

## **Te Tūranga | Position Description**

<b>Title:</b>	<b>Team Leader / Support Worker (Split)</b>
<b>Team:</b>	Service Delivery
<b>Reporting to:</b>	District Manager
<b>Direct reports:</b>	Various

## **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 the core of how we work are our values:

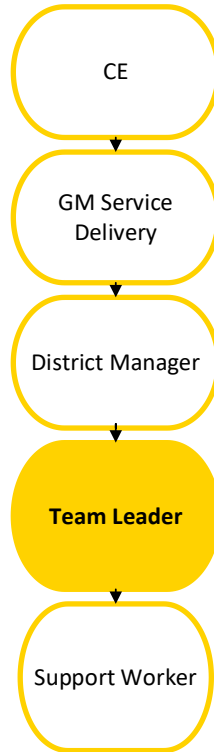
**Manaakitanga | Whanaungatanga | Kotahitanga | Rangatiratanga | Kaitiakitanga**

## **Te Kaupapa | Role Purpose**

Our Team Leaders and Support Workers play a pivotal role in ensuring the effectiveness of our service delivery to victims. Their role provides quality support and ensures the delivery of high-quality consistent services as per our Core Purpose and Practice guide, by selecting, coordinating and supporting their people.

As a senior person within their District Team, they will role model the organisations values and ensure that there are the right resources and relationships in place, so we are victim centric while putting wellbeing first.

## Te Rārangi Tūranga/Role Structure



## Ngā Mahi | Do

### Talent Management

#### *Recruitment and Onboarding*

- With the support of the P&W Team, undertake recruitment activities to select quality candidates who are aligned to our core purpose and who meet the qualities of the role being recruited.
- Be aware of bias that may exist during a recruitment process and how to mitigate these.
- Be an exemplar of a MT-VS values to potential candidates, that illustrate the culture and environment of the organisation.
- Provide an effective onboarding journey for new employees, where they feel informed, supported and part of the organisation.

#### *Coaching and Support for growth*

- Contribute to creating an environment of continuous growth through role-modelling your own development and a commitment to the development of your people.
- Provide genuine guidance, advice, and direction to your people.
- Identify, support, facilitate, and deliver initial and ongoing coaching, and learning.

- Ensure your people receive regular debriefing and champion reflective practice.
- Support and monitor the wellbeing of your people, ensuring they understand what putting their wellbeing first means and that they have measures in place to best support them.
- Be available for your people when they need you, to listen and support.

#### *Performance Management to motivate and retain*

- Ensure your people are aware of the expectations of them in their positions and that they have development plans in place.
- Provide positive feedback to your people and talk with them about what's going well.
- Identify performance gaps in your people, support them to understand and mitigate these gaps, and address them more formally with the support of P&W when required.
- Address and resolve internal term conflicts in a prompt and professional manner and be courageous with these conversations.

### **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 whānau to ensure services and support meet Māori needs appropriately.
- Develop relationships and understanding of diverse communities and the needs of different cultural groups.
- Providing support directly to clients with appropriate response and follow up in all cases.
- Providing support to an area of specialty as needed (i.e. Family Violence, Restorative Justice, Criminal Justice Processes etc).
- Prepare draft Victim Assistance Scheme requests for the victims you are working with.
- Respond to Family Violence incidents in a timely manner, placing accurate information into external Family Violence multi-agency databases as required.

### **Delivery Management**

#### *Planning and prioritising*

- Assign victims appropriately to a Support Worker.
- Monitor and manage the volume and complexity of case work allocated to support workers and align with the skills and experience of the individual.
- Oversee the workloads of Support Workers and that these are fair and manageable.

- Work with Support Workers to ensure they are planning their visits effectively.
- In consultation with the District Manager ensure area rosters provide appropriate cover across the area to allow timely services to victims.
- Oversee and ensure effective coordination of VAS grants between offices as and when required.
- Provide and coordinate support to an area of specialty as directed by the District Manager (i.e. Family Violence, Homicide, Restorative Justice and Criminal Justice Processes, Youth Justice, etc).
- Analyse situations involving victims, team members and external agencies to identify the best course of action.
- Take responsibility for decisions and outcomes, both within the team and when interacting with others inside and outside of the organisation.
- Respond to Family Violence incidents in a timely manner, placing accurate and relevant information into external Family Violence multi-agency databases as required.
- Ensuring services are accessible and responsive to all victims including Māori, Pasifika and other ethnic groups, are culturally appropriate and provided in a manner that meets the holistic needs of victims and their families/whānau.
- Ensuring services are accessible and responsive to victims from diverse groups (such as LGBTIQ+) and backgrounds, including victims affected by health and disability issues.

#### *Quality Assurance*

- Ensuring all services and cases are reviewed (Support Plan Review and Close Review) aligned with the organisations core purpose, practice framework and practice guide, for the victims and victim's outcomes.
- Ensuring priority is given to management of risk to victims, homicide cases, family violence, and serious crime and death/trauma related incidents.
- Ensuring Hiwab is utilised appropriately to capture high quality and accurate information, allowing us to monitor what stage a case is at and what resources are required.
- Maintain an understanding of relevant legislation and compliance requirements.

#### *Relationship Management*

- Ensuring effective working relationships and appropriate information sharing with local and area Police, Police Iwi Liaison Coordinators and Court Victim Advisors to ensure active engagement and outcomes for victims.
- Maintain a good working relationship with community groups and local businesses as relevant which may include participating and facilitating joint learning opportunities.
- Attend stakeholder and/or other meetings representing Victim Support, as needed.
- Maintain positive and effective working relationships with our people across the organisation.

## **Risk Management**

### *Legislative responsibilities*

- Refer to the Victims Act and understand the definition of a victim.
- Apply appropriate legislation to your role and how we undertake our services such as the Victims Code.
- Ensure privacy and confidentiality of victims, colleagues, and other stakeholders is appropriately respected, reporting any potential privacy issues as necessary as per organisation requirements and the Privacy Act 2020.
- Understand, apply, and role model organisation policies and procedures in all operations and behaviours.

### *Financial responsibilities*

- Prepare, submit, or approve VAS applications appropriately and in a timely manner in accordance with VAS criteria.
- Oversee first level of approval for mileage and expense claims
- Recognise acceptable level of spending for a non-profit organisation.

### *Health, Safety and Wellbeing*

- Promote the Health, Safety and Wellbeing of all VS people, victims and stakeholders
- Champion the organisations Health, Safety and Wellbeing Policies and Procedures and ensure your people are aware and understand these.
- Proactively report all hazards, near misses and incidents and ensure your people know of these and how to report.
- Support emergency preparedness for the organisation and its people.

## Pūkenga | Key Skills

- Experience in management or coordination of service delivery in an NGO, public or private sector.
- Effective people management experience is highly desirable.
- Proven oversight and support of case management with the ability to critically analyse risks and needs, review cases and guide case management of a team.
- Ability to understand risks or potential risks to victims and employees and manage these accordingly.
- Effective communication skills with a wide range of people, including coaching, conflict resolution and group facilitation.
- Ability to apply Te Tiriti o Waitangi principles to practice and leadership decision making.
- Managers their wellbeing effectively and can support and identify this with others.
- Self-organisation and time management skills to plan ahead, set priorities and meet deadlines.
- Ability to make good decisions based on a mixture of knowledge, experience and judgement.
- Relational management skills that support healthy relationships with clear boundaries and support others with their boundaries.
- Ability to present information to groups in a way that is confident, clear and compelling.
- Good level of IT literacy and database experience is essential.
- Ability to work flexibly according to the needs of the office. This may include evenings and/or weekends as required from time to time.
- A full driving licence is required.