

Te Tūranga | Position Description

Title:	Team Leader – Service Delivery
Team:	Service Delivery
Reporting to:	District Manager
Direct reports:	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:

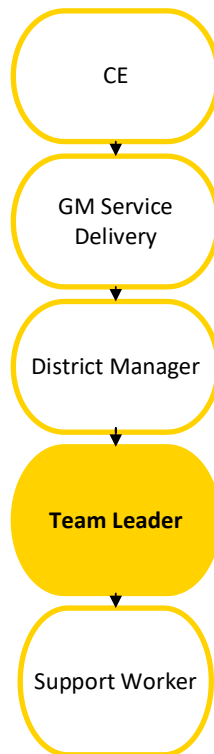
Manaakitanga | Whanaungatanga | Kotahitanga | Rangatiratanga | Kaitiakitanga

Te Kaupapa | Role Purpose

Our Team Leaders play a pivotal role in ensuring the effectiveness of our service delivery to victims. Their role 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 organisation's 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 People and Wellbeing team, carry out recruitment activities to select high-quality candidates who align with our core purpose and who meet the requirements of the role.
- Recognise and actively mitigate bias throughout the recruitment process.
- Be an exemplar of MT-VS values to potential candidates, showcasing the culture and environment of the organisation.
- Deliver an effective onboarding journey for new employees, where they feel informed, supported, and part of the organisation.

Coaching and Support for growth

- Contribute to a culture of continuous growth by role-modelling your own development and showing a strong commitment to the growth of your team.
- Provide genuine guidance, advice, and direction to your team members
- Identify, support, facilitate, and deliver initial and ongoing coaching and learning opportunities.
- Ensure your team receives regular debriefings and champion reflective practice.

- Support and monitor the wellbeing of your team, ensuring they understand what putting their wellbeing first means and that they have the tools and support they need.
- Be available for your people when they need you, to listen and support.

Performance Management to motivate and retain

- Ensure your people understand the expectations of their roles and that they have clear development plans in place.
- Provide positive feedback and acknowledge what's going well.
- Identify performance gaps, support your team in understanding and addressing them, and engage the People and Wellbeing team for formal support when needed.
- Address and resolve internal team conflicts in a prompt and professional manner and be courageous with these conversations.

Delivery Management

Planning and prioritising

- Assign victims appropriately to a Support Worker and provide direct support to them as required or until they can be assigned to a Support Worker.
- Monitor and manage the volume and complexity of case work allocated to Support Workers, aligning with the skills and experience of each Support Worker.
- Oversee the workloads of Support Workers and ensure that these are fair and manageable.
- Work with Support Workers to ensure they are planning their visits effectively.
- Consult with the District Manager to ensure rosters provide appropriate coverage across the area, allowing 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, 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.
- Ensure services are accessible and responsive to all victims, including Māori, Pasifika, and other ethnic groups, culturally appropriate, and provided in a manner that meets the holistic needs of victims and their families/whānau.
- Ensure services are accessible and responsive to victims from diverse groups (such as LGBTQI+) and backgrounds, including victims affected by health and disability issues.

Quality Assurance

- Ensure cases are reviewed (Support Plan Review and Close Review) and align with the organisation's core purpose and practice framework, with a focus on victims and their outcomes.
- Ensure priority is given to management of risk to victims, homicide cases, family violence, and serious crime and death/ trauma related incidents.
- Ensure Hiwa 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

- Ensure 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

- Apply appropriate legislation to your role and how we undertake our services, such as the Victims' Rights Act 2018.
- Ensuring privacy and confidentiality of victims, colleagues, and other stakeholders is appropriately respected, reporting any potential privacy issues as necessary as per organisations policy and procedures 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 the first level of approval for mileage and expense claims.
- Recognise an acceptable level of spending for a non-profit organisation and in line with the organisation's budget principles.

Health, Safety and Wellbeing

- Promote the Health, Safety and Wellbeing of all VS people, victims, and stakeholders
- Champion the organisation's 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 about them and how to report them.
- 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.
- Manages 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 clean driving licence is required.