

Te Tūranga Position Description	
Title:	Support Worker – Co-response (CR)
Team:	Service Delivery
Reporting to:	Team Leader – Service Delivery (Co Response)

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.

Our mission is to support and empower victims to be safe, heal, and participate at every step of their journey. We support more than 46,000 clients a year 24/7, 365 days a year, through approximately 600 staff and volunteers.

Manaaki Tāngata Victim Support is committed to upholding the principles of Te Tiriti o Waitangi and ensuring equitable access and outcomes for Māori clients and that kaimahi Māori can thrive within our organisation.

Ngā Uara | Our Values

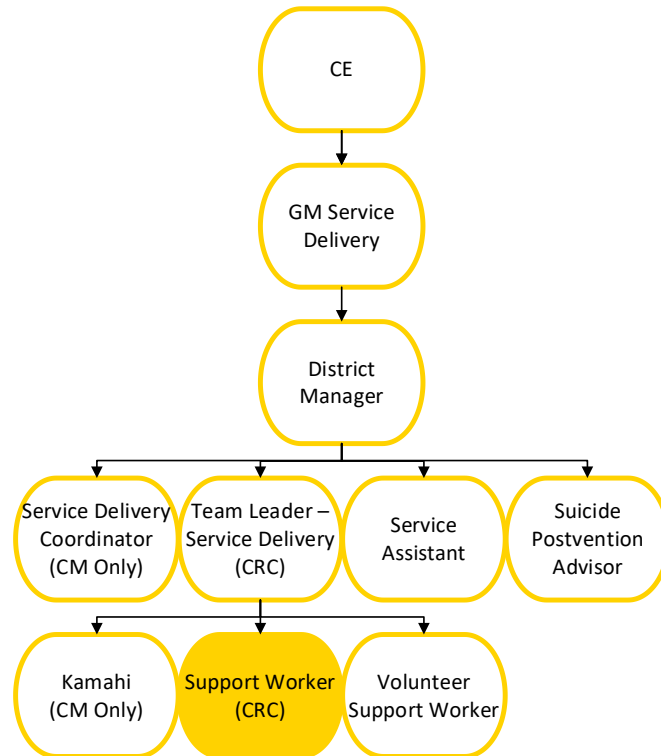
At our core of how we work are our values:

Manaakitanga | Whanaungatanga | Kotahitanga | Rangatiratanga | Kaitiakitanga

Te Kaupapa | Role Purpose

The purpose of the CR Support Worker position responsible for engaging with youth, family and whānau experiencing family harm to ensure they receive the appropriate end to end support and assistance to enable them to become safe and resilient families.

Te Rārangi Tūranga/Role Structure



Ngā Mahi | Do

Service Delivery

- Engage with victims referred through CR to understand the dynamics that are occurring within that whānau environment, identifying the initial and emerging strengths, needs and risks.
- Respond to immediate risk (crisis), while maintaining focus on family, whānau and child-centric responses that identify early intervention opportunities (non-crisis), alternating being on site and providing administrative support with other team members
- Respond to Family Violence incidents in a timely manner, placing accurate information into external Family Violence multi-agency databases as required.
- Provide support to urgent frontline family harm referrals by liaising and organising support for whānau, e.g., urgent accommodation and any support to eliminate risk and ensure safety – emergency need management.
- Assess and triaging all low risk reports from SAM tables
- Ensure referrals are prioritised and standards for response, response time, support offered, follow up, case notes, case closure and being met.
- Wherever possible work with whānau (victims, perpetrators and children at risk), linking them with appropriate specialist services in accordance with their aspirations and needs
- Ensure risks are appropriately identified and escalated through the correct channels

- Prepare draft Victim Assistance Scheme requests for the victims you are working with, providing them to your Team Leader in a timely manner

Responding to Whanau Needs and Aspirations

- In consultation with others, identify, understand and respond to family and whānau (including children) who are at risk of family harm
- Provide intervention by building a trusting relationship that enables the Support Workers to understand the risks, needs and strengths of the family and whānau, and respond with an appropriate plan that:
 - Engage with victims, perpetrators, youth, family and whānau to jointly develop whānau safety plans
 - Establish supportive and effective relationships with family and whānau to achieve change, including advocacy with external agencies as appropriate
 - Apply problem solving principles to identify opportunities, manage risks, and maximise the opportunity for youth, families and whānau to live happier and healthier lives
 - Engage as a person with professional skills, maintaining boundaries whilst displaying personal attributes that include empathy and understanding.

Case Management

- Provide case management to victims in accordance with the steps and priorities outlined in our best practice standards
- When assigned cases, engage with youth, families and whānau within agreed timeframes.
- Maintain accurate, current and confidential case intervention records within the relevant data system and in accordance with appropriate policy, procedures and information sharing protocols.
- Ensure privacy and confidentiality of victims, volunteers, colleagues and other stakeholders is appropriately respected and report any potential privacy issues to your Team Leader.
- Ensure any risk or complex cases are reported and responded to promptly, and escalate as required.

Relationship management

- Attend stakeholder meetings and/or case management meetings as directed by the Team Leader.
- Work in an integrated way with other Government agencies, Non Government, children, Iwi partners and community partners for the best outcomes for young people, family and whānau.

- Work constructively and collaboratively with Youth, whānau and family harm Response partners
- Maintain individual's mana but is prepared to respectfully challenge practice to ensure outcomes for whānau are the best they can be.
- Ensure 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.

Teamwork/Professional Development

- Adopt a participatory style that encourages collaborative working practice, information sharing, problem solving and opportunities for improvement
- Participate in any relevant training/hui as required, including regular supervision meetings
- Maintain a positive relationship with Victim Support staff and volunteers, especially local Support Workers and Team Leaders.
- Take a proactive approach by participating in regular internal/external debriefing and/or internal/external supervision as directed by your Team Leader.

Be safe and feel safe

- Understand the hazards in your work area and eliminate or minimise the associated risk.
- Report all accidents, incidents and near misses.
- Actively participate in Wellness and Safety initiatives and training
- Promote 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.

Pūkenga | Key Skills

- Registered social worker with either a social work degree, or at least five years relevant industry experience
- Knowledge of the dynamics of Family Harm and other crime
- Previous experience working within Family Harm arena 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.
- Maintain a clean criminal record and a positive working relationship with the police.
- 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.
- 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 driving license and access to own transport. Mileage will be appropriately reimbursed for approved business use of your own vehicle.