

## Position Description

<b>Position Title:</b>	<b>Contact Service Worker</b>
<b>Function:</b>	Service Delivery
<b>Reporting to:</b>	Contact Service Manager

### About Us:

**Vision: Victims of crime and trauma are in control of restoring their lives.**

Victim Support are here to make sure that free information, advice, and support is always available to those affected by crime, trauma or suicide – 24/7, nationwide. We work with clients to ensure they receive the help they need to access support, recover from harm, and participate fully and fairly in the justice system. We take a wellbeing approach to our support and work with family and whanau as a whole to meet their needs. Prevention of further harm is core to our work.

Our services are delivered through a culturally responsive framework with respect for Maori and diverse communities. Our core value of Manaaki Tangata, supporting and caring for people, sits at the heart of Victim Support’s service.

Advocacy for the rights of victims will always be an essential part of our work with individuals, organisations, and government.

### Purpose of Role:

The primary purpose of this role is to provide a nationwide 24 hours, 7 days a week quality phone service for victims of crime and trauma and members of the public. This role will allocate Support Workers, evaluate and identify risk, connect callers to the appropriate support services, monitor Support Worker safety and ensure victim needs are met.

### Key Responsibilities and Performance Indicators

The key responsibilities for this position are:

1. Victim-focussed Case Management; This includes:
  - a) Answer all calls from Police, Victims, Victims of Crime Information Line, Women’s Refuge, volunteers, staff and other appropriate lines as advised.
  - b) Provide initial screening, triage, assessment and Support Worker allocation to victims of crime and trauma.
  - c) 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.
  - d) Ensure any immediate safety concerns are addressed appropriately through referral to police, Support Workers, other agencies or escalated to an appropriate manager (i.e After Hours Adviser).
  - e) Provide information to callers and referral on to other agencies as required.
  - f) Log and process call information and incident data accurately.
  - g) Ensure quality standards and compliance requirements are met, in accordance with relevant policies and Victim Support standards, especially the Operations Manual, the Quality Standards Manual (QSM) and the Best Practice Guidelines (BPG).

- h) Ensure cultural appropriateness of information provided and actions taken.
  - i) Responding to calls in an empathetic manner, applying sound judgement to ensure we meet the needs of our clients.
  - j) Respond to contacts from Police, other agencies and internal stakeholders in a timely, positive manner ensuring service guidelines are being met.
  - k) Participate in new initiatives as required (e.g. the Women's Refuge phone line), providing feedback and alerting the Contact Service Manager and/or Team Leader to any issues in a timely manner. New initiatives will be introduced with consultation and opportunities to provide feedback and identify changes / improvements.
  - l) Updating database information as required.
2. Support Worker Management. This includes:
- a) Work as part of a team with Area Managers, Service Coordinator/s, Support Workers and Service Specialists.
  - b) Allocating incidents and dispatching Support Workers as required.
  - c) Monitor Support Workers safety as per safety plan, ensuring Safety checks are correctly loaded, monitored and followed up on to promote Support Worker wellbeing and safety.
  - d) Ensure Debriefing is offered to Support Workers on return from incidents and arranged promptly as required.
  - e) Assist with Victim Assistance Scheme (VAS) activities, particularly outside of normal business hours, e.g. booking emergency accommodation, flights, etc.
3. Relationship Management; This includes:
- a) Establish good working relationships with Police, referral agencies, local Iwi and relevant community agencies.
  - b) Have a sound knowledge of the roles of community services including Family harm and sexual violence agencies.
  - c) Ensure all frontline Police are aware of what Victim Support does and the need to make referrals in accordance with the MOU between Victim Support and the Police.
  - d) Alert Contact Service Manager and/or Team Leader to any issues or concerns regarding the relationship between Victim Support and other agencies, government departments or external organisations.
4. Other Tasks; this includes:
- a) Maintain flexibility and ongoing availability to work across a 24 hour, 7 days a week roster as scheduled by the Contact Service Manager and/or Team Leader.
  - b) Ensure Contact Service Manager and/or Team Leader are notified in a timely manner of any potential leave requests and/or other issues which may affect scheduled rosters.
  - c) Maintain a positive ongoing working relationship with the NZ Police throughout your employment and retain their trust and confidence at all times.
  - d) Ensure discussions are held with the Contact Service Manager and/or Team Leader when Police may not be upholding victims' rights.
  - e) Maintain a positive relationship with Victim Support staff and volunteers, especially local Support Workers and Service Coordinators.
5. Other tasks; this includes:
- a) Assist other areas with administrative tasks and projects as required.

- b) Liaise and work with other community and governmental organisations about referral and service delivery issues.
  - c) Take a proactive approach by participating in regular internal/external debriefing and internal/external supervision as directed by your Team Leader or Contact Service Manager.
  - d) Contribute to the organisations fundraising efforts at the time of the National Lottery and other organisational projects.
  - e) Maintain fitness and capacity for work by utilising Employee Assistance Programmes, external counselling and other support mechanisms as appropriate or as directed by your Contact Service Manager and/or Team Leader.
  - f) Accurate, appropriate and timely entry of records in Victim Support databases and systems.
  - g) Ensure privacy and confidentiality of victims, volunteers, colleagues and other stakeholders is appropriately respected and report any potential privacy issues to your Contact Service Manager and/or Team Leader.
  - h) Demonstrate high standards of integrity and honesty at all times.
  - i) Comply with all Victim Support policies and procedures and alert your Contact Service Manager and/or Team Leader to any potential breaches or issues.
6. Contributes to building of a collaborative, constructive and empathetic workplace culture.
  7. Contributes to creating a learning and continuous improvement orientated workplace, building a highly capable, engaged and performing workforce.
  8. Leads through demonstrating our core ethos of humanity and care across communities, living our values and respect for the diverse NZ community.
  9. Articulates, advocates and promotes our Vision and Values to others, facilitating the understanding and engagement of our staff, volunteers and key stakeholders.
  10. 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.
  11. Participates and/or leads Victim Support projects as and when required.
  12. Undertakes additional responsibilities and activities as may be reasonably requested by your Manager.

### Key Accountabilities and Relationships

Number of Direct Reports	Nil
Allocates tasks to staff and volunteers	Yes – Allocates Support Workers to Cases.
Operating Budget	Nil
Authorisation to hire	No
Assists in staff recruitment	No
Assists in staff performance development reviews	No
Addresses staff performance issues personally	No
Authorisation to sign contracts	No

## Relationships

Internal:	Contact Service Manager and Team Leader, Contact Service and National Office employees, volunteer and staff Support Workers and other Victim Support employees
External:	Police Agencies; Community and Governmental Groups, Clients and families

## Person Specifications

### Essential Skills, Knowledge and Experience

#### Values – Based Competencies

- Respectful of Diversity
- Confident
- Calm and adaptable
- Able to self-manage
- Reflective and Self Aware
- Open to Learning
- Emotionally Intelligent / Emotionally mature in outlook and behaviour
- Clear Communicator
- Objective Evaluator
- Trustworthy
- Non-judgmental
- Organised and capable of managing competing priorities
- Resilient
- Empathetic
- Have an understanding of the impact of crime and trauma on victims
- Supportive and with a team focus

#### Role Specific Competencies

The ideal appointee should be able to demonstrate their ability to:

- Listen and be adaptable.
- Deal sensitively with challenging and emotionally charged situations, demonstrate empathy and control own emotions.
- Use sound judgment and escalate issues where appropriate.
- Welcome diversity and have worked across many social, cultural and ethnic landscapes.
- Demonstrate an excellent phone manner.
- Model desirable organisation traits and motivate others to do the same.
- Support organisational vision and values (Victims' Rights, Manaaki Tangata, volunteering, advocacy).
- Display Problem solving and communication skills.
- Identify strategies to self-manage emotions from difficult and stressful situations.
- Deal with difficult and complex situations.
- Maintain a clean criminal record and a positive working relationship with the police and other agencies.
- Effectively manage high call volumes and meet service level agreements.
- Use a range of Microsoft applications including excel, word, email, internet and database.
- Use a Systematic approach to managing work and maintaining accurate records and information.
- Work within procedures and guidelines with minimal supervision.
- Maintain high standards of safety and best practice.

- Use excellent verbal and written communication skills.
- Set priorities, organise time, meet deadlines and manage competing demands.
- Demonstrate relationship building and networking skills.
- Demonstrate a commitment to the Treaty of Waitangi and understanding of Tikanga and Te Reo Maori.
- Display a positive attitude that reflects enthusiasm and helpfulness.
- Attention to detail, ensuring professional and timely case notes.
- Maintain flexibility and ongoing availability to work across a 24 hour, 7 days a week roster as scheduled. by the Contact Service Manager and/or Team Leader.

***PD Updated: January 10, 2019***