

Position Description

Family Violence Interagency Response System (FVIARS) Coordinator

Oamaru

Mission

We walk with people across the generations to create together places to live, learn and thrive. We call out injustice and advocate for positive social change.

POSITION PURPOSE AND PRIMARY OBJECTIVES

Purpose

The purpose of the Family Violence Inter Agency Response System (FVIARS) Coordinator role is to facilitate the FVIARS case management process ensuring seamless support for whanau and individuals who have been affected by Family Violence and Family Harm in any way.

This is achieved through facilitating a professional process and maintaining an awareness of supports and services to ensure the short and long-term impact of violence or harm is minimised.

Primary Objectives

- Schedule and provide relevant information and administrative support to the FVIARS Safety Assessment Management (SAM) case assessment process and related strategic meetings.
- Be efficient in the management of data including being confident in the use of database systems.
- Ensure the monitoring of Family Safety Plan taskings and actions and following up with lead professionals as required.

<ul style="list-style-type: none"> Facilitate and maintain strong links between and within agencies supporting whānau and individuals impacted by family violence and family harm, including statutory, non-government and community organisations. Ensure the FVIARS members and other key people are provided with the information to identify available resources they need to support whānau and individuals within the FVIARS process including capacity and availability of services. 	
Accountability	Expected Outcomes / Key Performance Indicators
Relationship Management To provide effective and efficient support to the wider Central Otago and Lakes communities via the FVIARS process	<ul style="list-style-type: none"> Work constructively with FVIARS partners across the collective through establishing and maintaining excellent relationships with stakeholders, especially statutory and non-government organisations (NGO) services in the wider service delivery area. Build and maintain strong relationships with local agency professionals, including identification of the need for additional agency inclusion, service gaps and opportunities. Facilitate a safe and supportive environment for FVIARS participants. Actively facilitate for the reduction of barriers to support and achieving positive outcomes for people in the community. Demonstrate competence in working in a culturally appropriate way within Māori, Pacific, or any other cultures.
Facilitate Operational Co-ordination of FVIARS Process	<ul style="list-style-type: none"> Schedule and provide relevant information to the FVIARS meetings. Provide administrative support for the FVIARS process including accurate and timely entry of family harm data in the required case management system (either spreadsheet or database system). Be a 'subject matter expert' for the case management system utilised and provide support to users of this system as required. Create new records on case management system as referrals come in. Link these with

	<p>existing records (if any).</p> <ul style="list-style-type: none"> • Add information to the case management system as it is provided. • Monitor the progress of the Family Safety Plan taskings and follow up with the lead professionals as required to feed information to the case management meeting. • Record information and case notes onto case management system in a timely and professional manner. • Monitor progress of tasks, follow up overdue tasks and reallocate tasks where needed. • Effective communication strategies are used and follow appropriate information sharing and privacy processes during case management. • Ensure engagement with partners of the community collaboration of FVIARS in the Waitaki region • Engage with FVIARS Coordinators within other regions to share ideas, build the network, and improve outcomes for whānau and wider communities.
Personal Effectiveness	<ul style="list-style-type: none"> • Deliver on all key outcomes and accountabilities effectively. • Have the ability to plan and implement work tasks in a timely and coordinated manner. • Have strong organisational and time management skills to be able to meet competing deadlines and commitments. • Be highly productive and well organised to ensure that all outcomes are completed to a high standard and on time. • Confidentiality is maintained in all situations, and if disclosure is required for safety reasons, then the appropriate process is followed. • Have a commitment to striving for sustainable change at the individual, community, and systemic levels. • Ensure that personal views do not impact on the ability to carry out functions of the role

	<p>effectively.</p> <ul style="list-style-type: none"> • Regularly reflect on personal effectiveness in the role and identify ways to improve individual performance. • Maintain a high level of professional behaviour, presentation and punctuality on all occasions and act a role model for other staff. • Behaviour or actions do not adversely affect personal credibility in the role.
Professional Development	<ul style="list-style-type: none"> • Maintain a high standard of professional practice and accept responsibility for own professional practice. • Maintain own Training log and any required external professional competency. • Maintain awareness of changes and current developments in the Social Service sector and wider societal and political environment especially in relation to Family Violence and Sexual Harm and the impact for Whanau, Rangatahi, Tamariki and Individuals locally, regionally, and nationally. • Identify personal development needs and be proactive in seeking to enhance own skills and practice. • Attend appropriate in-service, community or external training as identified.
Other Duties	<ul style="list-style-type: none"> • Undertake other duties as requested by and mutually agreed with the Family Works Team Leader / Manager and/or FVIARS partnership to meet identified needs.
Expectations of all PSO Employees	
Communications / Interpersonal relationships	<ul style="list-style-type: none"> • Positive and collegial relationships are developed and maintained. • Verbal and written communication is of a high standard, relevant and appropriate to the audience. • Have competency in using current computer IT and database systems.

	<ul style="list-style-type: none"> • Ability to express concerns in a timely manner.
Performance development and learning	<ul style="list-style-type: none"> • Active engagement in the PSO organisational annual performance review. • Personal and professional development goals and objectives are established. • Be responsible for own ongoing education and skills required in designated role.
Continuous improvement	<ul style="list-style-type: none"> • Make recommendations for improvement to services, work practices and / or workflow.
Health and Safety <i>PSO is committed to achieving the highest level of health and safety for its staff and everyone has health and safety responsibilities.</i>	<ul style="list-style-type: none"> • Actively support and comply with H&S policy and procedures. • All employees are expected to identify, report and where appropriate resolve issues that may cause harm to themselves or others in the organisation. • All staff are expected to contribute to a safe workplace by raising concerns early with their colleagues, thanking those that raise concerns with them and speaking up when they notice something that might lead to abuse or neglect of those in our care. • You are expected to work safely and to actively participate in health and safety programmes in your work area. • All accidents or potential hazards must be reported to your direct line manager.
Te Tiriti O Waitangi / The Treaty of Waitangi <i>PSO is committed to its obligations under Te Tiriti o Waitangi / the Treaty of Waitangi.</i>	<ul style="list-style-type: none"> • As an employee you are required to give effect to the articles as well as the principles of Te Tiriti o Waitangi / the Treaty of Waitangi – Partnership, Participation and Protection.
Relationships	
Reports to: Family Works Team Leader Oamaru FVAIRS Partnership Waitaki Region	Direct Reports: N/A
Internal Relationships: Family Works Management and Staff	External Relationships: Government & Non-Government Organisations and stakeholders

Person Specifications

Education

- Tertiary Level training in the field of Social Services or similar is desirable

A sound knowledge base in the following:

- Te Tiriti o Waitangi and working in partnership with Tangata Whenua.
- Awareness of working within multicultural communities.
- Understanding of the context of Family Violence / Family Harm.
- Understanding of and sensitivity to wider societal and cultural issues.

Person Specifications

- Commitment and passion to provide a high level of support to services working towards the prevention of Family Violence and Harm.
- Excellent communication skills, including the ability to communicate verbally with a wide range of people.
- Have the skills to facilitate group problem solving.
- The ability to problem solve, use initiative and display sound judgement.
- Empathetic towards the mission and values of the organisation.
- Can be adaptable/flexible in work skills to support the FVIARS partnership.
- Have a positive sense of humour.

Experience

- Experience of working within the social services or similar sector is preferred.
- Ability to demonstrate exceptional planning, organisational skills and the ability to manage complex and competing priorities effectively.
- Understanding of the complexities that can present when supporting professionals across different organisations within the Family Violence and Harm sector.
- Skills and experience in computer systems to maximise the use of technology for improved service provision.
- Possess highly developed interpersonal skills including relationship and advocacy skills.
- Ability to work autonomously and as part of a team.

Physical Requirements

This role may involve standing, walking, bending, sitting, climbing stairs, simple grasping, fine manipulation, operating machinery equipment, lifting, overhead reaching, carrying, pushing/pulling, twisting, climbing balancing, crouching, squatting and other reaching.

Working Together

Our Work

- We are person centred in our organisation.
- We strive always to do better, to work hard and to the best of our ability.
- Each person knows they make a difference, and they feel valued because of this.

Our Organisation

- We are committed to delivering on the organisation direction and values.
- We are responsible and accountable for our actions and behaviours.
- We are committed to positive, proactive leadership.
- Each person is empowered to succeed, with the orientation and on-going support needed.
- Expectations are communicated clearly and understood by each team member, through team meetings, regular and timely feedback, and annual appraisals.

Our Team

- We share and learn from each other; are open and honest, support and cooperate with each other, and do the right thing at the right time.
- We hold each other accountable by giving and receiving constructive feedback.
- Our relationships are based on mutual respect, by treating each other as we wish to be treated. We are courteous and responsive.
- We affirm each person as a valued member of the team by giving each other positive reinforcement.

Values

Founded in our Christian faith, we act with the values of integrity, respect, courage, manaaki and aroha.

