

F19-013

Service Coordinator – (Family Violence Focus) - Permanent, Full-time Christchurch

This is a permanent, **full** time role based in Christchurch Police Station and has a strong focus on Family Violence. This is a Monday to Friday role although some flexibility around the hours exists subject to caseloads and manager approval. Evening and weekend work may be required from time to time.

Victim Support is a national organisation providing information, support and advocacy to victims of serious crime and trauma. Advocacy for the rights of victims will always be an essential part of our work with individuals, organisations and government.

In the role of Service Coordinator, you will be responsible for recruiting, leading and supporting a team of dedicated support workers (chiefly volunteers) who provide a 24/7 service to New Zealand Communities. Your role will provide day to day direction of the support workers and oversee case management and ensure that Family Violence issues are handled appropriately. This also includes applying a focused approach to case management and ensuring the right people, resources and relationships are in place. These roles may oversee paid support workers as required. Organising and facilitating ongoing training is a key component of the role.

To be successful in this role you will require excellent communications and interpersonal skills with a sensitivity to the needs of victims of crime and trauma. We are also looking for people who can demonstrate sound judgement and an ability to problem solve. It is essential that candidates have the ability to work independently or as part of a team.

As Service Coordinator you will be a self-managing person who has:

- experience in the social service sector
- knowledge and understanding of Family Violence and Sexual Violence
- an ability to think clearly and when needed to work under pressure
- sound judgement and an ability to problem solve
- proven relationship management ability with some supervision/coaching skills
- demonstrated strong organisational skills
- an outgoing personality and be able to network and build relationships
- Training /facilitation skills and experience (will be an advantage)
- computer competency - ability to learn a new data recording system (is essential)

You will be required to undergo pre-employment vetting by the NZ Police.

Applicants for this position must hold NZ residency or a valid NZ work visa.

This role offers the opportunity for an enthusiastic professional to make a real difference for New Zealanders. You will play a role in continuing to build a collaborative, constructive and empathetic workplace culture; and lead through demonstrating our core ethos of humanity and care across communities, living our values and respect for the diverse NZ communities.

To be considered, applications **must** include:

- **CV**
- **Cover Letter** quoting reference no **F19-013**
- Completed and signed **Application form**.

Applications close 9am, Monday 4 March 2019

To join our small, friendly team, send your Resume, Application form and Cover Letter (Ref F19-013) to recruitment@victimsupport.org.nz or hit the Apply button.