



Family Support Worker – Homicide Support Service

Full time (40 hrs/week) – Auckland - Fixed term – 12 months

Victim Support is a non-profit organisation that supports victims of crime and trauma throughout New Zealand. Our specialist Homicide Support Service provides support after a homicide.

This vacancy is for a Case Worker in our specialist homicide support services.

The homicide family support worker will provide the direct emotional and practical support to families/whanau affected by a homicide. This will include information, advocacy, referral assistance, liaising with other justice and community organisations and supporting the family as they navigate through the criminal justice system.

The ideal candidate will have experience in the social services sector, working directly with clients of varying backgrounds and cultures. You will have a high level of professional integrity with a compassionate and empathetic manner, and will demonstrate excellent time management, people management, communication and case management skills. You will be a person who is committed to client centred quality service delivery.

An understanding of and experience in working with Tikanga Maori, plus experience in working in other cross-cultural settings is desirable. You will have demonstrated ability to work autonomously, learn new skills and to adapt to changing demands.

An understanding of Victims Rights and the Criminal Justice System is desirable but not essential, as we will provide training.

If you have a commitment to making difference in the lives of others and have the background and experience that we are seeking, visit our Website today.

APPLICATIONS CLOSE: Friday 19th May at 5.00pm

CONTACT

For a position description and application form:

VISIT: <http://victimsupport.org.nz/aboutus/ourvacancies>

TO APPLY: send all 3 documents

TO EMAIL: recruitment@victimsupport.org.nz

Position Description

Position Title:	Case Worker – Homicide
Function:	Service Delivery
Area:	Specialist Services
Hub:	Auckland
Reporting to:	Homicide Service Specialist
Direct Reports:	Nil
Effective Date:	26 June 2017

About Us:

Vision: Victims of crime and trauma are in control of restoring their lives.

Victims of crime and trauma need safety, healing, justice and restitution. We exist to ensure victims can meet these needs through Support Workers (Volunteers) from across our communities. Our Support Workers and the staff that support them are at the heart of our work and priorities. We provide support in ways to restore mana, belonging and wellbeing as an expression of Manaaki Tangata. Manaaki Tangata means supporting and caring for the people, upholding their mana. Manaaki Tangata can also be described as using the korowai (cloak) that signifies the embracing of people with warmth, care and support.

We ensure our work is guided by the principles of the Treaty of Waitangi and the recognition of Tino Rangatiratanga.

Advocacy for the human rights of victims will always be an essential part of our work with individuals, organisations and government.

Purpose of Role:

The primary purpose of this role is to ensure we provide quality services to victims of crime and trauma by getting the right people, resources and relationships in place.

The primary function of the Case Worker – Homicide will be to ensure that primary victim families receive comprehensive end to end support, information, financial assistance and liaison from the time of the incident to case closure.

The nature of this role may see some work completed in weekends and/or outside of normal working hours.

Key Responsibilities and Performance Indicators

The key responsibilities for this position are:

1. Case management; this includes:
 - a) Providing case management to homicide victims in accordance with the steps and priorities outlined in the Quality Standards Manual (QSM), Best Practice Guidelines and as directed by the Homicide Service Specialist.
 - b) Managing and applying support to primary victim family for assigned homicide case.

- c) Ensuring referrals are prioritised and standards for response, response time, support offered, follow up, case notes, case closure and consumer evaluation are being met by all support workers.
 - d) Providing consistent, proactive and single point of contact for primary victim family at all stages of case.
 - e) Ensuring primary victim family are aware of stages of case, their rights, address needs and advise on next steps.
 - f) Ensuring all Victim Grants are delivered simply and unobtrusively to the family.
 - g) Ensuring any concerns or gaps in service delivery are addressed in a timely and effective manner with all parties involved.
2. Volunteer management; this includes:
- a) Understanding the commitments of 24/7 service availability and delivery.
 - b) Providing coaching and mentoring as a “buddy” to new Volunteer Support Workers within the Homicide group as and when directed by the Homicide Service Specialist.
3. Relationship management; this includes:
- a) Ensuring all front line local Police are aware of what Victim Support does and the need to make referrals in accordance with the MOU between Victim Support and the Police.
 - b) Providing active liaison and coordination with all agencies and workers involved in a homicide. This includes regular case conference calls as required.
 - c) Actively advocating on behalf of the primary victim family with all agencies/workers.
 - d) Attending stakeholder meetings and/or case management meetings as/when directed by the Homicide Service Specialist.
 - e) Ensuring there is good communication between Victim Support and Police on all cases Victim Support is involved in.
 - f) Ensuring inappropriate referrals are declined in a respectful but assertive way.
 - g) Ensuring discussions are held with Homicide Service Specialists where Police may not be upholding victims’ rights.
4. Support and training; this includes:
- a) Attending appropriate training for Case Workers.
 - b) Raising concerns and suggestions for coaching with the Homicide Service Specialist where Volunteer Support Workers are not meeting standards of service delivery as outlined in the QSM for management of Homicide Cases.
5. Other tasks; this includes:
- a) Liaising with other community organisations about referral and service delivery issues as directed by the Homicide Service Specialist.
 - b) Where required, work with fundraising staff, Manager and Local Group Committee (if relevant) to contribute to the organisation and running of relevant fundraising events.
6. Contributes to building of a collaborative, constructive and empathetic workplace culture.
7. Contributes to creating a learning and continuous improvement orientated workplace, building a highly capable, engaged and performing workforce.
8. Leads through demonstrating our core ethos of humanity and care across communities, living our values and respect for the diverse NZ community.
9. Articulates, advocates and promotes our Vision and Values to others, facilitating the understanding and engagement of our staff, volunteers and key stakeholders.
10. Promotes health and safety of all staff and stakeholders engaged with Victim Support and adheres to our health and safety policies and procedures.

11. Participates and/or leads Victim Support projects as and when required.
12. Undertakes additional responsibilities and activities as and when requested and mutually agreed with your Manager.

Key Accountabilities and Relationships

Number of Direct Reports:	Nil
Operating Budget:	\$0.00
Authorisation to hire:	N.A.
Authorisation to sign contracts:	N.A.

Relationships:

Internal:	Manager, Specialist Services Homicide Service Specialists Case Worker – Homicide Support Workers Service Assistants Area Managers Kaiwhakahaere Maori Contact Service Fundraising Coordinators
External:	Local Police Local Victim Support Group Committees Local Agencies, Community Groups Clients and Families

Person Specifications

Essential Qualities, Skills, Knowledge and Experience

- Respectful of Diversity
- Empathetic
- Confident
- Calm
- Reflective and Self Aware
- Open to Learning and accepting of constructive feedback
- Emotionally Intelligent
- Mature in outlook and behaviour
- Clear Communicator
- Objective

Role Specific Competencies

- a) Preferable Tertiary Qualification in social services sector
- b) At least 2-3 years working in comparable or relevant role

The ideal appointee should be able to demonstrate:

- In depth knowledge of family/whanau needs when dealing with a homicide and the services available to support
- Understanding of the Criminal Justice System would be desirable
- Models organisational values and motivates others to do the same
- Supports organisational vision and values (Victims' Rights, Manaaki Tangata, volunteering, advocacy)
- Effective communication skills, including skills such as coaching, conflict resolution and group facilitation
- Excellent time management skills, plan ahead, set priorities and meet deadlines
- Attention to detail
- Report writing and presentation skill; including Microsoft Office products
- Ability to comprehensively assess needs and develop quality support plans
- Makes sound decisions based on a mixture of knowledge, experience and judgement
- Builds healthy relationships setting clear boundaries internally and externally
- Works to the standards of the organization
- Understands the benefits of supervision and provides and accepts regular feedback.
- Recognises stress and burn out potential; can offer good resources for coping with the demands of the job and take appropriate steps to address