



Family Harm (Violence) Support Worker

Full time (40 hrs/week including weekend work) – based in Morrinsville

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

We are seeking Family Harm Support Worker to work five days a week including weekend cover.

If you can answer yes to the following questions this may be your new opportunity:

- Are you energetic with a passion for assisting people in your community?
- Do you want to be part of the interagency approach to reducing family harm in Waikato?
- Can you build effective working relationships with key stakeholders, to enable you to provide a quality service to victims and their families as a result of family harm?
- Do you have experience in problem solving and delivering an outstanding service to clients under pressure?
- Do you have an understanding of working with victims and their families as a result of Family Harm (including Family Violence)?
- Are you able to work autonomously and as part of a team?

As a Family Harm Support Worker you will provide a front line service through the ownership and management of support services to victims of Family Harm but may also include supporting all victims of Family Harm and/or other crimes and trauma. You will be required to have excellent communication skills and able to work as a member of a team.

This is an outstanding opportunity for a caring emotionally intelligent individual to make a real difference in your community. You will be provided with additional training to enable you to be successful in this role.

Applications close 9.00am, Monday 27th November 2017.

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

Position Description

Position Title:	Family Harm Support Worker
Function:	Service Delivery
Area:	Waikato
Hub:	Waikato – Based in Morrinsville
Reporting to:	Area Manager
Direct Reports:	Nil
Effective Date:	TBC

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 (including using volunteers) from across our communities. Our Support Workers and Service Co-ordinations 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 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:

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 Family Harm Worker will be to ensure that victims receive comprehensive end to end support, information, financial assistance and liaison from the time of the referral. You will be required to work with and collaborate with other agencies involved in the Family Harm sector. While this role has a specific focus on supporting victims of family harm (which includes family violence) you may also be required to support other victims of alternative crimes and trauma.

Key responsibilities and performance indicators

The key responsibilities for this position are:

1 Case Management:

- a. Implements systems and procedures to meet the requirements of the police and the family harm interagency pilot.
- b. Daily review the information from the Family Harm interagency pilot and respond in a quality and timely manner.
- c. Provides expertise and specialised direct service delivery to all victims of Family Harm as well as other victims of other crime who are referred.
- d. Ensures all process and procedures for case management and support of victims is conducted in accordance with the Quality Standards Manual (QSM) and Best Practice Guidelines are followed.
- e. Ensuring the referrals are prioritised and standards for response, response time, support offered, follow up, case notes, case closure and consumer evaluation are being met.
- f. Providing consistent, proactive and single point of contact for primary victims at all stages of the case. Liaise and co-ordinate with non-primary victims within a wider family.
- g. Ensuring all victims are aware of stages of case, their rights, address needs and advise on next steps.
- h. Ensuring all Victim Assistance Grants are delivered simply and to eligible victims.
- i. Ensuring any concerns or gaps in service delivery are addressed in a timely and effective manner with all parties involved.
- j. Develops and maintains close working relationships with Police, Family Harm Proof of Concept and the Contact Centre to ensure the referral process is working.
- k. Ensuring services are accessible and responsive to Maori, especially male Maori Victims.

2 Relationship Management:

- a. Develops and maintains effective working relationships with local area Police to ensuring active engagement and referral.
- b. Develops and maintains effective working relationships with community agencies and support agencies for victims of Family Harm.
- c. Develops and maintains working relationships with key roles across the Region including Service Coordinators, Fundraising Coordinator, and other Support Workers.
- d. Develops and maintains effective working relationships with specialist areas including Homicide, Bereavement and Kaiwhakahaere Maori.
- e. Ensuring inappropriate referrals are declined in a respectful but assertive way.
- f. Ensuring discussions are held with Service Coordinator where Police may not be upholding victims' rights.
- g. Develops and maintains effective working relationships with external community stakeholders allowing for on-going support of Victim Support initiatives, victim rights and development of cooperative projects.

3 Support and training:

- a. Attends and competes relevant training for the role in line with the performance plan

4 Other tasks:

- a. Ensuring all reporting requirements and timelines to Service Coordinator and Area Manager occur in a timely manner
- b. A safe working environment is maintained through the active identification and management of hazards and risks to all staff, volunteers, visitors and the public.

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:	General Manager Service Delivery Area Managers Support Workers Service Coordinators Kaiwhakahaere Maori Manager, Contact Services VAS Administrator
External:	Local Police Local Victim Support Group Committees Local Agencies; Community Groups Clients and families

Person Specifications

Essential Skills, Knowledge and Experience

Values – Based Competencies

- Respectful of Diversity
- Confident
- Calm
- Reflective and Self Aware
- Open to Learning
- Emotionally Intelligent
- 21st Century Communicators
- Objective

Role Specific Competencies

- At least 3 years' experience in the social services arena
- Knowledge of the dynamics of Family Harm and other crime
- Previous experience working within Family Harm arena is desirable.
- Experience in managing new projects from inception to implementation.
- Leadership skills and relationship management experience.
- Models desirable organisation traits and motivates others to do the same.

- Supports organisational vision and values (Victims' Rights, Manaaki Tangata, volunteering, advocacy).
- End to end case management expertise and ability to review cases
- Effective communication skills with a wide range of people, including conflict resolution.
- Ability to develop effective working networks across a range of external agencies (including Police and other Family Harm supporting agencies).
- Self-organisation and time management skills to plan ahead, set priorities and meet deadlines
- Attention to detail.
- Exceptional report writing and presentation skills, including Microsoft Office Products.
- Makes good decisions based on a mixture of knowledge, experience and judgement.
- Builds healthy relationships with clear boundaries.
- Recognises stress and burn out potential and can implement self-care strategies for coping with the demands of the job.