



Early Start Project

PO Box 5242, Papanui, Christchurch 8542

Level 1/7 Winston Ave, Papanui, Christchurch 8052

Phone (03) 365 9087 or 0800 378-278

www.earlystart.co.nz

2 July 2026

Tēnā koe

Thank you for your recent enquiry regarding the fulltime permanent and fulltime fixed term maternity positions as a Family Support Worker/Whānau Āwhina at Early Start Project.

Enclosed please find the following:

- Position Description
- Position Application Form

We are looking for one Family Support Worker/Whānau Āwhina with a passion for being part of a whānau led, Early Intervention service, supporting whānau who are facing challenges and difficulties. Following comprehensive orientation training, you will work alongside a specified number of client whānau, primarily in their homes in a planned and focused way.

The role of the Family Support Worker/Whānau Āwhina is to tailor responses in partnership to meet the individual whānau/family needs.

- Full time 37.5 hours per week, worked Monday to Friday
- An Individual Employment Agreement is offered
- A current full NZ Driver License and your own reliable car are essential
- Applicants for this role must have the right to work in New Zealand
- The Maternity Cover is a 12-month fixed term position (*Sept 2026 to Sept 2027*)

He kōrero mōu / About you

You will have experience working with whānau in the community, specifically home visiting experience. Your background will be either Teaching, Social Work, Nursing and/or hold a different qualification in related fields such as, *but not limited to* Early Education or Psychology.

Ideally you will have a sound understanding/experience of:

- Child safety * positive parenting practices *
- Child development * working with tamariki and whānau in a community/home setting *
- A passion for connecting with parents early in their parenting journey

You will have a commitment to our obligations and responsibilities under Te Tiriti o Waitangi in providing a service that meets the cultural needs of our engaged whānau alongside the key value of Early Start in being active in advancing pro-equity outcomes for whānau māori, regarding health and wellbeing.

You will have the ability to work in a mana enhancing manner alongside the many cultures who choose to connect with Early Start.

The salary will be commensurate with your qualification and years of experience in this type of Social Work.

To apply for this position you should email: sue.taylor@earlystart.co.nz. **Your application is appreciated by 5pm on Wednesday 22 July 2026. Please ensure your application includes a covering letter, CV and the completed application form.**

Regards

A handwritten signature in dark ink, appearing to read 'Glynis Matehaere', with a stylized, flowing script.

Glynis Matehaere

ACTING GENERAL MANAGER

Early Start Project Ltd

Position Description

Role Title: Family Support Worker / Whānau Āwhina

Reporting To: (a) Clinical Manager/Clinical Supervisor for Clinical Practice and Professional needs
(b) General Manager for all other matters

Organisation Guiding Principle

Atawhaitia nga pepe – Nurture the Baby Early

Organisation Vision

A society where children/tamariki enjoy a supported, positive and happy childhood

Early Start Team Charter

“Early Start values a workplace, which is inclusive and underpinned by respect, kindness, cooperation

and trust. A workplace where the Early Start Team is empowered to work together safely and interdependently. The Early Start Team will have the skills, resources, authority, opportunity and motivation to do this and to accept responsibility and accountability for their actions”

(Early Start Team Charter 2019 – full Charter for all employees at time of employment)

Purpose of the role

Early Start is an early intervention/early response programme designed to deliver home based whānau support to families/whānau with challenging life situations. The intention of the programme is to increase overall family functioning in a wide range of areas, of child and whānau health and wellbeing. These include child health and safety, child abuse, positive parenting, parental physical and mental health, educational and economic wellbeing and positive partner relationships.

The role of the Family Support Worker/Whānau Āwhina is to tailor the Early Start Programme in a professional, sensitive and culturally appropriate manner to meet whānau/ family need.

Major External Functional Relationships

- Plunket Canterbury
- Midwives
- Child Health & Development Study
- Pegasus Health
- Iwi
- Other Community groups and Health Professionals
- Oranga Tamariki

Internal Functional Relationships

- Clinical Manager
- Office Manager and admin team
- Early Start Board members
- Other Early Start Family Support Workers / Whānau Āwhina

Key Tasks and Accountabilities

1. To engage with the enrolled whānau and their wider networks in order to form a positive, trusting and respectful working partnership between the whānau and the Family Support Worker/Whānau Āwhina.

2. To take on the role and responsibility of primary/key worker. *(When another agency already fills that role, to share and closely liaise with that agency.)*
3. Early Start programme goals, guidelines, procedures and protocols are utilized when working with client whānau.
 - 3.1. To act in partnership as educator, role model and mentor to the whānau, to provide relevant information, support and resources as needed, and to promote and enhance the following:
 - A close and loving bond between parent / caregiver and child or children
 - Appropriate and adequate baby and childcare
 - Safe and nurturing home environment
 - Appropriate and nurturing parent-child interactions
 - Safe parenting practices
 - Healthy lifestyle
 - Achievement of educational / life skill goals
 - Promote economic wellbeing
 - 3.2. To home visit and contact each family as prescribed by the programme.
 - 3.3. To offer practical assistance to enrolled whānau as required, to intervene in crisis situations and to assist families to move from a crisis-dominated lifestyle to a lifestyle that supports self-sufficiency and diminished crisis situations.
 - 3.4. To develop and review an Individual Child and Whānau Plan with the whānau on a regular basis.
 - 3.5. To act as advocate to the whānau and to liaise with other involved agencies.
 - 3.6. To develop, review and regularly update a Child and Whānau Plan for each whānau and to ensure accurate and full documentation of all casework as required.
4. To ensure all information gathering systems are accurate and kept up to date.
5. To prepare for and attend clinical supervision as required to ensure safe clinical practice.
6. To attend and participate in staff meetings, peer support and in-service training. To keep updated with new developments, to continue self-directed learning in order to enhance, maintain and develop competencies.
7. Uphold a clear line of accountability and responsibility to the clinical supervisor as to client progress.
8. Provide backup support to other team members if and when required.
9. Perform other related duties as assigned by the manager or employer where appropriate

KEY RESULT AREAS:

KEY RESULT AREA 1:

Cultural Safety is demonstrated.

KEY RESULT AREA 2:

Family Engagement and client contact occurs as prescribed by the Early Start Service and is monitored effectively.

KEY RESULT AREA 3:

Early Start Goals, Guidelines, Procedures and Protocols are utilised when working with whānau.

KEY RESULT AREA 4:

Assist and support families/whānau to raise healthy, happy and thriving children in a nurturing whānau environment that leads to increased self-sufficiency and diminished crisis situations.

KEY RESULT AREA 5:

All required documentation is completed accurately and on time.

KEY RESULT AREA 6:

Advocacy for children.

KEY RESULT AREA 7:

Supervision and professional development opportunities are used effectively.

KEY RESULT AREA 8:

Positive Team Functioning. (Agreement and adherence to the Early Start Team Charter is a requirement.)

KEY RESULT AREA 9:

Additional Duties.

Please refer to the Family Support Worker/Whānau Āwhina Self-Monitoring Handbook for specific indicators and measures.

PERSON SPECIFICATION

Your background will be either Teaching, Social Work, Nursing or and/or hold a different qualification in related fields such as, *but not limited to* Early Education or Psychology.

Essential Qualifications *(One or more of the following but not limited to)*

- Bachelor of Nursing, Comprehensive/General & Obstetric Nursing Registration.
- Bachelor of Social Work,
- Diploma in Social Work,
- Equivalent and or different qualification/training in related fields such as Family Support, psychology, Human / Child Development and Public Health.

Essential minimum experience:

A working experience in teaching (ECE) nursing, social work or related areas. Home based family support/Community support work a necessary advantage. Experience of working with more vulnerable and challenged whānau.

Desirable additional skills and knowledge:

Some knowledge in:

- Te Tiriti o Waitangi: A key value is for Early Start to be active in advancing pro-equity outcomes for whānau Māori. You will have the ability to work in a mana enhancing manner alongside the many cultures who choose to connect with Early Start
- Human growth and development with an emphasis of infant and child development.
- Knowledge of family dynamics and its generational effects.
- The dynamics of family conflict, child abuse and neglect, safety protocols relevant to children's safety and domestic violence issues.
- NZ Child Protection legislation
- Psychosocial difficulties e.g., addictive and offending behaviours, lack of social skills
- Skills in decision-making, conflict and crisis management.
- A reasonable working knowledge of Christchurch community services
- Psychologically able to work in stressful situations, able to cope with moderate physical effort, e.g. prolonged standing, walking, occasional reaching, stooping, bending, kneeling or crouching. Able to lift and carry children up to 15kg.
- Excellent written and oral communication skills.
- A current full NZ Driver Licence and a willingness to use own personal car for job related functions (approx. 5,000 kms per year)

Professional Association Membership if you are a Registered SW or Registered Nurse:

- (a) Current up to date membership in these or any other appropriate professional body
- (b) Or be in the process of attaining membership of any of the above-mentioned associations.

Non-Smoker/Vape:

- Early Start has a policy of no smoking / vaping whilst on the job.

Equipment:

- A valid full NZ Driver Licence
- A car with a current registration, current warrant of fitness and adequate insurance. Vehicle must be able to accommodate recommended child restraints.
- Roadside assistance for your personal vehicle with NZ AA or your insurance provider. Early Start will reimburse you for the basic annual renewal fees.
- Personal phone.



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Position Application Form

Position Applied for: Fulltime Family Support Worker / Whānau Āwhina
Or 12-month Parental Leave (Sept 2026 to Sept 2027)

Date: _____

Personal Details

Name: _____
(Surname) (First name)

Postal Address: _____

Telephone: _____
(Private) (Business) (Mobile)

Email: _____ Available start date: _____

**PLEASE return this completed application form with your CV and
cover letter to: sue.taylor@earlystart.co.nz**

Past Employment

Include all positions held in the last 5 years, **beginning with the most recent**, including periods of unemployment, travel or fulltime study.

Company/Organisation	Position held	From	To

May we contact your current or most recent employer(s)?

YES

NO

Please provide contact details:

Name: _____ Phone: _____

Relationship to you: _____

Referees

(If your CV includes referees then you do not need to fill in this section)

Please give details of at least two work related referees. At least one should be an employer, Team Leader or Manager you reported to.

Name	Telephone number(s)	Occupation/Position held	Email

Would you require any assistance or special facilities to effectively carry out the functions and responsibilities of the position applied for? If yes, please explain.

ES

NO

Taking everything into account, is your health good enough to enable you to function effectively without putting yourself or your colleagues at risk? If no, please explain.

YES

NO

What is your current COVID-19 vaccination status?

Do you smoke or vape?

YES

NO

Do you have any allergies?

YES (please add details)

NO

Eligibility for Employment in New Zealand

Do you have the legal right to work in New Zealand?

YES

NO

New Zealand Driver Licence

Please state the class of driver licence you have and whether you have any restrictions on your licence.

Class: _____

Licence No: _____

Expires on: _____

Safe To Work With Whānau And Children

A criminal convictions check with NZ Police will be undertaken if you are offered the position. If you expect this check to identify criminal convictions, please list these below. Failure to identify criminal convictions may jeopardise your application.

Privacy Act Provisions

Under the provisions of the Privacy Act 2020, I authorise Early Start to seek verbal or written information about me from my nominated referees (if given). I understand that the information received from the nominated referees by Early Start is supplied in confidence as evaluative material and, pursuant to the Privacy Act 2020, will be kept confidential.

If I am appointed to this position Early Start will retain my application form on my personnel file during the term of my employment and archive it for 7 years thereafter. If unsuccessful my application/interview material will be retained for 1 year and then destroyed, unless I request otherwise.

***Please sign the declaration below as having read, understood and agreed
to the provisions of this application form.***

Declaration

I _____ (*full name*) declare that to the best of my knowledge, the answers to the questions in this application and the attachments I provided are correct, and that I am able to fulfil the requirements of the job description as supplied to me. I understand that if any false, or deliberately misleading information is given, or any material fact suppressed, I may not be accepted, or if I am employed, it may lead to disciplinary action and/or termination of my employment.

Signed: _____

Date: _____