

## Role Profile

<b>Position Title:</b>	Safety First Advocate
<b>Division:</b>	Shine
<b>Location:</b>	Kingsland, Auckland Any other site where Shine provides services
<b>Reporting to:</b>	Safety First Manager
<b>Direct Reports:</b>	N/A
<b>Date:</b>	March 2019

## Role Purpose

The purpose of this position is to promote the safety of domestic abuse victims through:

- Supporting victims of domestic violence, who are primarily women and children, to make their own decisions about how best to achieve short and long-term safety for themselves (and their children)
- Providing crisis support and response, risk assessment, safety planning, refuge and relevant information
- Triage referrals and providing an intensive crisis response to families identified as high risk
- Delivery of MOJ programmes to child and adult victims of domestic abuse who are applicants to a Protection Order.

## Key Relationships

<b>Internal:</b>	Client Services Manager Other Shine staff
<b>External:</b>	Clients Oranga Tamariki New Zealand Police Member agencies of SAFTINET Victim Advisers and Support Staff Community Agencies
<b>Authorities:</b>	As per PSN Policy and Procedures

## Position Responsibilities

Key areas of activity	Accountabilities
Client Advocacy	<p><u>Crisis Response</u></p> <ul style="list-style-type: none"> <li>• To promptly respond to clients referred to the agency, by assessing risk, providing support, developing safety strategies, giving information, making referrals and advocating for resources</li> <li>• To make a home visit or hospital visit in the agreed timeframe where the New Zealand Police, Oranga Tamariki or ADHB have made a referral that meets Shine criteria for a home/hospital visit.</li> </ul> <p><u>High-risk Response</u></p> <ul style="list-style-type: none"> <li>• To provide an intensive crisis response to families assessed as high risk</li> <li>• To refer to the Family Violence Inter-Agency Response High Risk meeting</li> <li>• To follow-up on allocated tasks in the agreed time-frame</li> <li>• Advocate with other agencies in the interests of victims of domestic violence</li> <li>• Refer to Oranga Tamariki when the level of violence presents danger to children.</li> </ul> <p><u>Community-based Visits</u></p> <ul style="list-style-type: none"> <li>• To provide on-going home visits to families assessed as high-risk in order to support long-term change.</li> </ul>
Case Management	<ul style="list-style-type: none"> <li>• Share relevant and necessary information with New Zealand Police and Oranga Tamariki</li> <li>• Maintain detailed client records and up to date case notes</li> <li>• To be responsible for the accurate production of client statistical information, case notes and other records</li> <li>• Provide an intensive crisis response to clients assessed as high risk</li> <li>• Refer to the Family Violence Inter-Agency Response High Risk meeting</li> <li>• Follow-up on allocated tasks in the agreed time-frame.</li> </ul>

Programme Delivery	<ul style="list-style-type: none"> <li>• To deliver a Ministry of Justice funded Adult Safety Programme and Child Safety Programme for women and children named on a Protection Order. This structured individual or group programme is specifically tailored to the client's needs.</li> <li>• To have a good understanding of the impact of domestic abuse on women and children.</li> <li>• To provide psycho education in order to support women and children to maintain their short-term and long-term safety.</li> <li>• To be aware of the appropriate community services for client referrals.</li> </ul>
Interagency/Community Connection	<ul style="list-style-type: none"> <li>• Proactively liaise with the Police, Oranga Tamariki and Court Victim Services to develop a comprehensive response to victims of Family Violence</li> <li>• To provide domestic violence analysis when working in conjunction with the New Zealand Police and Oranga Tamariki</li> <li>• Liaise and network with other groups whose work is relevant and useful to the clients and staff of Shine</li> <li>• Work towards expanding the collaboration between agencies</li> <li>• Raise the profile of the advocacy service and represent Shine in a constructive and professional manner.</li> </ul>
Team Participation	<ul style="list-style-type: none"> <li>• Attend staff meetings and case conferences and liaise regularly with the Shine Advocate team as well as other Shine teams</li> <li>• Train in and provide coverage to other advocate roles e.g. Police Advocate, Oranga Tamariki Site Advocate</li> <li>• To provide assistance to other team members in the provision of advocacy and accommodation services as directed by the Safety First Team Manager</li> <li>• To contribute to a team environment in which all staff are willing to help each other with their work, fill in for them, or undertake other tasks as directed by the Safety First Team Manager.</li> </ul>
Professional Development	<ul style="list-style-type: none"> <li>• Actively engage in internal supervision with Advocate Manager</li> <li>• Attend peer supervision</li> <li>• Attend professional external supervision on a monthly basis</li> <li>• Participate in training, and other forms of professional development as required by Shine</li> <li>• Shine supports and encourages the development of special skills or interests. Time will be allocated as resources allow.</li> </ul>
Tangata Whenua	<ul style="list-style-type: none"> <li>• Value, promote and ensure culturally appropriate practices</li> <li>• Work in a way that is respectful of Maori values, protocols and practices.</li> </ul>

Record Management	<ul style="list-style-type: none"> <li>• Maintain all records (incl. electronic records) in line with the PSN records management system</li> <li>• To be able to clearly account for the use of time by completion of timesheets or other documentation as requested</li> <li>• File records in a timely fashion and in accordance with the coding provided in the PSN file classification listing</li> <li>• Inform the Records Manager of additional training needs and/or changes/additions required to the file classification system</li> <li>• Ensure inactive records are indexed and sent to storage at least annually.</li> </ul>
Health & Safety	<ul style="list-style-type: none"> <li>• Adhere to PSN H&amp;S policies and practices, particularly the accurate reporting and recording of incidents and accidents</li> <li>• Maintain a healthy and safe working environment</li> <li>• Adopt safe work practices and encourage others to do the same</li> <li>• Report accidents, incidents, near misses and any health and safety hazards or concerns immediately</li> <li>• Participate in health and safety training and if applicable, any improvement or return to work programmes.</li> </ul>

Knowledge and Qualifications	
Key Areas	Description
Qualifications	<ul style="list-style-type: none"> <li>• Relevant qualification at degree level (e.g. social work, counselling, women's studies, psychology)</li> <li>• Computer literate in Microsoft Office applications, client management systems and has a willingness to develop further skills.</li> </ul>
Requirements	<ul style="list-style-type: none"> <li>• Working knowledge and understanding of the principles of the Treaty of Waitangi</li> <li>• Knowledge of and comfort with cultural groups and lifestyles different from their own</li> <li>• Is clear about professional and personal boundaries and makes good use of clinical supervision, case management meetings and critical incident debriefings</li> <li>• Has a clean driver's licence and reliable vehicle.</li> </ul>

Competencies	
<b>Problem Solving:</b>	Anticipates potential problems, considers multiple solutions, evaluates risk, consequences and interest on affected parties, and prioritises response.
<b>Networking / Collaborating:</b>	Participates constructively and co-operatively in team environments and forms positive working relationships.
<b>Organisation / Planning:</b>	Ability to effectively organise and plan around daily requirements using prioritisation skills to meet deadlines. Handles unexpected and urgent tasks.
<b>Client Focus:</b>	Demonstrates empathy and patience with others and consistently delivers and role models quality service which exceeds clients' expectations.
<b>Communication:</b>	Ability to convey and share information by using appropriate language and manner.
<b>Values Diversity:</b>	Shows an appreciation of the insights, ideas and motivations of all individuals and supporting all others diverse styles and abilities.

**Changes to Role Profile**

From time to time it may be necessary to consider changes in the role profile in response to the changing nature of our work environment – including technological requirements or statutory changes. Such changes may be initiated as necessary by the manager of this position in consultation with the position holder.

**Presbyterian Support Northern's Vision**

**Vision:** A better life for everyone

**Mission:** Enabling positive change by:

- Investing in our people and capability
- Providing reliable and responsive services
- Collaborating with others to improve outcomes
- Making best use of our resources.

## Organisational Context

**Presbyterian Support Northern (PSN)** is an incorporated charitable trust which provides social and health services for New Zealand's most vulnerable people, including victims of family violence, children and families, older people, and those with disabilities and injuries. We operate across the upper North Island and our vision is A better life for everyone. We have four main service delivery divisions including Enliven which provides home and community based services for older people and disabled people; Shine which provides a range of services to help victims of domestic violence become safe; Lifeline which provides a 24/7 helpline for people experiencing personal crisis and Family Works Northern.

Presbyterian Support has been present in New Zealand for over 130 years. At a time when basic social welfare systems were not in place, local Presbyterian communities established welfare services to address the desperate need they saw. In 1983, PSNZ was formed to provide a cooperative forum for the seven autonomous regions.

Presbyterian Support Northern (PSN) provides a wide range of health and social services to people throughout the upper North Island, New Zealand. These services are offered to all in the community, regardless of age, background or religious belief.

PSN is one of seven Presbyterian Support organisations throughout New Zealand, linked through Presbyterian Support New Zealand (PSNZ). The seven PS organisations have strong collaborative relationships, which include joint work on a project by project basis. PSN has a base of solid values, and continues to be committed to being flexible and responsive in meeting needs in appropriate areas of our communities.

**Family Works Northern** operates across 11 sites and in 122 schools across our Northern region. We provide services from Turangi and Taupo north to the top of the North Island.

Enliven maximises the independence of New Zealanders who face the everyday challenges of ageing, disability or injury. Enliven's home and community support services are designed to help people to live independently in their own homes, build resilience in day-to-day living, stay healthy and active, and engage in their communities

**Shine** (Safer Homes in New Zealand Everyday Trust), the country's single largest specialist domestic abuse service provider, became part of PSN two years ago. Along with advocacy and crisis support for victims of domestic abuse, Shine runs a national helpline, a men's programme, children's programmes, women's refuges, transitional housing, and workplace training in domestic abuse prevention and awareness.

**Lifeline Aotearoa** (Lifeline) joined the organisation in December 2016. Lifeline is a charitable trust with over 50 years' experience providing a range of top quality accessible free 24/7 suicide, crisis and mental health counselling, support and educational services to national and local community. Our mission is to reduce distress and save lives by providing safe, accessible, effective, professional and innovative services. We work specifically to increase awareness and understanding of suicide prevention in New Zealand and reduce the associated stigma and to work with others to make a positive contribution to the health

and social sector.

**Family Works Resolution Service** provides Family Dispute Resolution Services across the Northern and East Coast PSN regions. The service provides qualified mediation services to help people reach agreement about looking after their children when parents/caregivers separate or need to update their existing arrangements.

## Presbyterian Support Northern Values



### **We give hope by advocating for a better life**

All in Aotearoa having the opportunity to fulfil their potential is fundamental to PSN. We advocate for those in need striving to ensure that they have access to effective support, irrespective of their culture and/or beliefs. All staff treat others fairly.



### **We act with compassion and respect**

Drawing upon the tradition of Christianity in Action, PSN staff care for one another and for those in need throughout our communities. All staff recognise the strengths of others, are compassionate, genuine, honest and honour commitments.



### **We respect the Treaty of Waitangi**

PSN acknowledges Tāngata Whenua as identified in the Treaty of Waitangi. All staff are committed to providing quality services for Maori, are given opportunities to achieve Maori cultural competence and Māori staff are supported to retain their cultural identity.



### **We provide trusted services that achieve agreed outcomes**

Engaging with, and walking alongside our clients underpins the provision of PSN services. We have high professional standards, staff use evidence informed practice, and we undertake regular evaluation.



### **We partner with others to bring about change**

PSN makes a difference by working well with others to make more possible. We value meaningful relationships with others in establishing, trialling and/or providing services and community development that bring about positive change.