



# ***Support Worker***

*Full time (40 hrs/week) – based in Rotorua*

Do you want a career which makes a tangible difference to your community? Do you want the opportunity to work directly with people to help change their lives?

Then read on!

Victim Support Lakes and Eastern Bay of Plenty region is seeking a professional support worker to provide crisis response and follow up support to victims of crime and trauma.

To be successful, you will need to have

- excellent interpersonal skill
- a relevant qualification or relevant social or justice sector experience
- be able to relate to a diverse group of people
- the ability to think under pressure and prioritise effectively
- the ability to work independently and as part of a team
- good computer skills
- have flexibility and be able to work within the wider Lakes District
- be able to work outside normal day time hours and some weekend
- a full driving license and access to own transport

Victim Support is a national organisation providing information, support and advocacy services to victims of serious crime and trauma.

*Applications close: Tuesday 28<sup>th</sup> November 2017, 9.00am.*

## **CONTACT**

For a position description and application form:

VISIT:

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

TO APPLY: send all 3 documents – CV, covering letter and application form

TO EMAIL: [recruitment@victimsupport.org.nz](mailto:recruitment@victimsupport.org.nz)

## Position Description

<b>Position Title:</b>	Support Worker
<b>Function:</b>	Service Delivery
<b>Area:</b>	Rotorua
<b>Hub:</b>	Lakes and Eastern Bay of Plenty District
<b>Reporting to:</b>	Area Manager
<b>Direct Reports:</b>	Nil
<b>Effective Date:</b>	November 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 engaging effectively with them, assessing need and ensuring all appropriate resources are made accessible to them through advocating for the victims' rights to access services and resources. This position is a Lakes District area resource and requires flexibility to move between offices within the Lakes & Eastern Bay of Plenty District, and other District offices from time to time. There is a requirement to work outside of normal weekday office hours as determined by service demands and be available to up to 4 hours over the weekend.

### Key Responsibilities and Performance Indicators

The key responsibilities for this position are:

- I. To provide crisis management which includes:
  - a) Providing initial crisis response to victims of serious crime and trauma.
  - b) Ensuring that victims immediate needs are met

- c) Ensuring that victims are reassigned to a support worker for ongoing support where practical and appropriate
  - d) Ensure that all case notes and correspondence is current.
- 2 Case management; this includes:
- a) Providing case management to victims in accordance with the steps and priorities outlined in the Quality Standards Manual (QSM) and Best Practice Guidelines (BPG).
  - b) Ensuring referrals are prioritised and standards for response, response time, support offered, follow up, case notes, any financial assistance applications completed, case closure and consumer evaluation are being met.
  - c) Providing support directly to clients with appropriate response and follow up in all cases.
  - d) Early and regular contact with the relevant Homicide Service Specialists and Bereavement Service Specialists to understand their roles and ensuring clarity for effective delivery of homicide or suicide support if called upon to provide it. Managing and applying support to an area of speciality as directed by the Manager and or Service Coordinators (i.e. Family Violence, Restorative Justice, Criminal Justice Processes etc).
- 3 Volunteer management; this includes:
- a. Providing coaching and mentoring as a “buddy” to new Volunteer Support Workers as and when directed by the Manager.
  - b. Assisting as required with Volunteer group supervision.
- 4 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. Attending stakeholder meetings and/or case management meetings as directed by the Manager.
  - c. Ensuring there is good communication between Victim Support and Police on all cases Victim Support is involved in.
  - d. Ensuring discussions are held with the Manager when Police may not be upholding victims’ rights.
- 5 Other tasks; this includes:
- a. Liaising with other community organisations about referral and service delivery issues as directed by the Manager.
  - b. Assisting with the organisation of ITP as directed by the Manager.
  - c. Assisting with organising monthly OGT.
  - d. Assist with Roster preparation as directed by the Manager.
  - e. Contributing to the organisations fundraising efforts at the time of the National Lottery.
  - f. Undertaking other duties appropriate to your role, as directed by the Manager as workload permits
- 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.
- 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:	Support Workers Service Assistants Service Coordinators Area Manager Kaiwhakahaere Maori Contact Service
External:	Local Police Local Agencies, Community Groups Clients and families

## Person Specifications

### Essential Skills, Knowledge and Experience

#### **Values – Based Competencies**

- Respectful of Diversity
- Confident
- Self-Starter
- Flexible
- Calm
- Reflective and Self Aware
- Open to Learning
- Emotionally Intelligent/Emotionally mature in outlook and behaviour
- Clear Communicator
- Objective Evaluator

## Role Specific Competencies

- 4 + years of experience in the field/s of Social Services/Family Harm.

The ideal appointee should be able to demonstrate:

- Proven work history that demonstrates understanding of case management and needs assessment.
- Relevant qualification or equivalent preferable
- Solution focused and able to access resources on behalf of victims, and advocate for victims' rights and needs.
- Models desirable organisation traits and motivates others to do the same.
- Supports organisational vision and values (Victims' Rights, Manaaki Tangata, volunteering, advocacy).
- Effective communication skills with a wide range of people, including skills like coaching, conflict resolution and group facilitation.
- Self-organisation and time management skills to plan ahead, set priorities and meet deadlines.
- Attention to detail, provide professional and timely case notes.
- Makes good decisions based on a mixture of knowledge, experience and judgement.
- Builds healthy relationships with clear boundaries.
- Welcomes diversity and has worked across many social, cultural and ethnic landscapes.
- Communicates clear standards and provides regular feedback.
- Can make objective calls on performance and potential.
- Recognises stress and burn out potential and can offer good resources for coping with the demands of the job.