

## POSITION DESCRIPTION

|                        |                     |
|------------------------|---------------------|
| <b>Position Title:</b> | Service Coordinator |
| <b>Function:</b>       | Service Delivery    |
| <b>Reporting to:</b>   | Area Manager        |
| <b>Direct Reports:</b> | Volunteers          |
| <b>PD Date:</b>        | 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 applying a focused approach to case management and ensuring the right people, resources and relationships are in place. This role ensures high quality; cost effective, consistent services are delivered to victims of crime and trauma within the area, essentially by, selecting, training, supervising and managing a number of volunteers within the area.

### KEY RESPONSIBILITIES AND PERFORMANCE INDICATORS

The key responsibilities for this position are:

- I. Case Management ensuring the provision of quality case management to victims of crime and trauma; this includes:

- a) Ensuring all processes and procedures for case management and support of victims is conducted in accordance with the Quality Standards Manual (QSM) and Best Practice Guidelines (BPG) are followed.
- b) Ensuring priority is given to case management of Homicide incidents and serious crime.
- c) Ensuring serious cases are actively monitored through VIVA, ensuring coordination and service delivery within Victim Supports other offices where required.
- d) Ensuring quality services are accessible and responsive to all victims, including in accordance with the Maori Strategy.
- e) Ensuring VIVA is utilised appropriately to ensure high quality case management occurs.

Case management also includes:

- a) Providing direct support to victims with appropriate response as required during normal working hours, in accordance with the steps and priorities outlined in the Quality Standards Manual (QSM) and Best Practice Guidelines (BPG).
2. Volunteer Support Worker Management ensuring Volunteers are recruited, training and supported; this includes:
- a) Ensuring Volunteer Support Workers are actively recruited to meet the service delivery needs across the area and in line with the Volunteer Recruitment and Retention Strategy.
  - b) Ensuring all Volunteer Support Workers are trained and capable.
  - c) Facilitating OTP and other training for Volunteers as required.
  - d) Ensuring all Volunteer Support Workers are actively rostered to ensure adequate cover across the area.
  - e) Ensuring all Volunteer Support Workers are actively debriefed and supervised in accordance with the QSM. And are actively coached and mentored, meeting with them regularly to discuss their case work and ongoing support of victims.
  - f) Ensuring internship processes are followed as per QSM.
  - g) Ensuring issues of recruitment and retention are addressed proactively and robustly with the Area Manager.
  - h) Ensuring performance management issues of Volunteers are addressed in line with our internal policies and procedures and in an appropriate and timely manner.
  - i) Building, leading and maintaining a capable team engaged with the organisation.
3. Relationship management ensuring proactive and constructive working relationships exist with key internal and external stakeholders; this includes:
- a) Ensuring effective working relationships exist with local and area Police to ensure active engagement and referral.
  - b) Managing a close working relationship with the Contact Centre to ensure the referral process is working.
  - c) Ensuring there are effective working relationships with key roles across the organisation including the Kaiwhakahaere Maori, Fundraising Coordinator, and Homicide and Bereavement specialists.
  - d) Ensuring that annual planning meetings and regular meetings occur between Victim Support and the Local Group Committees (where appropriate).
  - e) Ensuring effective working relationships exist with external community stakeholders allowing for on-going support of Victim Support initiatives, victim rights and development of cooperative projects.

4. Other tasks; this includes:
  - a) Ensuring all reporting requirements and timelines to Manager occur.
  - b) 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.
  - c) Actively protecting and promoting Victim Support's brand and reputation throughout the area.
  - d) Undertaking other tasks as appropriate when requested by the Area Manager to ensure smooth running of services through the area.
  - e) Contributing to budget planning annually.
  - f) Participating in consumer/victim feedback surveys as and when requested by management.
  - g) Supporting the Fundraising Coordinator, Manager and Local Group Committee (if relevant) in running relevant fundraising events as and when requested.
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:        | TBC    |
| Operating Budget:                | \$0.00 |
| Authorisation to hire:           | N.A.   |
| Authorisation to sign contracts: | N.A.   |

### Relationships:

|           |   |
|-----------|---|
| Internal: | Area Manager<br>Volunteer Support Workers<br>Manager, Contact Services and staff<br>Fundraising Coordinator<br>Bereavement and Homicide specialists and other<br>Victim Support staff<br>General Manager – Service Delivery |
| External: | Local and Area Police<br>Local Victim Support Group Committees (LGC)<br>Local Agencies, Community Groups<br>Cultural Liaison Officers   |

## 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
- Computer competency and data-base experience essential

### ***Role Specific Competencies***

- Tertiary Qualification in social services or management and/or,
- 4 + years of experience in the field/s of social services or management

The ideal appointee should be able to demonstrate:

- Experience in overall management or coordination of service delivery in NGO or private sector.
- Leadership skills and people management experience, which might include previous volunteer management.
- Proven end to end case management experience, and ability to effectively review cases and guide case management.
- Effective communication skills with a wide range of people, including skills like coaching, conflict resolution and group facilitation.
- Supports organisational vision and values (Victims' Rights, Manaaki Tangata, volunteering, advocacy).
- Self-organisation and time management skills to plan ahead, set priorities and meet deadlines.
- 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.
- Can build and maintain effective Stakeholder relationships, especially with local Police.
- Attention to detail under pressure.
- Recognises stress and burn out potential and can offer good resources for coping with the demands of the job.
- Is able to work flexible work hours, according to the needs of the office.