and provide solutions

#### Administration

- Ensure all records are kept up-to-date and filed correctly for discovery
- Support social workers to navigate the registration database to ensure details are kept updated
- Assist with following up payments before the processing of any applications

#### Systems and processes

- Actively seek out opportunities to improve efficiency and quality control in processes, procedures and documentation used throughout the registration and certification process.
- Work to improve and maintain data collection and reporting.
- Adhere to SWRB records management and storage requirements.

## Health, Safety and Emergency Management

- Comply with and support all health and safety policies, guidelines and initiatives.
- Ensure all incidents, injuries and near misses are reported into our Health and Safety reporting log.
- Take responsibility for meeting the SWRB's obligations in workplace health and safety.

## Risk Management

- Identify any organisational risks and take actions to minimise their impact.
- Effectively manage risks and escalate risks and propose appropriate mitigation where necessary.
- Keep manager informed of any risks and/or issues that may impact on the SWRB's ability to meet its obligations.

## Ngā hononga | Relationships

You will work across all parts of Kāhui Whakamana Tauwhiro as an active and positive member of the team, maintaining strong respectful relationships with colleagues within the SWRB, and work in a collegial and integrated way, to provide timely services.

## Ngā wheako me ngā tohu mātauranga | Experience & qualifications

In addition to the skill requirements outlined at the end of the position description the following experience and qualifications are specifically required for this position:

- Graduate with a degree in any discipline.
- Experience in managing complaints processes preferred
- A developing understanding of mātauranga Māori, kaupapa Māori, te reo me ona tikanga and kaupapa Māori social work practice.
- Proven discretion, tact and diplomacy in dealing with confidential and/or personal work-related information.
- Strong written and verbal communication skills, including report writing.

## Te tū angitu i roto i tēnei tūranga | Being successful in this role

You can manage a significant volume of routine work, and because it is second nature to you, you work at pace. You seek opportunities to learn new things and successfully deliver work which may be ambiguous, unfamiliar and a stretch.

## Te āhua whaiaro | Personal character

- |                      |  |
|----------------------|--|
| • Honest & open      | Willing to be open and confident to share thoughts; sees the benefit in raising what may be perceived as difficult conversations       |
| • Curious            | Show curiosity, flexibility, and openness in the way you approach your work  |
| • Self-aware & agile | Be aware of your strengths and weaknesses, looking for ways to improve skills and adapt approach; adapt well in a changing environment |
| • Resilient          | Show composure, grit, and a sense of perspective when the going gets tough   |

## Ngā pūkenga – me matatau koe ki ēnei mea | Skills—what you must do well

- Communicate and engage well in person and in writing.
- Pro-actively build and maintain effective working relationships.
- Apply analytical 'know-how.'
- Use your judgement to prioritise work, think ahead and manage time effectively.
- Be a self-starter who can operate independently as well as collaboratively.

## Ngā āheinga me ngā kawatau | Capabilities and expectations

We recruit to develop a diverse workforce that reflects New Zealand communities. Regardless of your area of focus, knowledge and background, the underlying skills and capabilities you bring to Kahui Whakamana Tauwhiro at this level are comparable with others at the same level in the organisation.

We focus on four key capability areas. Below we've summarised what we expect from you, so that you contribute to Kahui Whakamana Tauwhiro direction and achievements. It's not an exhaustive list.

### 1. *Te Whakahaere o te Tuku / Delivery Management*

We want you to do things like this:

- Can be relied upon to consistently deliver routine work accurately, and independently.
- Understand the context of your work within the wider organisation.
- Works with He Arapaki – the SWRB Māori Development strategy and action plan, to help shape and inform HR practice and processes.
- With support, successfully navigate through work that has some degree of ambiguity or requires problem resolution.
- Contribute to the wider team effort using your knowledge of process and risk to provide sound advice.
- Manage your workload and work-life balance, being flexible in your approach as you juggle priorities and competing demands for yourself and others.

### 2. *Te Whakahaere ā Parapara / Talent Management*

We want you to do things like this:

- Participate constructively in Kahui Whakamana Tauwhiro staff development programmes.
- Take responsibility for identifying 'stretch' goals and for meeting agreed delivery and development commitments reflecting Kahui Whakamana Tauwhiro values.
- Build confidence and capability in te reo, tikanga and the Treaty of Waitangi. Explore opportunities to practice with others in a safe environment.
- Develop and improve your own performance standards, and work collaboratively with others to improve team performance.
- Contribute to a positive organisational culture, demonstrating our values and behaviours and encouraging flexible ways of working.
- Take every opportunity to learn and be ready to learn from others.

### 3. *Te Mana o te Tikanga / Systems Leadership*

We want you to do things like this:

- Understand how Kahui Whakamana Tauwhiro is engaging with our Treaty partners and why this is important. Work with others to apply this to your work.
- Think about work from a system perspective. Initiate critique, discussion, and generation of ideas about how work could be enhanced.

### 4. *Mana Rautaki / Strategic Leadership*

We want you to do things like this:

- Understand the strategic context for your work, the team's work, and more broadly across the organisation.
- Participate constructively in discussions about the team's plan in relation to Kahui Whakamana Tauwhiro direction.
- Understand how the evolving Māori–Crown relationship and the Crown's Treaty obligations inform and shape your work.