

# POSITION DESCRIPTION

## TŪRANGA MAHI



<b>Position Title Mahi</b>	Crisis Counsellor / Kaiārahi	<b>Group Kāhui</b>	Therapeutic Services – Crisis Services
<b>Reports To Rangatira</b>	Crisis Services Manager	<b>Location Taunga Mahi</b>	Whakatāne
<b>Hours Haora Mahi</b>	40 hours – 1FTE	<b>Staff Responsibilities Haepapa Mahi</b>	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

The purpose of the Crisis Counsellor role is to work directly with clients and their whānau, in collaboration with other Tautoko Mai staff and clinicians, to provide the services needed from a crisis counselling perspective. This role is responsible for initiating a pathway to recovery for a caseload of clients, using a collaborative approach to ensure that clients receive the appropriate support needed in order to heal.

The Crisis Counsellor is to provide a safe, supportive environment for each client, utilising their professional knowledge and skills to assist people who have experienced recent and/or historic sexual harm to work towards recovery. This will include initial post trauma counselling, crisis counselling support, and may involve consultation with relevant Tautoko Mai staff to ensure the most appropriate support for each client.

Tautoko Mai Crisis Counsellors are encouraged to network inside and outside the Tautoko Mai Sexual Harm Support organisation to facilitate the most appropriate means of support for clients and their whānau.

### 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
<b>Client counselling services</b>	<ul style="list-style-type: none"> <li>▪ Clients are supported from a crisis counselling perspective, to manage areas of their life that are immediately impacted by the effects of sexual harm</li> <li>▪ Clients counselling support needs are identified and addressed effectively</li> <li>▪ Therapeutic plans that address the clients' needs are developed and implemented in consultation with the client</li> <li>▪ Clients are referred to internal/external agencies and/or services as appropriate</li> </ul>

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	<ul style="list-style-type: none"> <li>Comprehensive client records are kept in accordance with best practice and within the confidentiality framework of the Tautoko Mai Sexual Harm Support policies and procedures guidelines</li> <li>Client services are provided at outreach offices within Waikato and therefore some travel will be required</li> <li>Maintain client records in a timely and accurate way, ensuring confidentiality of all records and communications</li> </ul>
<b>Cultural competency</b>	<ul style="list-style-type: none"> <li>Apply the principles of cultural safety</li> <li>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</li> <li>Acknowledge cultural differences by respecting spiritual beliefs, cultural practices, diversity of sexualities and gender and lifestyle choices</li> </ul>
<b>Supervision and training</b>	<ul style="list-style-type: none"> <li>Attend regular professional supervision</li> <li>Engage in on-going professional development</li> <li>Attend relevant internal and external training and workshops</li> </ul>
<b>Stakeholder Relationships</b>	<ul style="list-style-type: none"> <li>Build and maintain positive stakeholder relationships with key internal and external organisations/agencies and individuals</li> <li>Develop and maintain a positive relationship with Māori health and social service providers</li> </ul>
<b>Quality Assurance</b>	<ul style="list-style-type: none"> <li>Ensure timely accessibility to services, in line with contract expectations</li> <li>Operate services under a client centred framework, in line with best practice and nationally recognised standards</li> <li>Ensure quality standards of practice are met</li> <li>Contribute to the ongoing improvement of services and service design</li> </ul>
<b>Staff support and Team Culture</b>	<ul style="list-style-type: none"> <li>Support a positive staff culture throughout the organisation</li> <li>Attend multi-disciplinary team meetings as required</li> <li>Support projects and contribute to the organisations strategic plan and teamwork</li> </ul>
<b>Health and safety</b>	<ul style="list-style-type: none"> <li>Abide by Tautoko Mai Health &amp; Safety procedures and policies</li> <li>Supply written reports to comply with contracts, legislation and governance as required</li> </ul>

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

- Relevant professional practice qualification with aligned membership of professional body (NZ Association of Counsellors)
- Experience working within the sexual harm or related specialist sector with a sound understanding of trauma informed practice
- 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
- 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

- Friendly and flexible, with a can-do attitude
- Understanding and sensitivity for the trauma that clients have experienced
- The ability to relate to people from diverse backgrounds including people with disabilities, sexual orientation and ethnicities that recognises and values differences

**On behalf of Tautoko Mai Sexual Harm Support:**

Signed: \_\_\_\_\_

Signed: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_