

Position Description

SASSC CLINICIAN

Position:	Sexual Assault Support Services Canterbury Clinician
Reports to:	Senior Client Services Manager
Direct Reports:	SASSC Service Co-ordinator
Functional Relationships:	
<i>Internal</i>	SASSC Service Co-ordinator Office Manager Family Support Workers Operations Manager Marketing and Funding Manager
<i>External</i>	START Christchurch and North Canterbury Police DSAC MSD MVCOT CDHB Other Specialist Sexual and Family Violence Services
Hours of Work:	40 per week
Location:	The Loft, 20 Buckley's Road Linwood
Purpose:	To provide professional, timely and safe clinical and social work support to clients who seek support from the SASSC service. To liaise with the other agencies that also work with SASSC clients, to ensure that support is gained in a timely, co-ordinated and consistent manner.

Our Vision

A society free from the harms of family and sexual violence, where healthy children, families and communities are honoured and supported as the foundations of New Zealand's future.

Our Purpose

Through strategic and service excellence, our purpose is to support New Zealand's children, families and communities to become their best, free from the harms of family and sexual violence.

Our Values

- Relationships
- Integrity
- Diversity
- Biculturalism
- Justice
- Excellence

Who We Are

Aviva is a specialist family and sexual violence agency, established in 1973 as Christchurch Women's Refuge - New Zealand's first refuge. After 40 years of community service for women and children, we rebranded in 2013 to reflect our newly transformed response for the whole family, and respect for and optimism in everyone's potential to become and remain safe from violence if offered the right support, at the right time, in the right way. To achieve this, Aviva now provides a unique range of holistic, integrated specialist services for all members of the family at any point of their journey from violence to sustainable safety and wellbeing. In this way, we aim to break the intergenerational family cycle of trauma and harm.

We believe that all family and sexual violence is preventable and that the enduring effects of family and sexual violence on personal, family and community wellbeing can be fully overcome.

Our Services and Programmes

Aviva's holistic, integrated model and associated services and programmes are based on the following principles:

- Today, most people being harmed by or using violence will not reach out for help. This means we must increase the appeal of our services and make it as easy as possible for everyone to access the support they need to become and remain safe.
- Social injustice, including gender socialisation and inequalities, is the principle cause of family and sexual violence and compromises the health, dignity, security and potential of all New Zealanders.
- The effectiveness of services for women and children is enhanced by a range of effective services for the whole family; this includes young and adult men who are or may be vulnerable to causing harm. This will build personal and family resilience and redress the unjust burden of responsibility on women to take action to become safe.
- Vulnerability to violence is enhanced by social isolation and financial exclusion. Services must therefore remove the stigma and shame that sustains vulnerability to violence
- Once safe from violence, families - including children, young people and adults - must be supported to remain safe. This is achieved by supporting families to overcome the enduring effects of violence – social, emotional, spiritual and financial.

Based on these principles, Aviva has developed a holistic portfolio of services for the whole family. This includes access to a range of safe accommodation models, specialist family and sexual violence crisis intervention services, individual, group and community education, peer support and microfinance products.

KEY ACCOUNTABILITIES

Relationships

- Proactively contribute to the development and maintenance of a positive organisational culture and foster and maintain internal and external relationships that reflect Aviva's core values and strategic principles
- Establish and maintain close working relationships with relevant internal and external stakeholders, including START, SASSC volunteers, the Police, CDHB and DSAC
- Develop and manage operational relationships and client service pathways with relevant services and agencies, and provide a response to agreed partners' requests for assistance and advice

Service Development, Co-ordination and Delivery

- Provide a consultancy service for women and men survivors and whanau/family (where appropriate) after the initial SASSC service in order to assess personal needs and navigate and facilitate access to other services and supports as required
- Ensure client services are delivered in accordance with required standards of practice, policies, procedures and statutory regulations
- Work in partnership with the SASSC Service Co-ordinator to process new referrals to SASSC services.
- Provide cover for the SASSC callout service during contracted hours as required
- Maintain and enhance knowledge of services and supports available for clients
- Ensure that effective client pathways are maintained to enable seamless client experience across services, internally and externally in partnership with START
- Debrief volunteers after a callout
- Provide and/or organise supervision of SASSC volunteers and service co-ordinator
- Attend monthly meetings with DSAC, the Police and START
- Participate in SASSC volunteer recruitment, training and meetings as required
- Review SASSC's written operational policies and procedures and integrate into Aviva's Key Operational and Policies and Procedures document as appropriate
- Attend staff meetings and liaise as required with the Aviva's client service teams
- Maintain appropriate electronic and written records and case files

Financial Management

- Operate according to delegated financial authority and approved budget
- Contribute to the development of funding applications as requested by the Operations Manager and Marketing and Funding Manager

Quality Assurance

- As a team player, help to foster a culture of reflective, values-based practice and continuous quality improvement
- Ensure best practice standards are met or exceeded by regular and consistent service monitoring and reporting and staff supervision and training
- Attend any training provided by START to develop and maintain the capability required to effectively co-ordinate and deliver the SASSC service
- Develop and maintain personal awareness of ACC processes and related services for sexual violence survivors
- Attend internal and external supervision and welcome START's specialist professional leadership, advice and support
- Review and develop SASSC's written materials and ensure they are relevant and up-to-date
- Assist with the preparation for and participate in internal and external audits as necessary
- Propose and contribute to any internal or external research to inform best practice and remain up-to-date with emerging research to inform service effectiveness
- Ensure that the SASSC service is delivered in accordance with organisational and legislative requirements, policies and practice procedures and advise the CEO and START of any potential risks and mitigation strategies
- Collect, input and analyse client data and provide statistical and qualitative reports as required
- Actively participate in regular bi-weekly case management meetings

Health and Safety

- All workers are individually responsible for Health and Safety practices and will:
 - Be personally responsible for their own and others health and safety at work

- Promote and participate in health and safety, maintain a safe workplace and ensure that any safety equipment is used correctly at all times
- Be familiar with health and safety policy and procedures
- Establish and insist upon safe methods and safe practices at all times
- Comply, as far as the worker is reasonably able, with any reasonable instruction that is given by Aviva to allow Aviva to comply with the Health and Safety legislation
- Co-operate with any reasonable policy or procedure of Aviva relating to health or safety at the workplace that has been notified to workers
- All Managers and Service Co-ordinators are personally accountable:
 - For the health and safety performance for work areas for which they are responsible
 - For their continued management competence in health and safety
 - For ensuring that all employees and contractors understand and accept their responsibility to promote a safe and healthy workplace
 - By providing information on health and safety matters to employees by way of instruction.

Other Accountabilities

- Attend and actively contribute to meetings as required by the Senior Client Services Manager
- Actively seek out and participate in professional development opportunities
- With the support of the Senior Client Services Manager, set annual personal performance objectives and key performance indicators
- Attend and actively participate in personal supervision and performance appraisals
- Participate in Aviva's annual Staff Engagement Survey
- Actively participate in Aviva's Quality & Innovation Forum

The key accountabilities of the role may change from time to time to enable Aviva to adapt to changes in the internal and external environment.

REQUIRED EXPERIENCE, QUALIFICATIONS AND COMPETENCIES

- Relevant social work or an equivalent qualification and/or experience.
- Current professional membership of an approved professional body e.g. ANZASW, NZAC, NAPsS)
- Experience of working with children, women and men affected by family and sexual violence
- Service management and co-ordination experience and the skills to assure delivery in accordance with written policies and procedures
- Demonstrated ability to develop and maintain reciprocal working relationships with internal and external stakeholders
- Excellent facilitation and people management skills
- Alignment with Aviva's core values, strategic principles, service philosophy and a commitment to Te Tiriti o Waitangi
- Is committed to a life free from violence, and is able to demonstrate their understanding of this as guided by Aviva's Violence Free Policy
- Current unrestricted driver's license

Key competencies

- Specialist Understanding: Demonstrates a solid understanding of sexual violence, family violence, social services and related sectors
- Creative Thinking: Able to generate creative and practical ideas and solutions to problems and service opportunities

- Empowerment: Empowers others by creating and maintaining an environment in which individuals can make choices, take responsibility for their actions and realise their full potential
- Quality Assurance: Positively contributes to creating an environment that is committed to achieving and maintaining quality standards that are relevant and positive for the organisation, its clients and staff
- Resilience: Remains calm and self-controlled under pressure. Reacts well to change and stays positive despite setbacks. Keeps difficulties in perspective. Motivated to continue, even when things get difficult
- Influencing: Experienced in utilizing different strategies to gain the support of stakeholders for an idea or proposal and influence beliefs were relevant
- Change Advocate: Proven ability to implement new programmes of work. Act as a catalyst for change; treat change with optimism and as an opportunity for producing both personal and organisational learning/growth

AUTHORITY LEVEL

As defined by Aviva's Policies and Delegated Financial, Operational and Staff Authorities.

Authorisation of Job Description

Prepared by: Nicki O'Donnell, HR Manager

Authorised by: Nicola Woodward, CEO

Date: 14 Aug 17