

Position Description

Position Title:	Contact Service Worker
Function:	Service Delivery
Area:	Wellington
Hub:	National Head Office
Reporting to:	Contact Service Manager
Direct Reports:	Nil
PD Date:	8 June 2018

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.

This role provides nationwide phone services for Victim Support, allocating Support Workers to incidents as required and monitoring safety.

Key Responsibilities and Performance Indicators

The key responsibilities for this position are:

- I. Case management; this includes:
 - a) Answering all calls from Police, 0800Victim, 0800 Volunteers and Victim Support Workers.
 - b) Accurately log and process call and email referral information.
 - c) Accurately log and process incident data.
 - d) Ensuring cultural appropriateness of information provided and actions taken.
 - e) Liaising with the appropriate people for critical incidents (i.e. Service Coordinators, Area Manager, Suicide Bereavement and Homicide Service Specialists, Police).
 - f) Completing area call and incident information reports and forwards to the appropriate Service Coordinators.

- g) Providing information and/or referral to callers as required.
 - h) Responding to queries in a timely, positive and helpful manner, meeting all service and contractual guidelines.
 - i) Updating database information and manuals as required.
2. Volunteer management; this includes:
 - a) Working as part of a team with the appropriate Service Coordinator/s, Support Workers and Service Specialists.
 - b) Allocating incidents and dispatching Support Workers as required using the Triage process.
 - c) Monitoring Support Workers in the field with particular focus on safety as per the agreed safety plan.
 - d) Debriefing Support Workers on return from incidents.
 3. Relationship management; this includes:
 - a) Establishing good working relationships with local Police, referral agencies, local Iwi and relevant community agencies.
 - b) Having a sound knowledge of the roles of community services (i.e. Refuge, Rape Crisis).
 4. Other tasks; this includes:
 - a) Completing other duties and responsibilities related to the position as assigned by the Contact Service Manager.
 - b) Participating in mandatory debriefing meetings as required.
 - c) Identifying and attending relevant training as opportunities arise or as identified by the Contact Service Manager.
 - d) Ensuring a safe working environment is maintained through the active identification and management of hazards and risks to all staff, volunteers, visitors and the public.
 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.
 11. 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:	N.A.
Authorisation to hire:	N.A.
Authorisation to sign contracts:	N.A.

Relationships:

Internal:	Area Managers Support Workers Service Coordinators Contact Service Manager Contact Service Team Leader Fundraising Coordinators Finance Administrators
External:	Police Victim Support Group Committees External Agencies and Community Groups Clients and Families Court Victim Advisors

Person Specification

Essential Skills, Knowledge and Experience

Relevant tertiary qualification desirable

Values – Based Competencies

- Respectful of diversity
- Commitment to confidentiality
- Confident
- Calm and empathic
- Reflective and self-aware
- Open to learning
- Emotionally Intelligent/ Emotionally mature in outlook and behaviour
- Clear communicator
- Objective evaluator

Role Specific Competencies

The ideal appointee should be able to demonstrate:

- Ability to work with a diverse group of people.
- Excellent phone manner with experience in phone systems and call management.
- Superior call assessment, problem solving and communication skills.
- Excellent geographical knowledge.
- Ability to effectively manage times of high call volume together with maintaining agreed service levels and quality output.
- Demonstrated ability to use a range of software applications including excel, word, email, internet and database.
- Systematic approach to managing work and maintaining information.
- Ability to work within procedures and guidelines with minimal supervision.
- Maintenance of high standards of safety and best practice.
- Skilful management of difficult customer interactions.

- Excellent verbal and written communication skills.
- Ability to set priorities, organise time, meet deadlines and manage competing demands.
- Models desirable organisation traits and motivates others to do the same.
- Supports organisational vision and values (Victims' Rights, Manaaki Tangata, volunteering, advocacy).
- Maturity in making decisions and handling highly sensitive situations.
- Demonstrated relationship building and networking skills.
- Demonstrated commitment to the Treaty of Waitangi with an understanding of local tikanga and Te Reo, or a willingness to learn.
- A positive sense of self-worth with a demonstrated understanding of clear boundary management.
- Ability to listen intelligently with ability to extract critical information.
- Ability to work in close partnership with Police and other agencies.
- A positive attitude that reflects enthusiasm and helpfulness.
- An understanding of or previous experience working in the social sector is desirable but not essential.