

WELLSTOP

JOB DESCRIPTION

JOB TITLE

Team Leader - Sexual Harm Crisis Support Service (SHCSS)

PURPOSE

The Team Leader SHCSS will establish, develop, coordinate and maintain WellStop Sexual Harm Crisis Support Services throughout all regions where SHCSS operate in accordance with ministry contracts and guidelines. Ensuring sexual harm crisis interventions are operated from an indigenous worldview, are culturally effective and based on established principles of good practice.

The role leads and manages the day to day operations of the SHCSS service and team across multiple locations and works to meet WellStop strategic objectives. Some travel to SHCSS sites may be required.

The role is responsible for the line management of a team of Social Worker's - SHCSS and an Administrator that deliver Sexual Harm Crisis Support Services. The number of direct reports may vary according to deliverables and funding of the SHCSS.

SPECIFIC DUTIES & RESPONSIBILITIES

Lead and Manage a Sexual Harm Crisis Support Services

- Responsible for the professional establishment, coordination and maintenance of Sexual Harm Crisis Support Services, WellStop wide, delivered in the community to people who have been affected by sexual harm.
- Establish processes and systems for the Sexual Harm Crisis Support Service according to outcome Reporting and evaluation requirements per the contract and any ministry guidelines.
- Ensure safe and high-quality responses are provided to clients during and immediately following a crisis.
- Attend, or arrange meetings in the community with other agencies that are relevant to the Sexual Harm Crisis Support Service.
- 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 and required to 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.
- 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.
- Support the Regional Manager develop and implement systems and services that contribute to the smooth and efficient running of the SHCSS.
- Assist the Regional Manager with any training requirements needed.
- Lead and manage WellStop SHCSS staff and service in all regions.

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 Regional Manager to all staff and all regions.
- 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 or where applicable delegating this to appropriate experienced staff.
- Develop collaborative working relationships with service providers that are going to support the

Sexual Harm Crisis Support Service.

- Develop, network, and maintain working relationships with relevant government, iwi and non-government organisations related to WellStop's business.

Leading and Developing a Small Team

- Responsible for the leadership and management of the WellStop Sexual Harm Crisis Support Service and team.
- SHCSS employees will report directly to Team Leader of WellStop SHCSS.
- Within the Sexual Harm Crisis Support Service, lead and manage operational requirements ie rosters, administration, contractual reporting other related tasks.
- Manage the SHCSS team. Promote positive team culture and team leadership.
- Provide line supervision to all direct reports.
- Support the timely recruitment, induction, training and professional development, and appraisal of SHCSS employees.
- Employ people management strategies to lead, coach, develop and monitor the performance of direct reports, ensuring individuals are motivated and working effectively.
- Lead positive team meetings and give prompt feedback where needed.
- Provide leadership to team members and support staff as required including debriefing post crises situations.
- Future development of managing, rostering of staff in regard to 24/7 cover as directed by SHCSS guidelines.

Systems and Processes

- Ensure consistent systems and processes are in place to utilise and report on the delivery of services and funding in line with the outcome agreement and these guidelines.
- Oversee and review services delivered, as reported by the SHCSS team.
- Ensure timely and quality data capture of service delivery is maintained by the SHCSS team, applying WellStop reporting tools and standard processes (i.e. Client CRM).
- Provide timely feedback and reporting on the Sexual Harm Crisis Support Service to the Regional Manager when required.
- Make contract fulfilment a priority.
- Carry out outcome reporting/evaluation requirements on a quarterly basis and when required.
- Evaluate, achieve outcomes according to service delivery.
- Provide the Regional Manager with quarterly reporting information to the required standard as per contract.
- Provide feedback to the Regional Manager when resources need to be updated.

Office Management

- Ensure that the day to day operational resources and systems within the SHCSS office buildings are in place and are maintained.
- Manage timesheets {where applicable}, office budget, and leave requests.
- Understand WellStop policies and procedures and ensure there are followed at all times by SHCSS staff and in SHCSS offices.

Professional Development

- Continually maintain, develop and update skills, knowledge and experience by attending appropriate courses in consultation with Regional Manager
- 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 Regional Manager and track the 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 Regional Manager.
- 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 SMT to keep the agency values active.
- Ensure familiarity with WellStop's documentation policies and procedures (Code of Conduct, Treatment of Client policies, Confidentiality policies and other policies and procedures).
- Lead by example and work to meet WellStop strategic objectives.

Our Safety and 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.
- Ensuring SHCSS staff are aware and adhere to health and safety policies, practices and processes.
- Working in a safe environment, free from workplace bullying.

Extra Duties

- Perform other duties as may be reasonably required from time to time by the Regional Manager.
- Assist the Regional Manager to implement WellStop's aims, philosophy, standards and methods.
- Assist the Regional Manager 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

- Build strong stakeholder relationships and delivering stakeholder centred solutions.
- Gaining insights into stakeholder needs.
- Building 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:

- Recognised qualification in Psychology, psychotherapy, counselling, social work, family therapy.
- Registered with a professional body.

Experience:

- At least 2 years' post-qualification but also dependent upon prior work experience.
- Proven management experience.
- Knowledge or adherence to consent, conflict and confidentiality protocols including statutory reporting.
- Knowledge of the dynamic of sexual abuse, risk factors and safety planning in a community context statutory reporting.
- Trauma-informed - understand and recognise the immediate and cumulative impacts of trauma that result from sexual harm.
- Able to liaise with several support networks to engage the client whanau/support person in the intervention process.
- Understanding of integrated responses to crisis support.
- Able to develop and sustain a relationship with other agencies and key personal across the social services sector.
- Understands secondary vicarious trauma.
- Demonstrates good work-life balance.

- Utilises supervision.
- Strong empathetic leader.
- Demonstrates understanding of contract management.
- Mentor who manages and guides employees to achieve their personal and company objectives.
- Strong ability to organise effectively, delegate responsibility and solve problems quickly.
- Demonstrates competence in responsive towards Maori, iwi, hapu.
- Advanced knowledge of CRM Databases.