

WELLSTOP

JOB DESCRIPTION

JOB TITLE

Social Worker – Sexual Harm Crisis Support Service (SHCSS)

PURPOSE

Maintaining crisis support services and case management. Ensuring sexual harm crisis interventions are operated from an indigenous worldview, are culturally effective and based on established principles of good practice. The delivery of psychosocial crisis supports services that take a trauma-informed approach.

SPECIFIC DUTIES & RESPONSIBILITIES

Key Responsibilities

- Crisis Intervention for Sexual Harm Crisis Support Service delivered in the community to people who have been affected by sexual harm.
- Ensure safe and high-quality responses are provided to clients during and immediately following a crisis.
- Deal with queries from the public, community and other agencies or organisations wanting to know more about the Sexual Harm Crisis Support Service.
- Provide information to clients and potential clients enquiring about the service. Where applicable provide direct support to clients.
- Ensure referral pathways into the service are visible and that barriers are minimized for people to access services.
- Ensure that people in crisis are able to access the right support when they need it (e.g. Include options, if available, to local Kaupapa Maori sexual harm services, or where there is no service available or limited capacity it may be possible to refer to local hapu/iwi who have specialist training).
- Assess client risk and implement safety plans.
- Support the Team Leader to develop and implement systems and services that contribute to the smooth and efficient running of the SHCSS.

Community Development

- Ensure appropriate community collaboration and networking links are made to support clients. Prepare and distribute resources for promotion of WellStop services as approved by the Team Leader. Represent WellStop in a professional manner at all times.
- Actively participate in any regional networking, information sharing and knowledge-building activities. Undertake promotion of WellStop services and develop and maintain close working relationships and goodwill between all other organisations related to WellStop's business.
- Promote WellStop Sexual Harm Crisis Support Services to the community through a variety of means including delivering presentations as well as creating and distributing approved resources.
- Develop, network, and maintain working relationships with relevant government, iwi and non-government organisations related to WellStop's business.

Systems and Processes

- Adhere to systems and processes which enable the effective delivery and reporting services and funding in line with relevant guidelines, WellStop's accreditation requirements, and WellStop's Outcome Agreement for the SHCSS.
- Provide timely feedback and reporting to the Team Leader.

Office Management

- Maintain day to day operational systems within the office building.
- Demonstrate familiarity with WellStop's policies and procedures and ensure these are followed at all times.
- Keep up to date client notes on D365.

Professional Development

- Continually maintain, develop and update skills, knowledge and experience by attending appropriate courses as agreed with the Team Leader.
- Maintain a training plan and records that meet any registration or professional association requirements and training requirements in individual performance plan.
- Create goals with input from the Team Leader, and track progress of individual performance goals. Provide training to others in WellStop and in the community in areas of competence or specialty, in consultation with the Team Leader.
- Maintain registration with the appropriate registration board and membership to the appropriate professional association.
- Adhere to the Ethical Guidelines of the registration board and professional organisation. Use supervision in line with the supervision agreements to improve practice and knowledge.

WellStop Integrity

- Promote and work in accordance with the values and strategic direction of WellStop.

Our Safety & Wellness

- Maintain a safe working environment while working at WellStop. Taking responsibility to keep yourself safe.
- Reporting any hazards, and accidents or near misses that occur. Adhering to health, safety and wellness policies, practices and processes. Participating in health, safety and wellness strategies as required.
- Working in a safe environment, free from workplace bullying.

After-hours Roster

- Complete allocated shifts on a rolling SHCSS after-hours roster.
- When on roster, be the point of contact and provide phone support for referrals received through the after-hours referral process.
- When on roster, keep your phone charged, turned on, and with you at all times.
- When on roster, remain available for calls and free from the influence of alcohol and drugs.

Privacy & Confidentiality

- Consistently exercise high levels of discretion around personal and case information.
- Consistently follow correct processes when making, accepting, or transferring referrals.
- Discuss areas of risk or uncertainty with the Team Leader before taking action.

Extra Duties

- Perform other duties as may be reasonably required from time to time by the Team Leader.
- Travel to team meetings in New Plymouth, when required with flexi-time taken in return.
- Travel out of your region to complete training and SCHSS meetings on occasion.
- Assist the Team Leader to implement WellStop's aims, philosophy, standards and methods.
- Assist the Team Leader when required to take on specific additional responsibilities as agreed; for example, at times you may be expected to support other team members or provide support to other branches.

KEY COMPETENCIES

Cognitive Power

- Well-developed analytical thinking.
- Attention to detail and accuracy, completes all tasks to a professional standard and maintains WellStop's standards of confidentiality and Code of Practice.
- Identifies key issues or required actions and develops workable solutions to complex problems. Critically evaluates options and makes effective decision despite constraints such as time pressure or incomplete information.
- Is trusted by others as a provider of accurate judgement and advice.
- Probes all fruitful sources for information to deliver the best possible outcome.

Effective Communication

- Has a high level of interpersonal and communication skills.
- Strong written and oral communication skills, including the ability to present ideas, information and advice effectively and tailor communication to suit the audience.
- Shares information with colleagues.
- Responds to queries in a way that demonstrates an understanding of the other person needs or point of view.
- Uses Maori language and templates where possible.

Planning and Organising Skills

- Anticipates and plans for future work or reporting requirements, actively coordinates and communicates requirements and completed work with stakeholders.
- Excellent self-management and team coordination skills, working effectively without direct supervision.
- Ability to establish priorities and meet deadlines including attention to detail and accuracy. Takes responsibility for effective and timely completion of work.
- Well-developed planning and organising skills, including the ability to maintain performance when under pressure and appropriate prioritising of work.
- Anticipates potential problems when planning work and has alternative strategies available.

Emotional Intelligence

- Strong empathy towards others. The ability to understand others thoughts and feelings. Strong self-awareness. Recognises personal emotions and their effects on others.
- Applies self-regulation when under pressure or when the situation might be challenging.

Values the work of the role

- Works within the criteria of our purpose, values and mandate.
- Recognises the need for collaboration across the agency to meet our goals. Values working within an NGO.
- Values working in the relevant team.
- Shows a willingness to learn and take on new ideas, identifying and pursuing learning and development opportunities.

Collaborative Relationships

- Supports others, building partnerships and working collaboratively with others to meet shared objectives.
- Gaining the support and trust of others.
- Sets and models a culture that leverages differences and supports diversity, works with a wide range of people, respecting different values and encouraging diverse points of views and opinions.
- Leads by example.

Client and Stakeholder Focus

- Builds strong stakeholder relationships and delivering stakeholder centred solutions. Gains insights into stakeholder needs.
- Builds solutions that meet stakeholder expectations.

Tikanga Maori

- Demonstrates an understanding of core Māori values such as; manaakitanga, mana whenua, rangatiratanga.
- Has knowledge of the treaty of Waitangi and its implications for NZ society. Incorporates Māori culture (including tikanga-a-iwi).
- Understanding of Māori knowledge and traditions/values to be able to respond appropriately to Māori, whanau, hapu and iwi.

GENERAL DUTIES & RESPONSIBILITIES

- Be punctual and work the hours and times specified.
- Prioritise workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard.
- Support and help develop a positive workplace culture. Demonstrate excellent interpersonal communication skills.
- Responsibly manage all business resources within accountability levels.
- Undertake all duties and responsibilities outlined in this job description and all other duties as required by the business.
- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given. Serve the business in good faith, promoting and protecting the business's best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfilment of the duties, responsibilities, obligations and instructions related to employment.
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.

SKILLS, EXPERIENCE & EDUCATION

Education:

- Bachelor of Social Work (or similar).
- Registered social worker (or similar).

Experience:

- A minimum of 2 years' of post-qualification but also dependent upon prior work experience. Comprehensive assessment of risk and safety issues.
- Comprehensive experience in protectiveness and needs of families/partners. Experience in developing and monitoring safety plans.
- Working in a multidisciplinary team and with Kaupapa Maori models.
- Provision of education to families/partners/support workers, individually and in group settings. Working collaboratively with other agencies/professionals.
- Case management experience.
- Competence in IT and using client case management database systems.