

Te Tūranga Position Description	
Title:	Support Worker
Team:	Service Delivery
Reporting to:	Team Leader – Service Delivery

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.

Our mission is to support and empower victims to be safe, heal, and participate at every step of their journey. We support more than 46,000 clients a year 24/7, 365 days a year, through approximately 500 employees and volunteers.

Manaaki Tāngata Victim Support is committed to upholding the principles of Te Tiriti o Waitangi and ensuring equitable access and outcomes for Māori clients and that kaimahi Māori can thrive within our organisation.

Ngā Uara | Our Values

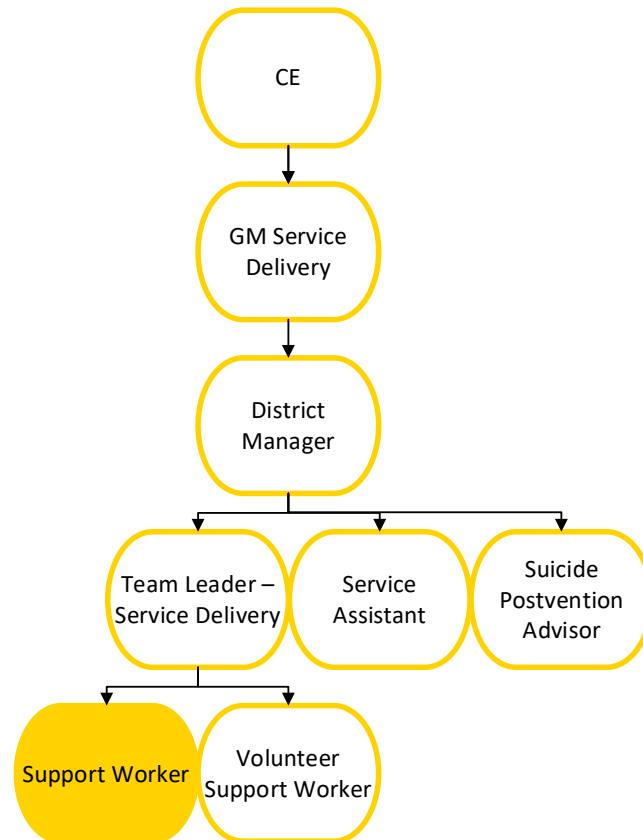
At our core of how we work are our values:

Manaakitanga | Whanaungatanga | Kotahitanga | Rangatiratanga | Kaitiakitanga

Te Kaupapa | Role Purpose

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.

Te Rārangi Tūranga/Role Structure



Ngā Mahi | Do

Quality Case Management

- Providing quality case management to victims in accordance with the steps and priorities outlined in the organisations policies and procedures.
- Ensuring referrals are prioritised and standards for response, response time, support offered, follow up, case notes, case closure, and consumer evaluation are being met.
- Managing and understanding victim needs and risks.
- Understanding of the principles of the Treaty of Waitangi and experience working in Māori contexts.
- Liaise with iwi, hapu and whanau to ensure services and support meet Māori needs appropriately.
- Develop relationships and understanding of diverse communities and the needs of different cultural groups.
- Work with your Team Leader to ensure your caseloads are manageable.

- Providing support directly to clients with appropriate response and follow up in all cases.
- Early and regular contact with the relevant Homicide Team Leaders and Suicide Postvention Advisors to understand their positions, ensuring clarity for effective delivery of homicide or suicide support when called upon to provide it.
- Providing support to an area of specialty as directed by Team Leader (i.e. Family Violence, Restorative Justice, Criminal Justice Processes etc).
- Prepare draft Victim Assistance Scheme requests for the victims you are working with, providing them to your Team Leader in a timely manner.
- Respond to Family Violence incidents in a timely manner, placing accurate information into external Family Violence multi-agency databases as required.

Volunteer Liaison

- Providing coaching/training and mentoring as a “buddy” to new Volunteer Support Workers as and when required.
- Liaison with Team Leader and/or District Manager to identify potential issues or concerns with Volunteer Support Workers as and when required.
- 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 and that there is a positive working relationship.
- Attending stakeholder meetings and/or case management meetings as directed by the Team Leader.
- Accept guidance and advice from your Team Leader and ensure both them and the District Manager are kept informed of any issues or concerns which may impact our service to victims.
- Maintaining a positive relationship with all Victim Support people.

Other tasks; this includes:

- Liaising and working with other community organisations about referral and service delivery issues.
- Take a proactive approach by participating in regular internal/external debriefing and/or internal/external supervision.
- Participate in learning and development and other training as advised by the Team Leader or District Manager.
- Accurate, appropriate and timely entry of records in Victim Support databases and systems.
- Ensuring privacy and confidentiality of victims, volunteers, colleagues and other stakeholders is appropriately respected and report any potential privacy issues to your Team Leader.

- Contributes to building of a collaborative, constructive and empathetic workplace culture, treating colleagues, volunteers and all other persons with appropriate respect.
- Contributes to creating a learning and continuous improvement orientated workplace, building a highly capable, engaged and performing workforce.
- Articulates, advocates and promotes our Vision and Values to others, facilitating the understanding and engagement of our staff, volunteers, and key stakeholders.
- 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.
- Undertakes additional responsibilities and activities as may be reasonably requested by your Team Leader.

Pūkenga | Key Skills

- 4 + years of experience in the field/s of Social Services.
- Demonstrate a proven work history that demonstrates a high level of skill in the management, needs assessment and risk assessment of cases.
- Be solutions focused and able to access resources on behalf of victims, and advocate for victims' rights and needs.
- Welcome diversity and have worked across many social, cultural and ethnic landscapes.
- Model desirable organisation traits and motivates others to do the same.
- Support 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.
- Display self-organisation and time management skills to plan ahead, set priorities and meet deadlines.
- Attention to detail, provide professional and timely case notes.
- Make good decisions based on a mixture of knowledge, experience and judgement.
- Build healthy relationships with clear boundaries.
- Communicate clear standards and provides regular feedback.
- Recognise stress and burn out potential and can offer good resources for coping with the demands of the job.
- Be 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.
- Hold and maintain a full driving license and access to own transport. Mileage will be appropriately reimbursed for approved business use of your own vehicle.