

POSITION DESCRIPTION

TŪRANGA MAHI



Position Title Mahi	Social Worker / Tauwhiro	Group Kāhui	Therapeutic Services – Crisis Services
Reports To Rangatira	Crisis Services Manager	Location Taunga Mahi	Tauranga
Hours Haora Mahi	Up to 1.0 FTE	Staff Responsibilities Haepapa Mahi	Nil

Te Whakakitenga | Our Vision

A society free from sexual harm and violence

Kaupapa | Our Purpose

Providing education and prevention to people, whānau and communities. Supporting all people impacted by sexual harm to live their best life through healing

Ngā Uara | Our Values

Our people display the following values in their work

- Manaakitanga:** Having a place where everyone is welcome, demonstrates integrity and shows respect towards one another.
- Kaitiakitanga:** Providing a safe supportive environment including participation and effective communication.
- Ngā Tūmanako:** Supporting hopes, dreams and aspirations whilst leading by example.
- Mana Motuhake:** Practicing self-empowerment and self-determination by way of accountability and responsibility.
- Whakapakari:** Aspiring to be the best you can be through education, ethics and professionalism.

Pūtake | Purpose of this Position

As part of our Crisis Services team, the purpose of the Social Worker / Tauwhiro role is to provide safe, effective, short term, immediate support to people who are impacted by sexual harm, within the Bay of Plenty area who have experienced both recent and historic sexual harm.

This may involve coordinating access to crisis counselling or long-term ACC funded counselling, police/court support, medical support, safety assessment and planning, and connecting clients with external agencies for ongoing support.

The Social Worker will be expected to travel across the Bay of Plenty region to provide support and promote the service within our communities establishing strong, positive working relationships with important partners and agencies, making sure that both clients and referrers are informed about our support services and any updates to service information are promptly shared.

Ngā Mahi Matua | Key Accountabilities and Activities

The following is a list of the core accountabilities associated with this role. This is not an exhaustive detailed list of all tasks and activities the incumbent will be involved with, and the expectation is that within any role at Tautoko Mai, some flexibility is required to undertake important tasks which may not be listed within the position description.

KEY ACCOUNTABILITIES	KEY ACTIVITIES
Client assessments and planning	<ul style="list-style-type: none"> ▪ Assess referrals and conduct comprehensive client assessments to understand the specific strengths, needs and risks of clients and their whanau, paying special attention to individual circumstances and experiences. ▪ Support the client by developing personalised support, based on the assessments, taking into account the unique interests, abilities, and needs of each client. These plans should outline clear steps and goals for the client's journey towards recovery. ▪ For clients with child family members affected by sexual abuse or assault, coordinate a comprehensive support package to address the unique challenges this situation presents.

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	<ul style="list-style-type: none"> Facilitate connections between clients and both internal and external support services, ensuring that clients receive the appropriate assistance and resources. To consider a range of options that emphasise the importance of the social and psychological determinants of health and to improve the wellbeing of people who have experienced sexual harm. Maintain client records in a timely and accurate way, ensuring confidentiality of all records and communications according to organisation policy and the law. Create reports as needed/required.
Court Support Services	<ul style="list-style-type: none"> Provide support to survivors of sexual harm going through the criminal justice process. Translate the criminal justice process and practice into easy-to-understand terms for clients. Identify and support the wide range of needs of different clients, including whānau centred approaches to wellbeing. Recognise that clients are entitled to be guided by the values and principles which underpin their own world view. Work closely with the Court Victim Advisors and other key partners Escalate service delivery/practice risks to the Crisis Services Manager as required
Cultural Competency	<ul style="list-style-type: none"> Apply the principles of cultural responsiveness. Demonstrate a commitment to keeping Te Tiriti o Waitangi alive by demonstrating knowledge and experience of tikanga Māori, understanding of equity issues for Māori and the organisation's responsibilities under Te Tiriti o Waitangi. Acknowledge cultural differences by respecting spiritual beliefs, cultural practices, diversity of sexualities and gender and lifestyle choices. Participate in ongoing cultural competence and diversity training. Demonstrate cultural competence in your interactions with clients from diverse backgrounds including Maori and Pasifika communities by adapting interventions and communication to align with their specific cultural needs and expectations.
Supervision and training	<ul style="list-style-type: none"> Attend regular professional supervision. Engage in on-going professional development. Attend relevant internal and external training and workshops
Stakeholder Relationships	<ul style="list-style-type: none"> Promote the service in the Bay of Plenty by developing and maintaining a network with health services, statutory and community agencies, and iwi involved in the support of people affected by sexual harm. Foster and maintain productive working relationships with external agencies with a particular emphasis on referral agencies. Develop and maintain a positive relationship with Maori health and social service providers.
Quality Assurance	<ul style="list-style-type: none"> Ensure timely accessibility to services, in line with contract expectations. Operate services under a client centred framework, in line with best practice and nationally recognised standards. Reflect on practice to ensure practice methods are effective, and meet the needs of both clients and quality standards of practice. Contribute to the ongoing improvement of services and service design.
Staff support and Team Culture	<ul style="list-style-type: none"> Support a positive staff culture throughout the organisation. Contribute knowledge of wider systems and community resources by assisting colleagues in navigating pathways to access services for clients. Attend multi-disciplinary team meetings as required. Support projects and contribute to the organisations strategic plan and teamwork
Health and safety	<ul style="list-style-type: none"> Abide by Tautoko Mai Health & Safety procedures and policies. Supply written reports to comply with contracts, legislation and governance as required

Ngā Pūkenga | Key Competencies (Experience, Skills, and Knowledge), and Qualifications

- Degree in Social Work or related field with a Current Annual Practicing Certificate
- Registered Social Worker with the New Zealand Social Workers' Registration Board
- Experience working within the sexual harm or related specialist sector with an understanding of trauma informed practice.
- Experience working with children and knowledge of child protection and relevant legislation.
- Highly developed interpersonal skills with an ability to network and build effective working relationships at all levels.
- Enthusiasm and a proven ability to work co-operatively with others, to embrace collaborative teamwork and to work alongside stakeholders, to enhance outcomes for all.
- Demonstratable resilience, rising above obstacles and maintaining high performance.

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- Ability to work with multiple tasks and adapt seamlessly to changing situations.
- Excellent written and verbal communication skills, including the ability to ensure all documentation is accurate, comprehensive, and up to date.
- Knowledge and use of tikanga and te reo Māori, and ability to conduct oneself appropriately within a bicultural context.
- Knowledge and understanding of Te Tiriti o Waitangi, cultural responsiveness, and an appreciation of indigenous worldview

Āhuatanga Whaiaro | Personal Attributes

- The ability to connect with the emotions and experiences of our clients to build the trust and rapport necessary for effective communication and support.
- Demonstrate active listening to not only hearing what clients say but also understanding their feelings, concerns and needs to help you provide tailored assistance and guidance.
- The ability to relate to people from diverse backgrounds including people with disabilities, sexual orientation and ethnicities that recognises and values differences.
- Able to demonstrate professional and individual accountability for practice.

On behalf of Tautoko Mai Sexual Harm Support:

Signed: _____

Signed: _____

Name: _____

Name: _____

Date: _____

Date: _____