

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.

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:

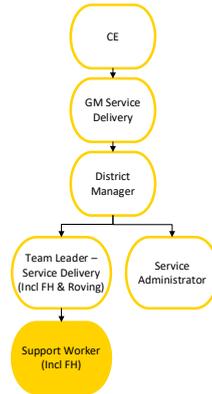
Manaakitanga | Whanaungatanga | Kotahitanga | Rangatiratanga | Kaitiakitanga

Te Kaupapa | Role Purpose

The primary focus of our Support Workers is to deliver high-quality services to victims of crime and traumatic events. You will provide compassionate support, assess their needs and risks, and engage with them effectively.

Your work will be vital in ensuring victims receive timely, impactful advocacy and access to the necessary resources, empowering them with care and respect throughout their journey.

Te Rārangi Tūranga/Role Structure



Ngā Mahi | Do

Quality Case Management

- Providing quality case management to victims in accordance with the organisation's practice guides and core purpose.
- Ensuring referrals of victims are prioritised and standards for response, needs assessed, support offered, follow-up, case notes, and case closure are completed as per organisation guidelines.
- Managing and understanding victim needs and risks and escalating where required.
- Understanding of the principles of the Treaty of Waitangi and experience working in Māori contexts.
- Liaising with iwi, hapu and whānau to ensure services and support meet Māori needs appropriately.
- Developing relationships and understanding of diverse communities and the needs of different cultural groups.
- Working with your team regularly, for guidance debriefing, coaching and to ensure caseloads are manageable.
- Providing support to an area of specialty as directed by Team Leader (i.e. Family Violence, Restorative Justice, Criminal Justice Processes etc).
- Preparing draft Victim Assistance Scheme requests for the victims you are working with, providing them to your Team Leader in a timely manner.
- Responding to Family Violence incidents in a timely manner, placing accurate information into external Family Violence multi-agency databases as required.

Relationship Management

- Ensuring all local Police know 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.
- Accepting guidance and advice from your Team Leader and ensuring both they and the District Manager are kept informed of any issues or concerns which may impact our service to victims.
- Liaising and working with other community organisations about referral and service delivery issues.
- Maintaining a positive relationship with all Victim Support people.

Other tasks; this includes:

- Ensuring accurate, appropriate, and timely entry of records in Victim Support databases and systems.
- Participating in learning and development and other training as advised by the Team Leader or District Manager.
- Taking a proactive approach by participating in regular internal/external debriefing and/or internal/external supervision.
- Ensuring privacy and confidentiality (as per organisation policies and processes) for victims (as per organisation policy, colleagues, and other stakeholders is appropriately respected, and reporting any potential privacy issues to your Team Leader and the organisation's Privacy Officer.
- Contributing to a collaborative, constructive, and empathetic workplace culture.
- Contributing to a culture of learning and continuous improvement, helping to build a highly capable, engaged, and performing team.
- Articulating, advocating, and promoting our vision and values to others, facilitating the understanding and engagement of our people and key stakeholders.
- Promoting the health and safety of all Victim Support people and stakeholders and adhering to our health and safety policies and procedures, reporting all hazards, incidents, and near misses appropriately and in a timely fashion.
- Taking on additional responsibilities and activities as reasonably requested by your Team Leader.

Pūkenga | Key Skills

- 4 + years of experience in the field/s of Social Services (is desirable)
- 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.

- 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.
- Can 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 clean driving license and access to own transport. Mileage will be appropriately reimbursed for approved business use of your own vehicle.