

# WELLSTOP

## JOB DESCRIPTION



### JOB TITLE

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Support Worker – Sexual Harm Crisis Support Service (SHCSS)

### PURPOSE

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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.

Reports to:

- SHCSS Team Leader

This role is classified as a core worker under the Children's Act 2014, and you are expected to comply with the Act within all aspects for your role.

### KETE WHANAUNGATANGA

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#### Community Development

- Lead and deliver local, national, and international presentations, in specialist area.
- Attend or arrange meetings in the community with other agencies that are relevant to WellStop Services.
- 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 respective 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, and report back from hui.
- 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 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, network, and maintain working relationships with relevant government, iwi and nongovernment organisations related to WellStop's business.

#### Effective Communication

- Demonstrate 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.

- Share information with colleagues.
- Develop and implement Te Reo Māori and embed into all communication.

#### Emotional Intelligence

- Demonstrate strong empathy towards others through the ability to understand others thoughts and feelings.
- Demonstrate strong self- awareness. Recognise personal emotions and their effects on others.
- Apply self-regulation when under pressure or when the situation might be challenging.

#### Collaborative Relationships

- Support Team Leader in promotion of WellStop and actively engages in local community activities and events as appropriate.
- Support others, building partnerships and working collaboratively with others to meet shared objectives.
- Form strong working relationships with colleagues and Team Leader and contributes to a positive workplace culture.
- Gain the support and trust of others.
- Set and model 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.
- Lead by example by having courageous conversations when expectations are not met.

#### Client and Stakeholder Focus

- Build strong stakeholder relationships and deliver stakeholder centred solutions.
- Gain insights into stakeholder needs to support service delivery.
- Build solutions that meet stakeholder expectations.
- Attend relevant stakeholder meetings as required by Team Leader.

#### Organisational Culture

- Foster WellStop's values of whanaungatanga (relationships), pono (trust), ngākaunui (compassion), manawanui (courage), and hiringa (excellence) in all aspects of your work.
- Contribute through own behaviours to a positive, supportive, high-performing organisational culture.
- Ensure Whiria Te Tangata strategic plan is known and promoted.
- Support the implementation of the Whiria Te Tangata Workplan.

## **KETE KOTAHITANGA**

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#### 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.
- Draw from well-evidenced, trauma informed, methods of engaging clients, whanau and stakeholders.
- Understand process and 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 Māori 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 Team Leader to develop and implement systems and services that contribute to the smooth and efficient running of the SHCSS.
- Use internal and external supervision in line with the supervision agreements to improve practice and knowledge.
- Proactively use line management to ensure best practice.
- Uses feedback forms to help inform practice and enhance service delivery.

### Cognitive Power

- Apply well-developed analytical thinking.
- Strong attention to detail and accuracy, complete all tasks to a professional standard and maintain WellStop's standards of confidentiality and Code of Practice.
- Identify key issues or required actions and develop workable solutions to complex problems.
- Critically evaluate options and make innovative and effective decisions despite constraints such as time pressure or incomplete information.
- Is trusted by others as a provider of accurate judgement and advice.
- Conduct own research into high quality and well-regarded sources for information to deliver the best possible outcome.
- Conduct research to assist their own Professional Development in alignment with the expectations of their Regulatory Body and Profession, if applicable.

### Professional Development

- Continually maintain, develop, and update skills, knowledge and experience by attending appropriate courses as agreed with Team Leader.
- Utilise Line Supervision with Team Leader to maintain, develop and update skills, knowledge, and experience to assist Professional Development.
- Attend all required supervision, as per the WellStop Supervision Policy.
- Maintain a training plan and records that meet any registration or professional association requirements (if applicable) and training requirements in individual performance plan.
- Create goals with input from 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 Team Leader.
- Maintain registration with the appropriate registration board and membership to the appropriate professional association, if applicable.
- Adhere to the Ethical Guidelines of the registration board and professional, if applicable. organisation in alignment with WellStop policy, procedures and practices.

### Tikanga Māori

- Demonstrate knowledge of the Te Tiriti o Waitangi its implications for WellStop, staff, clients and New Zealand society.
- Demonstrate understanding of Te Ao Māori including, but not only, concepts such as Kete Whanaungatanga, Kete Kotahitanga, Kete Manaakitanga, Kete Mātauranga and Kete Kaitiakitanga.
- Understand Te Ao Māori to be able to respond appropriately to whānau, hapu and iwi.

- Incorporates Māori culture, language, and tikanga into everyday work.
- Engage and complete all cultural professional development tasks and courses in consultation with Team Leader.

#### Te Tiriti o Waitangi

- Support the agency to uphold its commitments to Te Tiriti o Waitangi.
- Maintain a Te Ao Māori focus at all times.
- Support and encourage staff to develop skills in Te Reo Māori and Tikanga Māori.
- Promote and support the development of culturally responsive services for Māori clients.

#### Cultural Capability

- Work with service providers from iwi/whānau/hapu, Pacific, and culturally and linguistically diverse communities to ensure WellStop's services are known and accessible.
- Respect the cultural differences and needs of staff, and strive to develop a diverse, equitable, and inclusive workplace.
- Consistently demonstrate cultural responsiveness and commitment to ongoing development of cultural capability.
- Attend Noho Marae.

## **KETE MANAAKITANGA**

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#### Support Planning & Delivery

- Have the ability to work with complex clinical presentations and deliver excellent services to meet the complex needs of the client and their system.
- Plan and deliver therapeutic support and educational sessions which follow best practice and meet WellStop's contract requirements and D365 business rules.
- Create a treatment and support plans or care plan at the beginning of intervention, in consultation with Team Leader.
- Prepare for sessions by considering resources and whether other professional input is required to meet your treatment plan.
- Discuss treatment and support approaches and session content with internal Clinical Supervisor and Team Leader.
- Deliver outstanding clinical and support services and practices that meet the needs of clients and meet the agency and client's expectations.
- Make a positive contribution to the efficacy of the WellStop's treatment outcome.
- Collaborate with team members or other professionals to continue to develop WellStop's expertise and field.
- Meet the Caseload Management policy and exceed when able to or when required by Team Leader.
- Create plans to ensure client and whānau safety, where appropriate, and in consultation with internal Clinical Supervisor and Team Leader.

#### Primary Prevention

- Identify opportunities for education and prevention in local communities.
- Follow up support to Community Organisations as required.

#### Report Writing & Database Management

- Complete the report writing within designated timeframes, and database management, as per agency requirements.

- Ensure reports are reviewed by an agency appropriate approved reviewer.
- Comprehensive assessment reports which have clear recommendations to reflect the required contractual standards within required timeframes.
- All assessments, progress and end of treatment reports and any letters are always written to a high standard and within required timeframe; and uploaded into D365 within 24 hours or earlier.
- Ensure all relevant consent forms are signed and that referral, interview and case notes and other information is well-documented in the client's file; and uploaded into D365 within 24 hours or earlier.
- Notes are loaded in the database along with relevant communications with stakeholders. D365 data entry is accurate and meeting the requirements for the specific client contract.
- Clinical demographic updated at all stages of intervention and completed upon closure/end of treatment.

### Planning and Organising Skills

- Deliver on timeframes and deadlines according to Whiria Te Tangata workplans.
- Anticipate and plan for future work including reporting requirements, and actively coordinate and communicate completed work with stakeholders.
- Excellent self-management and team coordination skills, and work autonomously.
- Ability to establish priorities and meet deadlines including attention to detail and accuracy.
- Take 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.
- Anticipate potential problems when planning work and has alternative strategies available.

### Values the work of the role

- Work within the criteria of our purpose, values, and mandate.
- Recognise the need for collaboration across the agency to meet our goals.
- Value working within an NGO.
- Value working in the relevant team.
- Show a willingness to learn and take on new ideas, identify and pursue learning and development opportunities.

### Systems and Processes

- Adhere to systems and processes which enable the effective delivery and reporting services and funding in line with relevant guidelines, D365 business rules, WellStop's accreditation requirements, and WellStop's Outcome Agreement for the SHCSS.
- Provide timely feedback and reporting to Team Leader.
- Consistently meets timeframes and deadlines according to Whiria Te Tangata workplans.

### 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, updating at all stages, and completed at closure.

### 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.
- Take responsibility to keep yourself safe.
- Report any hazards, and accidents or near misses that occur.
- Adhere to health, safety and wellness policies, practices and processes.
- Participate in health, safety and wellness strategies as required.
- Work in a safe environment, free from workplace bullying.

#### 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 Team Leader before taking action.

## **KETE MATAURANGA**

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- Demonstrate expertise in cultural knowledge, written (reports) and verbal (supervision/presentations/PD sessions) work.
- Support Data Collection and Research, to enable equity and targeted approaches for Māori, Pacific, and Culturally and Linguistically Diverse clients.
- Ensure all data entered into D365 is accurate and completed in a timely manner.
- Support the development of evidence-based practice through accurate input of data into the relevant online systems.
- Ensure data collected informs service development and individual treatment pathways.
- Research will inform the development of expertise capability and clinical practice.
- Effective and consistent use of systems is enabled by training and processes.

## **KETE KAITIAKITANGA**

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#### Human Resources

- Support the development and maintaining of a strong capable and diverse workforce.
- Participate in recruitment as a panel member, to assist in the appointment of appropriately skilled and qualified staff.
- Support the induction orientation processes to ensure new employees are made to feel welcomed and cared for.
- Role model professional behaviour at all times in accordance with WellStop values.
- Take a pro-active stance at addressing any and all inappropriate behaviour, including and not limited to bullying and harassment.
- Ensure the relevant HSB/SHCSS/ACC Core WellStop training is undertaken.

#### Budget Management

- Manage budgeted resources prudently and effectively.

#### Health, Safety and Wellness

- Maintain a safe working environment while working at WellStop.
- Take responsibility to keep yourself and others safe.
- Report any hazards, and accidents or near misses that occur.

- Adhere to health, safety and wellness policies, practices and processes.
- Participate in health, safety and wellness strategies as required.
- Contribute to a safe and supportive environment, free from workplace bullying.

#### Extra Duties

- Perform other duties as may be reasonably required from time to time by Team Leader.
- Travel to team meetings in New Plymouth as requested by Team Leader.
- Travel out of your region to complete training, remote support for clients and SCHSS meetings when required.
- Assist Team Leader to implement WellStop's aims, philosophy, standards, and methods.
- Assist 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.
- Be able to actively participate in the development of Policy, Procedures and in specialist area/s using identified key strengths.

## **GENERAL DUTIES & RESPONSIBILITIES**

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- 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**

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### Experience:

- A minimum of 2 years' of relevant experience in a role drawing from social work principles, models and frameworks. 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 Māori 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.