

Position Description

Position Title:	Service Coordinator
Function:	Service Delivery
Reporting to:	Area Manager

About Us:

Vision: Victims of crime and trauma are in control of restoring their lives.

Victim Support are here to make sure that free information, advice, and support is always available to those affected by crime, trauma or suicide – 24/7, nationwide. We work with clients to ensure they receive the help they need to access support, recover from harm, and participate fully and fairly in the justice system. We take a wellbeing approach to our support and work with family and whanau as a whole to meet their needs. Prevention of further harm is core to our work.

Our services are delivered through a culturally responsive framework with respect for Maori and diverse communities. Our core value of Manaaki Tangata, supporting and caring for people, sits at the heart of Victim Support's service.

Advocacy for the 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 delivery of high quality; cost effective, consistent services by selecting, training and coordinating assigned Support Workers and other Victim Support staff within the area as required.

Key Responsibilities and Performance Indicators

The key responsibilities for this position are:

1. Quality Case Management; this includes:
 - a) Provide end to end case management by ensuring that all processes and procedures for case management and support of victims are conducted in accordance with relevant policies and Victim Support standards, especially the Quality Standards Manual (QSM) and Best Practice Guidelines (BPG).
 - b) Ensuring priority is given to management of homicide, family violence, suicide incidents and serious crime and death/ trauma related incidents.
 - c) Liaise with Police and clients to prevent victimisation.
 - d) Maintain an understanding of Suicide Risk Assessment tools and ensure that all clients at potential risk of suicide are identified and the Area Manager informed.
 - e) Ensuring all services and cases are actively monitored through VIVA and coordination of service delivery with other offices is facilitated when required.
 - f) Ensuring quality services are accessible and responsive to all victims and meet the needs of Maori, and diverse communities.

- g) Ensuring VIVA is utilised appropriately to capture high quality and accurate information, allowing us to monitor what stage a case is at and what resources are required.
- h) Assign victims appropriately to a Support Worker and provide direct support to victims as required or until the victim can be assigned to a Support Worker.
- i) Liaise with Suicide Bereavement Specialists on suicide cases in accordance with the Working Together guidelines.
- j) Provide & coordinate support to an area of specialty as directed by their Area Managers (i.e. Family Violence, Homicide, Suicide, Restorative Justice, Criminal Justice Processes, Youth Justice, etc).
- k) Preparing and submitting VAS applications appropriately and in a timely manner in accordance with the VAS criteria.
- l) Respond to Family Violence incidents in a timely manner, placing accurate information into external Family Violence multi-agency databases as required.
- m) Maintain an awareness and understanding of relevant legislation and compliance requirements, such as the Victims' Rights Act, Health and Safety requirements, Privacy Act, Vulnerable Children Act, and so forth.
- n) Ensuring services are accessible and responsive to all victims including Māori, Pasifika and other ethnic groups, are culturally appropriate and provided in a manner that meets the holistic needs of victims and their families/whanau.
- o) Ensuring services are accessible and responsive to victims from diverse groups (such as LGBTIQ+) and backgrounds, including victims affected by health and disability issues.

2. Support Worker (volunteer and staff) coordination; this includes:

- a) Ensuring volunteers are actively recruited as Support Workers to meet service delivery needs across the area and in line with organisational goals.
- b) Assist the Area Manager with recruitment and onboarding (including inductions) of area staff as required.
- c) Provide guidance, advice and direction to assigned Support Workers and/or Service Assistants, coordinating activities and escalating issues to the Area Manager as required.
- d) Coordinate and supervise casework recording and delivery by Support Workers in consultation with or under the direction of the Area Manager where applicable. This includes allocating assignments, debriefing, monitoring service delivery and approving Viva recording.
- e) Discuss with the Area Manager any issues, risks, service gaps and/or training and support needs of Support Workers where applicable.
- f) Facilitating and delivering initial and ongoing training programmes (ITP/OTP) and other Support Worker training as required, ensuring all Support Workers meet Victim Support requirements and assisting the Learning & Development team to deliver ITP/OTP sessions.
- g) Ensuring area rosters are populated to ensure adequate cover across the area and work collaboratively in consultation with the Area Manager in covering colleagues for leave.
- h) Ensuring all Support Workers are debriefed and supervised in accordance with the QSM and Victim Support policies and procedures.
- i) Ensuring Support Workers are coached and mentored, meeting with them regularly to discuss their case work and ongoing support of victims.
- j) Ensuring internship processes are followed.
- k) Ensuring issues of recruitment and retention are addressed proactively with the Area Manager.
- l) Ensuring performance management issues of Support Workers are brought to the Area Manager's attention.

- m) Building, coordinating and maintaining a capable team engaged with the organisation.

3. Relationship management; this includes;

- a) Ensuring effective working relationships exist with local and area Police and Court Victim advisors to ensure active engagement and referral.
- b) Maintain a positive ongoing working relationship with the NZ Police throughout your employment and retain their trust and confidence at all times.
- c) Establish and maintain good relationships with Police Iwi liaison coordinators and Iwi leadership within the area.
- d) Ensuring effective working relationships exist with external stakeholders allowing for on-going support of Victim Support initiatives, victim rights and development of cooperative projects.
- e) Maintain a good working relationship with Local Group Committees (LGCs) as appropriate and under the direction of the Area Manager (and with reference to the Working Together document), attending meetings and contributing to their annual plan as appropriate.
- f) Attending stakeholder and/or other meetings representing Victim Support, as directed.
- g) Maintaining positive and effective working relationships with staff and volunteers across the organisation, especially local Support Workers, as well as with other areas and specialist teams.
- h) Maintaining a collaborative outcome-focussed approach to the referral process when engaged with Contact Service employees.
- i) As applicable, maintain a cooperative working relationship with any Service Assistant assigned to your team/Area. Service Assistants may assist with some administrative tasks and clerical tasks.

4. Other tasks; this includes:

- a) Ensuring goals, reporting requirements and timelines notified by the Area Manager are achieved, including working collaboratively with Area Manager and working collaboratively in covering colleagues for leave.
- b) Take a proactive approach by participating in regular internal/external debriefing and/or internal/external supervision as directed by your Area Manager.
- c) Actively protecting and promoting Victim Support's brand and reputation.
- d) Contributing to budgetary and other planning processes as required.
- e) Manage the local Petty Cash float as required, ensuring timely and accurate reconciliation of expenses.
- f) Undertake administrative tasks such as organising training venues, booking Supervision, catering and so forth.
- g) Assisting in the preparation of reports for LGCs as required.
- h) Participating in consumer/victim feedback surveys as and when requested by management.
- i) Liaising and working with other community and governmental organisations about referral and service delivery issues.
- j) Contributing to the organisations fundraising efforts at the time of the National Lottery and other organisational projects, when requested.
- k) Accurate, appropriate and timely entry of records in Victim Support databases and systems.
- l) Ensuring privacy and confidentiality of victims, volunteers, colleagues and other stakeholders is appropriately respected and report any potential privacy issues to your area manager.
- m) Maintain fitness and capacity for work by utilising Employee Assistance Programmes, external counselling and other support mechanisms as appropriate or as directed by your Area Manager.
- n) Attend planned and appropriate professional development as discussed with the Area Manager.
- o) Demonstrate high standards of integrity and honesty at all times.

- p) Comply with all Victim Support policies and procedures and alert your Area Manager to any potential breaches or issues.
 - q) If trained and approved as a Careerforce Assessor, assist in the training and assessment of trainees undertaking the Level 5 Health and Wellbeing Diploma.
5. Contributes to building of a collaborative, constructive and empathetic workplace culture, treating colleagues, volunteers and all other persons with appropriate respect.
 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 Victim Support staff and stakeholders and adheres to our health and safety policies and procedures, reporting all hazards, incidents and near misses appropriately and in a timely fashion.
 10. Participates and/or leads Victim Support projects as and when required.
 11. Undertakes additional responsibilities and activities as may be reasonably requested by your Manager.

Key Accountabilities and Relationships

Number of Direct Reports	Nil Paid staff Volunteer Support Workers
Allocates tasks to staff and volunteers	Yes – Assigned Support Workers and / or Service Assistants
Operating Budget	\$0.00
Authorisation to hire	No
Assists in staff and volunteer recruitment	Yes
Assists in staff performance development reviews	Yes
Addresses staff performance issues personally	No
Addresses volunteer performance issues personally	Yes
Authorisation to sign contracts	No

Relationships

Internal:	Service Delivery Managers, Support Workers, Service Coordinators, Contact Service and other Victim Support employees
External:	Local Police, Governmental bodies Local Agencies; Community Groups, Clients and families

Person Specifications

Essential Skills, Knowledge and Experience

Values – Based Competencies

- Respectful of Diversity
- Confident
- Calm and adaptable
- Reflective and Self Aware
- Open to Learning
- Emotionally Intelligent / Emotionally mature in outlook and behaviour
- Clear Communicator
- Objective Evaluator
- Trustworthy and reliable
- Non-judgmental
- Organised and capable of managing competing priorities
- Resilience

Role Specific Competencies

- Tertiary Qualification in a relevant area such as social services / education and / or management
- 4 + years of experience in the field/s of social services / education and / or management (preferred)

The ideal appointee should be able to demonstrate:

- Experience in overall management or coordination of service delivery in NGO, public or private sector.
- Leadership skills and people management experience
- 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 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.
- Proven ability to articulate information and ideas effectively; present in a clear and confident manner.
- Must maintain a clean criminal record and a positive working relationship with the police.
- 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.
- Ability to present information to groups in a way that is confident, clear and compelling.
- Computer competency and database experience essential
- Ability to deliver training and development to small groups.
- Ability to be rostered on for the After Hours Advisory Service (AHAS) approximately three times annually on evenings and/or weekends.
- Ability to work flexible work hours, according to the needs of the office. This may include evenings and/or weekends as required from time to time.
- A full driving license and access to own transport may be required from time to time. Mileage will be appropriately reimbursed for approved business use of your own vehicle.

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