

<b>Te Tūranga   Position Description</b>	
<b>Title:</b>	<b>Support Navigator</b>
<b>Team:</b>	National Contact Service Team
<b>Reporting to:</b>	Team Leader – National Contact Service
<b>Location:</b>	Wellington

## **Aronga Nui | Our Purpose**

Ko te hāngai ki te whakatakanga ngātahi, a, ko te aronga tōtika ki ngā tini kaupēhipēhi me te hoe ngātahi i tā rātou kōkiri whakamua.

Manaaki Tāngata | Victim Support is here 24/7 for people directly affected by crime and traumatic events, including their whānau and witnesses. We support people to feel informed, empowered, safe and able to cope with the impact.

We are committed to upholding the principles of Te Tiriti o Waitangi to ensure equitable access and outcomes for Māori clients and that kaimahi Māori can thrive within our organisation.

## **Ngā Uara | Our Values**

At our core of how we work are our values:

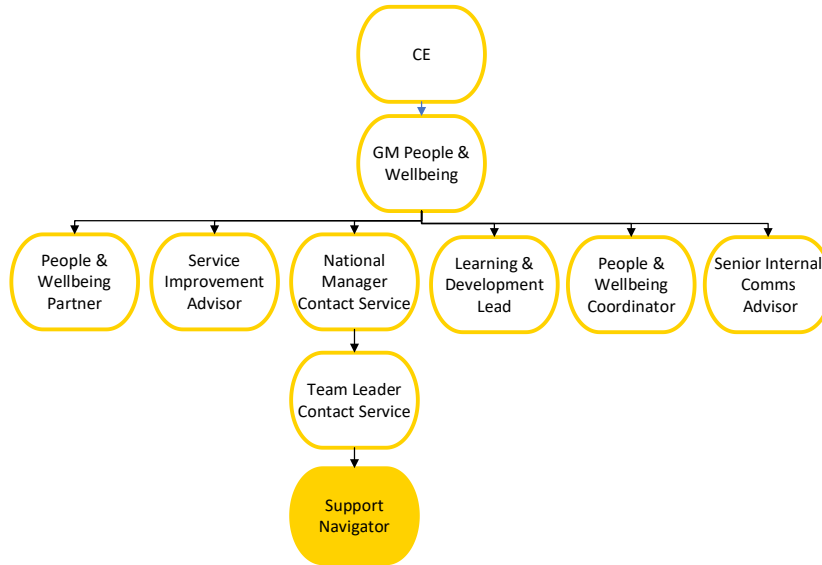
**Manaakitanga | Whanaungatanga | Kotahitanga | Rangatiratanga | Kaitiakitanga**

## **Te Kaupapa | Role Purpose**

As a key member of our team, you will be part of a dedicated team delivering a high-quality, 24/7 nationwide support service for victims of crime and traumatic events. In your role as a Support Navigator, you will provide compassionate, low-level support, assess needs and risks, and facilitate referrals to Support Workers and other relevant services.

This role is essential in ensuring victims receive timely, effective engagement, advocacy, and access to the support and resources they need, empowering them through their journey with care and respect.

## Te Rāangi Tūranga/Role Structure



## Ngā Mahi | Do

### Victim-focused Triage

- Provide initial screening, intake, triage, assessment, and Support Worker allocation to victims of crime and traumatic events through a tiered service model.
- Ensure cases are directed to the appropriate area based on victim needs, so victims can access the level of support that aligns with their requirements.
- Make sure referrals are prioritised and standards for response, response time, support offered, follow-up, case notes, and case closure are met.
- Answer all calls from Police, victims, the Victims of Crime Information Line, employees, and other appropriate lines as advised.
- Allocating incidents and referring to Support Workers as required.
- Evaluate and identify risk, prioritising Victim Support's response to ensure the immediate needs of victims and those accessing Victim Support's inbound phone lines are met.
- Ensure immediate safety concerns are addressed appropriately through referrals to Police, Support Workers, other agencies, or escalation to an appropriate manager.
- Accurate, appropriate, timely records entry in Victim Support databases and systems.

### Low Level Case Management

- Providing quality case management to victims in accordance with the stages and priorities outlined in the organisation's policies and procedures.
- Provide support to victims of incidents classified as low level, as per the organisation's practice guidelines.
- Assess eligibility for Emergency Accommodation in accordance with VAS guidelines.
- Assist with Victim Assistance Scheme (VAS) actions and activities.

- Assist with organising after-hours Crime Scene clean activities.
- Ensure Hiwa is utilised appropriately to capture high-quality and accurate information, allowing us to monitor the stage of a case and the resources required.
- Be solutions focused and able to access resources on behalf of victims.

### **Relationship Management**

- Have knowledge of the roles of community services, including family harm and sexual violence agencies.
- Maintain a positive relationship with Victim Support staff, especially local Support Workers and Team Leaders.
- Alert the Contact Service Leadership team of any issues or concerns regarding the relationship between Victim Support and other agencies, government departments, or external organisations.

### **Other Tasks**

- Take a proactive approach by participating in regular internal/external debriefing and internal/external supervision as directed by your Team Leader or National Manager Contact Service.
- Ensure privacy and confidentiality of victims, colleagues, and other stakeholders are always respected, and report any potential privacy issues to your Team Leader and the Privacy Officer.
- Contribute to a collaborative, constructive, and empathetic workplace culture.
- Support a culture of learning and continuous improvement, helping to build a highly capable, engaged and high performing team.
- Take on additional responsibilities and activities as reasonably requested by the Leadership Team.

### **Health, safety and wellbeing**

- Proactively engage in all areas of health, safety, and wellbeing at Manaaki Tāngata, modelling a wellbeing first approach.

## **Pūkenga | Key Skills**

### **Skills and experience**

- Previous experience within a contact centre or service delivery environment is preferred.
- Can effectively manage high call volumes, including complex and sensitive situations, while meeting service level agreements.
- Demonstrates an excellent phone manner, active listening skills, and adaptability.
- Responds sensitively to challenging and emotionally charged situations, demonstrates empathy and emotional regulation.
- Solutions focused and able to access resources on behalf of victims.
- Confident with IT systems and demonstrates good levels of digital literacy.
- Uses sound judgment and escalates issues where appropriate.

- Welcomes diversity and has experience working across many social, cultural, and ethnic landscapes.
- Excellent verbal and written communication skills.
- Able to prioritise tasks, manage time effectively, meet deadlines and handle competing demands.
- Strong relationship building and networking skills.
- Demonstrates a commitment to the Treaty of Waitangi and tikanga
- Displays a positive attitude that reflects enthusiasm and helpfulness.
- Attention to detail, ensuring professional and timely case notes are completed.
- Maintains flexibility and availability to work across a 24/7 roster as scheduled by the National Manager Contact Service and/or Team Leader.