

<b>Position Description</b>	
<b>Position Title:</b>	<b>Support Worker - Homicide</b>
<b>Function:</b>	Service Delivery
<b>Reporting to:</b>	Homicide Team Leader

## 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 the Support Worker – Homicide is to ensure we provide quality services to victims of crime and trauma by engaging effectively with them, assessing need and ensuring all appropriate resources are made accessible to them.

To provide advocacy for victims and to ensure that primary victim families and others affected receive comprehensive and appropriate end to end support, information, financial assistance and liaison from the time of the homicide.

## Key Responsibilities and Performance Indicators

The key responsibilities for this position are:

1. Quality Case Management; thus includes:
  - a) Providing case management to victims in accordance with the steps and priorities outlined in the Quality Standards Manual (QSM) and Best Practice Guidelines (BPG) and as directed by the Homicide Team Leader (HTL) or National Homicide Manager (NHM).
  - b) Managing and applying support to the primary victim family and others affected for assigned homicide case.
  - c) Ensuring referrals are prioritised and standards for response, response time, support offered, follow up, case notes, case closure and consumer evaluation requirements are being met.
  - d) Providing consistent, proactive and single point of contact for primary victim family and others affected at all stages of case.
  - e) Ensuring the primary victim family and others affected are aware of stages of case, their rights, address needs and advise on next steps.

- f) Take a preventative approach by identifying any underlying issues that may have impacted on a homicide such as Family Violence, Sexual Violence, Suicide, diverse communities and ensure that these are appropriately addressed.
  - g) Ensure victims are aware of the Victim Assistance scheme (VAS) and that all VAS requests meet the criteria and applications are submitted appropriately in a timely manner for review by the Homicide Team Leader and final approval by the National Homicide Manager.
    - a) Ensuring all Victim Grants are delivered simply and unobtrusively to the recipients.
    - b) Ensuring any concerns or gaps in service delivery are addressed in a timely and effective manner with all parties involved.
    - c) Providing support directly to clients with appropriate response and follow up in all cases.
    - d) Although primarily focussed on homicide cases, these roles may be required to assist in other cases as capacity permits, including Murder / Suicides, Manslaughter and/or Serious / Fatal crashes, etc. They will not normally be assigned to other non-homicide cases except where agreed by the National Homicide Manager and the Area Manager.
2. Volunteer Liaison; this includes:
- a) Liaison with Service Coordinator and/or Area Manager to identify potential issues or concerns with Volunteer Support Workers as and when required.
  - b) Understanding the commitments of 24/7 service availability and delivery.
  - c) Providing coaching and mentoring as a “buddy” to new Volunteer Support Workers within the Homicide speciality area as and when directed by the Homicide Team Leader or National Homicide Manager.
3. Relationship management; this includes:
- a) Ensuring all local Police are aware of what Victim Support does and the need to make referrals in accordance with agreed practice between Victim Support and the Police.
  - b) Maintaining a positive ongoing working relationship with the NZ Police throughout your employment and retain their trust and confidence at all times.
  - c) Providing active liaison and coordination with all agencies and workers involved in a homicide. This includes regular case conference calls as required.
  - d) Actively advocating on behalf of the primary victim family and others affected with all agencies/workers.
  - e) Develop and maintain a close working relationship with the Court Victims Advisor to ensure that primary victim family and others affected are well supported.
  - f) Attending stakeholder meetings and/or case management meetings as/when directed by the Homicide Team Leader or National Homicide Manager.
  - g) Ensuring there is good communication between Victim Support and Police on all cases Victim Support is involved in.
  - h) Ensuring inappropriate referrals are declined in a respectful but assertive way.
  - i) Ensuring discussions are held with the Homicide Team Leader or National Homicide Manager where Police may not be upholding victims’ rights.
  - j) Accept guidance and advice from your assigned Homicide Team Leader and ensure your Homicide Team Leader or National Homicide Manager are kept informed of any issues or concerns which may impact our service to victims.
  - k) Maintaining a positive relationship with Victim Support staff and volunteers, especially local Support Workers and Service Coordinators.
4. Support and training; this includes:
- a) Identify and suggest appropriate opportunities to enhance your professional skills and improve your ability to offer high quality support.

- b) Attending appropriate training for Support Workers.
  - c) Raising concerns and suggestions for coaching with the Homicide Team Leader or National Homicide Manager where Volunteer Support Workers are not meeting standards of service delivery as outlined in the QSM for management of Homicide Cases.
  - d) Assist in the delivery of training as required for staff or volunteers
5. Other tasks; this includes:
- e) Liaising and working with other community organisations about referral and service delivery issues.
  - f) Take a proactive approach by participating in regular internal/external debriefing and/or internal/external supervision as directed by the Homicide Team Leader or National Homicide Manager.
  - g) Contributing to the organisations fundraising efforts at the time of the National Lottery and other organisational projects.
  - h) Undertaking other duties appropriate to your role, as directed the Homicide Team Leader or National Homicide Manager as workload permits.
  - i) Accurate, appropriate and timely entry of records in Victim Support databases and systems.
  - j) Ensuring privacy and confidentiality of victims, volunteers, colleagues and other stakeholders is appropriately respected and report any potential privacy issues to the National Homicide Manager or the Victim Support Privacy Officer (General Manager Corporate Services).
  - k) Maintain fitness and capacity for work by utilising Employee Assistance Programmes, external counselling and other support mechanisms as appropriate or as directed by the National Homicide Manager.
  - l) Demonstrate high standards of integrity and honesty at all times.
  - m) Comply with all Victim Support policies and procedures and alert the National Homicide Manager to any potential breaches or issues.
6. Contributes to building of a collaborative, constructive and empathetic workplace culture, treating colleagues, volunteers and all other persons with appropriate respect.
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 the National Homicide Manager.

## Key Accountabilities and Relationships

Number of Direct Reports	Nil
Allocates tasks to staff and volunteers	No
Operating Budget	\$0.00
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:	National Homicide Manager, Homicide Team Leaders, Support Worker(s) - Homicide, Service Delivery Managers and staff and other Victim Support employees and volunteers
External:	New Zealand Police, Court Victim Advisors, Agencies; Community Groups, Clients and families International Police, organisations and agencies

## Person Specifications

### Essential Skills, Knowledge and Experience

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|---|-----------|
| • Degree qualification (or Level 5 qualification or higher) in Social, Legal or Judicial areas or equivalent field would be highly regarded | Preferred |
| • 3 + years of experience in the field/s of social services or equivalent relevant experience.  | Required  |
| • Must hold and maintain a valid Drivers' Licence   | Required  |
| • Working understanding of Privacy legislation and requirements   | Required  |

### Values – Based Competencies

- Respectful of Diversity
- Confident
- Calm and adaptable
- Reflective and Self Aware
- Open to Learning
- Emotionally Intelligent and mature in outlook and behaviour
- Clear Communicator
- Objective Evaluator
- Trustworthy
- Non-judgmental

### Role Specific Competencies

The ideal appointee should be able to demonstrate:

- Proven work history that demonstrates a high level of skill in the management, needs assessment and risk assessment of cases.
- The ability to maintain and update their understanding of best practice and role requirements
- Willingness to develop own skills and improve their knowledge in relevant areas
- Solution focused and able to access resources on behalf of victims, and advocate for victims' rights and needs.
- The ability to maintain a clean criminal record and a positive working relationship with the police.
- In-depth knowledge of family's needs when dealing with a homicide and the services available to support.
- Understanding of the Criminal Justice System.
- Welcomes diversity and has worked across many social, cultural and ethnic landscapes.
- Models desirable organisation traits and motivates others to do the same.
- Supports organisational vision and values (Victims' Rights, Manaaki Tangata, volunteering, advocacy).

- Effective communication skills with a wide range of people, including skills like coaching, conflict resolution and group facilitation.
- Self-organisation and time management skills to plan ahead, set priorities and meet deadlines.
- Attention to detail, provide professional and timely case notes.
- Report writing and presentation skills, including Microsoft Office products.
- Strong computer/IT skills and the ability to utilise systems to record case data accurately
- Makes good decisions based on a mixture of knowledge, experience and judgement.
- Builds healthy relationships with clear boundaries.
- Communicates clear standards and provides regular feedback.
- Recognises stress and burnout potential and can offer good resources for coping with the demands of the job.
- Although the role will primarily work within core business hours of 8:00am and 6:00pm, some work may need to be completed in weekends, evenings and/or outside of normal working hours from time to time and flexibility is required.
- Although the role will be based in an assigned Police Station(s) with an assigned geographical area to support, travel may be required from time to time to provide support and for business reasons.
- A full driving license and access to own transport is required and must be maintained. Mileage will be appropriately reimbursed for approved business use of your own vehicle.

***PD Updated: 23 January 2020***