

## Position Description

|                        |                     |
|------------------------|---------------------|
| <b>Position Title:</b> | Support Worker      |
| <b>Function:</b>       | Service Delivery    |
| <b>Area:</b>           | Hawkes Bay          |
| <b>Hub:</b>            | TBC                 |
| <b>Reporting to:</b>   | Service Coordinator |
| <b>Direct Reports:</b> | Nil                 |
| <b>Effective Date:</b> | 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 (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. To provide advocacy for victims' rights and access to services and resources.

### Key Responsibilities and Performance Indicators

The key responsibilities for this position are:

- I. 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, 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 Service Coordinator (i.e. Family Violence, Restorative Justice, Criminal Justice Processes etc).

2. Volunteer management; this includes:
  - a) Providing coaching and mentoring as a “buddy” to new Volunteer Support Workers as and when directed by the Service Coordinator.
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) Attending stakeholder meetings and/or case management meetings as directed by the Service Coordinator.
  - 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 Service Coordinator when Police may not be upholding victims’ rights.
4. Other tasks; this includes:
  - a) Liaising with other community organisations about referral and service delivery issues as directed by the Service Coordinator.
  - b) Contributing to the organisations fundraising efforts at the time of the National Lottery.
  - c) Undertaking other duties appropriate to your role, as directed by the Service Coordinator as workload permits
5. Contributes to building of a collaborative, constructive and empathetic workplace culture.
6. Contributes to creating a learning and continuous improvement orientated workplace, building a highly capable, engaged and performing workforce.
7. Leads through demonstrating our core ethos of humanity and care across communities, living our values and respect for the diverse NZ community.
8. Articulates, advocates and promotes our Vision and Values to others, facilitating the understanding and engagement of our staff, volunteers and key stakeholders.
9. Promotes health and safety of all staff and stakeholders engaged with Victim Support and adheres to our health and safety policies and procedures.
10. 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<br>Service Assistants                                    |
| Service Coordinators | Kaiwhakahaere Maori<br>Area Manager<br>Contact Service                   |
| External:            | Local Police<br>Local Agencies, Community Groups Clients<br>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/Emotionally mature in outlook and behaviour
- Clear Communicator
- Objective Evaluator

#### *Role Specific Competencies*

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

The ideal appointee should be able to demonstrate:

- Proven work history that demonstrates understanding of case management and needs assessment.
- 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.