



Sexual Violence Crisis Worker - Job Description

POSITION TITLE: Sexual Violence Crisis Worker

LOCATION: Thames-Coromandel / Hauraki Regions / Matamata-Piako

REPORTS TO: Team Leader

HOURS OF WORK: As per employment agreement

DATE PREPARED: June 2023

CAPS HAURAKI Inc. (Child Abuse Prevention Services):

MISSION: To offer support to families/whānau in Hauraki to enhance their wellbeing by providing Whanau Support, education, support and advocacy

VISION: A peaceful, safe and secure Hauraki supported and nurtured by the community.

PURPOSE OF POSITION: To be a part of the Sexual Violence Crisis Response Team, providing a range of supports to people who have experienced sexual harm and their families / whānau. To provide other support services and Programme Facilitation as part of the Social Services Team as required.

KEY ACCOUNTABILITIES:	KEY PERFORMANCE INDICATORS:
<p>Service delivery:</p> <p><i>Crisis Support - including but not limited to short term sexual harm crisis Counselling/Whanau Support</i></p> <p><i>Other support services including Callout, support during police/medical appointments & liaison and individual/group support and education programmes as required</i></p>	<ul style="list-style-type: none"> • Proactive, flexible and readily accessible crisis support services are delivered in accordance with current clinical, ethical and professional standards and guidelines and with the degree of professional skill, care and diligence expected of an appropriately qualified/skilled person. • Clients are responded to warmly and empathically • Clients are supported to make fully informed choices and their decisions are respected. • In situations where clients are not able to access immediate support their experience is one of feeling support while on a wait list. • Effective symptom management and emotional self-regulation strategies are offered to survivors and their whanau in ways that are accessible and tailored to the client (including anxiety and flashback management etc.). • Clients’ needs are assessed, plans developed and regularly reviewed in consultation with clients and their family/whanau where appropriate. • Callout support of clients and their family/whanau is provided in a range of settings i.e. during police/medical/legal and other appointments as required. • Crisis Worker shares in the responsibility to provide on call support to Call Out staff as required to ensure staff/client safety and stability/quality of service delivery 24/7. • Risk assessments are completed and safety plans developed as appropriate. • The Crisis Worker will provide support during face to face appointments, via telephone and Skype as required. • Issues of risk, particularly those related to children are promptly notified to the Team Leader or General Manager in their absence.

	<ul style="list-style-type: none"> • An advanced understand around the dynamics and impact of sexual and domestic violence is demonstrated • Client exit planning and closure is seen as an integral part of the therapeutic process at which time client goals are evaluated and referrals for alternative support are facilitated • Clients are seamlessly supported to access their preferred longer term support options. • Individual and group support/programmes are effectively planned and facilitated. • Clients and their family/whanau report satisfaction with services received
<i>To provide out of hours support (Call Out) as part of an On Call roster (as required)</i>	<ul style="list-style-type: none"> • After-Hours Callout (face-to-face) support of clients and their family/whanau are only provided in situations immediately following an event. Staff providing this service in the community do so as part of a partnered response with police or inside Thames Hospital upon the request of the client or their assigned medical professionals • Crisis Worker offers information and effective symptom management and emotional self-regulation strategies to clients and their whanau • Clients and their family/whanau report satisfaction with services received
<i>Accurate client and statistical records are kept</i>	<ul style="list-style-type: none"> • All client related administrative requirements will be completed in line with organisational policies, procedures and practise guidelines. • Client records are kept in accord with Privacy Act principles • Statistical data and reports are provided in a timely and appropriate way • Monitoring, review and evaluation of workload is completed in compliance with CAPS policies and procedures • Approved forms, templates, assessment tools and client management system are utilised to accurately record all required information in line with CAPS practise standards
<i>Relationship Management</i>	<ul style="list-style-type: none"> • High priority is given to maintaining positive relationships with all key stakeholders both internal and external to the organisation. • All complaints are received in line with the values and policies of CAPS Hauraki. Complaints are notified immediately to Team Leader or General Manager in their absence. • Personal and philosophical agenda are suppressed when representing CAPS Hauraki • CAPS services are presented and promoted to client networks, community members and other key stake holders in a positive manner
<i>Teamwork</i>	<ul style="list-style-type: none"> • A team approach is fostered and supported, allowing appropriate sharing of skills, knowledge and information. • CAPS conflict management strategies and agreements are utilised to effectively manage and resolve issues of conflict within the team. • Diversity is valued and supported within CAPS Hauraki.
<i>Cultural Appropriateness</i>	<ul style="list-style-type: none"> • Services are delivered in a way that recognises, values and embraces cultural difference and diversity. • CAPS policies, procedures, guidelines and values related to the provision of culturally appropriate service delivery are upheld. • The Crisis Worker respects individual and cultural diversity recognising in particular needs of Maori. The concept of multi-cultural awareness is a natural extension of these practises.

Values Based Behaviour	<ul style="list-style-type: none"> • The values of the organisation are demonstrated in all aspects of the Crisis Worker Role • The values of the organisation are evident in the maintenance of day to day relationships with internal and external customers and working partnerships • Work is undertaken in an honest and open manner ensuring paramountcy of the child • All responsibilities are undertaken in a respectful and timely manner
Complies with all CAPS Hauraki policies and procedures	<ul style="list-style-type: none"> • All policies and procedures are complied with.
Occupational Safety and Health	<ul style="list-style-type: none"> • Demonstrating a personal commitment to Health and Safety in accordance with CAPS Hauraki's Health and Safety Policy • Taking all practicable steps to ensure your own safety, and to ensure that you do not cause harm to any other person by your actions
Professional Development and Performance Review	<ul style="list-style-type: none"> • To enthusiastically take responsibility for continually growing skills, knowledge and attitudes which underpin safe and effective service delivery. • Crisis Worker participates in all required professional development and supervision opportunities. • Crisis Worker actively participates in discussions regarding their performance as required by CAPS Hauraki
Carries out all agreed and relevant duties as requested by the Employer	<ul style="list-style-type: none"> • Other work as is undertaken and completed. Commitment and flexibility is demonstrated. The organisations operations are fully functional, effective and efficient.
Actively participate as a key contributor to the CAPS Hauraki team.	<ul style="list-style-type: none"> • Contribution to the organisation's strategic and business planning is valued and collegial relationships are positive and productive.

INTERNAL/EXTERNAL RELATIONSHIPS:

- CAPS Hauraki Governance, Management and Staff
- Government agencies, banks and local businesses
- Community and Church groups
- Non-governmental organisations
- Hauraki Family Violence Intervention Network staff and governance
- Clients and their family/whanau

PERSON SPECIFICATION:

Knowledge & Experience

- Preferred - relevant tertiary qualification and significant (2 years plus) job related experience. Otherwise must have relevant transferable skills and knowledge suitable to this role.
- Advanced knowledge and understanding of the dynamics (interpersonally and societally) of family and sexual violence and the impact on victims/survivors (of all ages) and their family/whanau.
- Excellent understanding of the myths surrounding sexual harm.
- An understanding of sexual harm as a gendered crime.
- Understanding around effective safety planning.
- Experience in supporting colleagues who may require to make contact during the course of their Call out shift.
- Knowledge of The NZ Crimes Act 1961, The Oranga Tamariki Act 1989, The Vulnerable Childrens Act 2014, The Privacy Act 2020 and other relevant legislation.
- Working knowledge of the Treaty of Waitangi and bi-cultural practice

Skills & Abilities

- *Strong interpersonal skills including a demonstrated ability to establish and maintain effective relationships with a wide range of stakeholders*
- *A clear understanding and adherence to professional boundaries when working with vulnerable clients*
- *Ability to inspire and motivate individuals to reach their self-determined goals*
- *Active, responsive and non-judgemental listening skills*
- *The ability to demonstrate initiative, good judgement and flexibility*
- *Ability to relate well to a broad range of people from diverse backgrounds and experiences*
- *Ability to hold client preference and wellbeing as central*
- *Ability to safely receive disclosures of sexual and domestic violence*
- *Good self-awareness and self-care skills including recognising and responding to vicarious traumatisation*
- *Sensitivity to the ‘state’ of group participants and ability to tailor material to the group or change the ‘state’ of the group if needed.*
- *Ability to identify own power and privilege and to modify own behaviour to facilitate equal, respectful and consensual relationships.*
- *Ability to motivate and inspire people*
- *Excellent ability to adapt teaching styles to suit group participants*
- *Ability to be self-reflective and responsive in building a cohesive and constructive team environment*
- *Excellent time management and organisational skills*
- *Excellent verbal and written communication and report writing skills*
- *Ability to work autonomously*
- *Team player*

Equipment used and/or technology skills etc.

- *Excellent computer skills and knowledge of Microsoft Office software*
- *Ability to utilise email, txt, and other modern forms of communication*
- *Ability to use data show/ projectors*
- *Clear handwriting for whiteboards/ flip charts*
- *Full, current New Zealand driver’s licence.*

NOTE: This job description is not intended to be all-inclusive. The employee may at times perform other related duties as negotiated to meet the on-going needs of CAPS Hauraki.

AGREEMENT:

We agree the basis of this positions responsibilities will be in accordance with this position description.

X

DATE: _____

Employee

X

DATE: _____

For the employer