

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, suicide 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:

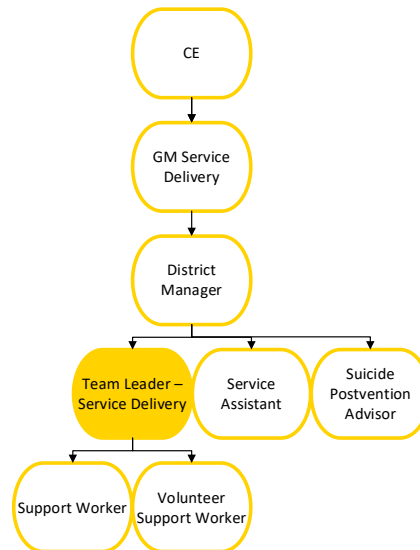
Manaakitanga | Whanaungatanga | Kotahitanga | Rangatiratanga | Kaitiakitanga

Te Kaupapa | Role Purpose

The primary purpose of this role is to ensure we provide quality services to victims of crime and trauma by applying a focused approach to case management and ensuring the right people, resources and relationships are in place.

This role ensures delivery of high-quality consistent services by selecting, training, and coordinating assigned Support Workers and volunteers, and other Victim Support people within the area as required.

Te Rārangi Tūranga/Role Structure



Ngā Mahi | Do

Quality Case Management

- Provide end to end case management, ensuring all processes and procedures and support of victims, is conducted in accordance with relevant policies and Manaaki Tāngata Operating Model procedures.
- Preparing and submitting Victim Assistance Scheme (VAS) applications appropriately and in a timely manner in accordance with the VAS criteria.
- Ensuring priority is given to management of risk to victims, homicide cases, family violence, suicide incidents and serious crime and death/ trauma related incidents.
- Maintain an understanding of Suicide Risk Assessment tools and ensure that all victims at potential risk of suicide are identified and the District Manager informed.
- Ensuring all services and cases are actively monitored with a focus on quality practice for the victims and victim's outcomes through our CRM Database VIVA and coordination of service delivery with other offices is facilitated when required.
- Signing off the quality of victim assessments, Support Plans and Review dates in the casework
- Ensuring VIVA 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.
- Provide and coordinate support to an area of specialty as directed by the District Manager (i.e. Family Violence, Homicide, Suicide, Restorative Justice, Criminal Justice Processes, Youth Justice, etc).

- Respond to Family Violence incidents in a timely manner, placing accurate and relevant information into external Family Violence multi-agency databases as required.
- Maintain an understanding of relevant legislation and compliance requirements.
- 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/whanau
- Ensuring services are accessible and responsive to victims from diverse groups (such as LGBTIQ+) and backgrounds, including victims affected by health and disability issues.

Team Coordination

- Assign victims appropriately to a Support Worker or volunteer and provide direct support to victims as required or until the victim can be assigned to a Support Worker or volunteer.
- Monitor and manage the volume and complexity of case work allocated to support workers and volunteers commensurate with the skills and experience of the individual.
- In consultation with the District Manager ensure area rosters provide appropriate cover across the area to allow a timely service to victims.
- Oversee and ensure effective coordination of VAS grants between offices as and when required.

Team Management

- Undertake recruitment and onboarding (including induction) activities for Support Workers and volunteers.
- Identify, support, facilitate, and deliver initial and ongoing Support Worker and volunteer learning and development as required.
- Provide guidance, advice, and direction to assigned Support Workers and volunteers.
- Ensuring Support Workers and volunteers receive regular supervision and debriefing and are coached and mentored through regular meetings to discuss and reflect on allocated case work, and give consideration to their needs and ongoing support.
- Ensure performance management issues of Support Workers and volunteers, are brought to the District Manager's attention as required.
- Build, coordinate, and maintain a capable team engaged with the organisation's vision.
- Ensures adequate and appropriate arrangements are in place to ensure the health and safety of support workers and volunteers working in the community with our Victims.

Supervision and Debriefing

- Provide effective Supervision and debriefing to Support Workers/Volunteers
- Ensure all Support Workers are debriefed and supervised in accordance with the Op Model Guidelines and Victim Support policies, Supervision Policy, and procedures.

Relationship Management

- Ensuring effective working relationships and information sharing with local and area Police, Police Iwi Liaison Coordinators and Court Victim Advisors to ensure active engagement and referral.
- Maintain a good working relationship with community groups and local businesses as relevant which may include participating and facilitating joint training opportunities.
- Attend stakeholder and/or other meetings representing Victim Support, as directed.
- Maintain positive and effective working relationships with staff and volunteers across the organisation.
- Maintain a collaborative outcome-focused approach to the referral process when engaging with Contact Service team, Suicide Postvention Advisors staff and Homicide team.

Other Responsibilities:

- Ensure goals, reporting requirements and timelines notified by the District Manager are achieved.
- Take a proactive approach by participating in regular internal/external debriefing and/or internal/external supervision as directed by your District Manager.
- Have an understanding of the relevant legislation such as, but not limited to, the Privacy Act 2020/Victims Rights Act 2002/Family Violence Act 2018 and how these apply in respect to information disclosure and other principles.
- Ensuring privacy and confidentiality of victims, volunteers, colleagues and other stakeholders is appropriately respected, reporting any potential privacy issues as necessary.
- Attend planned and appropriate professional development as discussed with the District Manager.
- Contribute to building a collaborative, constructive and empathetic workplace culture, treating colleagues, volunteers, and all other persons with appropriate respect.
- Contribute to creating a learning and continuous improvement orientated workplace, building a highly capable, engaged and performing workforce.
- Demonstrate our core ethos of humanity and care across communities, living our values and respect for the diverse NZ community.
- Articulate, advocate and promote our Vision and Values to others, facilitating the understanding and engagement of our employees, volunteers and key stakeholders. Promote health and safety of all Victim Support employees, volunteers, and stakeholders and adhere to our health and safety policies and procedures, reporting all hazards, incidents, and near misses appropriately and in a timely fashion.

Pūkenga | Key Skills

- Experience in management or coordination of service delivery in the NGO, public or private sector.
- Leadership skills and people management experience is desirable and the difference between managing employees and volunteers is desirable.
- Proven end to end case management experience and ability to critically analyse risks and needs, review cases and guide case management.
- Ability to understand risks or potential risks to victims, employees and volunteers, and to 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.
- 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.
- Ability to build and maintain effective stakeholder relationships.
- Capable of recognising stress and burn out potential, and offering helpful resources for coping with the demands of the job.
- 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.