

## Position Description

<b>Position Title:</b>	<b>Support Worker – Family Violence</b> <i>*(Also known as Family Harm)</i>
<b>Function:</b>	Service Delivery
<b>Reporting to:</b>	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 engaging effectively with them, assessing need and ensuring all appropriate resources are made accessible to them. To provide advocacy for victims and access to services and resources.

This role has a specific focus on Family Violence (also known as Family Harm). This role will ensure that Family Violence 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 will 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. Quality Case Management of generic and Family Violence referrals; thus 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) Managing and understanding victim needs and risks.

- d) Implement and maintain systems and procedures to meet the requirements of the police and the family harm interagency pilot.
- e) On a daily basis, review the information from the Family Harm interagency pilot and provide high quality responses in a timely manner.
- f) Provide expertise and specialist direct service delivery to all victims of Family Harm as well as other victims of other crime who are referred.
- g) Provide 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.
- h) Ensure that all victims are informed and aware of the stages of their case, their rights, address needs and advise on next steps.
- i) Ensure that all Victim Assistance Grant requests are processed for eligible victims in accordance with guidelines.
- j) Ensure that any concerns or gaps in service delivery are addressed in a timely and effective manner with all parties involved.
- k) Develops and maintains close working relationships with Police, Family Harm Proof of Concept and the Contact Centre to ensure the referral process is working.
- l) Ensuring services are accessible and responsive to Maori and other communities.
- m) Providing support directly to clients with appropriate response and follow up in all cases.
- n) 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 when called upon to provide it.
- o) Participate in performance reviews and discussions with your Area Manager and attend regular development / training for the role as required.

2. Volunteer Liaison; this includes:

- a) Providing coaching and mentoring as a “buddy” to new Volunteer Support Workers as and when required.
- b) Liaison with Service Coordinator and/or Area Manager to identify potential issues or concerns with Volunteer Support Workers as and when required.

3. Relationship management; this includes:

- a) Ensuring all local Police are aware of what Victim Support does and the need to make referrals in accordance with agreed practice between Victim Support and the Police.
- b) Develop and maintain effective working relationships with community agencies and support agencies for victims of Family Harm.
- c) Attending stakeholder meetings and/or case management meetings as directed by the Area Manager or Service Coordinator.
- d) Maintaining a positive ongoing working relationship with the NZ Police throughout your employment and retain their trust and confidence at all times.
- e) Ensuring discussions are held with their Area Manager when Police may not be upholding victims’ rights.
- f) Accept guidance and advice from your assigned Service Coordinator and ensure your Service Coordinator and Area Manager are kept informed of any issues or concerns which may impact our service to victims.
- g) Maintaining a positive relationship with Victim Support staff and volunteers, especially specialist roles and local Support Workers and Service Coordinators.
- h) Ensuring inappropriate referrals are declined in a respectful but assertive way.

4. Other tasks; this includes:
  - a) Liaising and working with other community organisations about referral and service delivery issues.
  - b) Take a proactive approach by participating in regular internal/external debriefing and/or internal/external supervision as directed by your Area Manager.
  - c) Contributing to the organisations fundraising efforts at the time of the National Lottery and other organisational projects.
  - d) Undertaking other duties appropriate to your role, as directed by your Manager as workload permits.
  - e) Accurate, appropriate and timely entry of records in Victim Support databases and systems.
  - f) Ensuring privacy and confidentiality of victims, volunteers, colleagues and other stakeholders is appropriately respected and report any potential privacy issues to your Area Manager.
  - g) 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.
  - h) Demonstrate high standards of integrity and honesty at all times.
  - i) Comply with all Victim Support policies and procedures and alert your Area Manager to any potential breaches or issues.
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 an 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
Allocates tasks to staff and volunteers	No
Operating Budget	\$0.00
Authorisation to hire	No
Assists in staff recruitment	No
Assists in staff performance development reviews	No
Addresses staff performance issues personally	No
Authorisation to sign contracts	No

## Relationships

Internal:	Service Delivery Managers, Service Coordinators, specialist teams and area staff, Contact Service and other Victim Support employees
External:	Police Agencies; Community Groups, Clients and families

## Person Specifications

### Essential Skills, Knowledge and Experience

- 4+ years of experience in the field/s of social service delivery or equivalent relevant experience.
- Must hold and maintain a valid Drivers' Licence

### Values – Based Competencies

- Respectful of diversity
- Confident
- Calm
- Reflective and Self Aware
- Open to learning
- Emotionally intelligent and mature in outlook and behaviour
- Clear Communicator
- Objective Evaluator
- Trustworthy
- Non-judgmental
- Resilient

### Role Specific Competencies

The ideal appointee should be able to demonstrate:

- Knowledge of the dynamics of Family Harm and other crime
- Previous experience working within Family Harm arena is desirable.
- Proven work history that demonstrates a high level of skill in the management, needs assessment and risk assessment of cases.
- Solution focused and able to access resources on behalf of victims, and advocate for victims' rights and needs.
- Must maintain a clean criminal record and a positive working relationship with the police.
- Welcomes diversity and has worked across many social, cultural and ethnic landscapes.
- 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.
- Communicates clear standards and provides regular feedback.
- 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. This may include evenings and/or weekends as required from time to time.
- A full driving license and access to own transport is required and must be maintained. Mileage will be appropriately reimbursed for approved business use of your own vehicle.

**Employee**

Signature \_\_\_\_\_

Name \_\_\_\_\_

Date \_\_\_\_\_