

Position Description

Team Leader, Crisis Intervention

Position:	Team Leader, Crisis Intervention
Reports to:	Senior Client Services Manager
Direct Reports:	Crisis Intervention Support Worker 0800 Support Line Worker
Key Relationships:	<i>Internal</i> General Managers All Aviva Staff and Volunteers <i>External</i> The Loft Manager Loft Staff Partner Agencies within The Loft Police Courts Ministry of Justice Ministry of Social Development Oranga Tamariki
Hours of Work:	40 hours per week
Base:	The Loft, Eastgate Shopping Centre, Christchurch
Purpose:	To manage Allocations and Aviva's Crisis Intervention Response team for families experiencing and/or at risk of family violence harm.

Our Vision

A society free from the harms of family and sexual violence.

Our Mission

Support whānau and communities to live free from violence.

Our Values:

Together, we strive to create safe homes for all individuals, whānau and communities, through the principals of aroha, pono and tika.

- **Relationships**
We accept all people and their whakapapa as they are; and where they are on their journey
We honour the principles within Te Tiriti o Waitangi
- **Integrity**
We work to best practice, offering an ethical, transparent and client centred approach
- **Social Justice**
We engage in opportunities for courageous conversations through challenging times.
We take a stand against social injustice

Our Guiding Principles

- As a paramountcy agency, Aviva will always put the needs and wellbeing of children and young people before other considerations, regardless of whether they are our primary client or not
- Overcoming family and sexual violence is possible for everyone
- Social injustice, including gender inequalities, is the principle cause of family and sexual violence and compromises the health, dignity, security, and potential of all New Zealanders
- Zealanders should be our homes. In order to achieve this, families and communities should be empowered to enable homes to become violence free
- Services should be offered within the context of a family's healthy or potentially healthy relationships, which families should be empowered to strengthen
- People who have overcome the enduring effects of family and sexual violence are uniquely experienced to inspire and encourage those needing support to travel the same path
- The provision of effective services for children and women is enhanced by the provision of a range of effective services for men

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 RESPONSIBILITIES

Operations

- Manage and allocate day-to-day referrals (internal and external) to the team, including low to high risk referrals from the Integrated Safety Response team as required by the Client Service Manager
- Liaison with Integrated Safety Response team, including managing request for Flexi fund and ICM Reports, in the absence of Client Service Manager
- As part of an integrated Family Safety Plan, guide and support individuals to assess their personal risks of using and/or experiencing violence and develop and implement a personalised safety plan to manage and prevent violence
- Actively manage waiting list and support walk ins, with self-allocation to a maximum clinical caseload of 10 adults, experiencing or at risk of experiencing violence or using or at risk of using violence
- Maintain clear, open and timely communication with colleagues (internal and external) to assure the comprehensive exchange of all relevant information to manage and assure the safety of children, young people and adults
- Establish and maintain referral pathways and protocols with other relevant services
- Advise, and seek advice from the Client Services Manager on any potential safety risks and mitigation strategies
- Ensure that services, including child and adult assessments and safety planning, are delivered and recorded in accordance with Aviva's policies and procedures and relevant statutory regulations
- Escalate clinical concerns and risks to the Client Service Manager and consult accordingly
- Participate in and facilitate clinical and case management meetings
- Provide on-call clinical advice to staff responding to the 24/7 support line calls
- Maintain complete electronic and hand-written records and case files and contribute to the gathering and analysis of client data as required
- Assist the Client Service Manager in developing relevant contract accountabilities and reports
- Provide verbal and written progress reports and others as required by the Client Services Manager
- Advise the Client Services Manager on the team's resource requirements
- Attend and actively contribute to meetings as required by the Client Services Manager

Working with external partners and other agencies

- Establish and maintain referral pathways and protocols with other relevant government, non-government and community services, including local marae and Maori social workers.
- Provide external agencies with information, advice and education about the effects of violence on children and young people

Leadership

- Participate in creating, maintaining and facilitating a culture of reflective practice
- Induct, manage, and provide regular [minimum] monthly supervision to direct reports.
- Build staff capability to provide high quality effective client services
- Actively contribute to the leadership structures within Aviva in a positive manner
- Provide cover for the Client Services Manager during annual leave, training and sickness

Relationships

- Contribute to the development and maintenance of a positive organisational culture across Aviva and The Loft
- Attend and participate in staff learning and development initiatives (Aviva and The Loft)
- Contribute to opportunities for clients to inform the continuous quality improvement and evaluation of services
- Participate in Aviva's annual Staff Engagement Survey

Quality Assurance and Development

- Ensure best practice standards are met or exceeded by regular and consistent service monitoring and reporting
- Assist in the preparation of service reviews and audits, internal and external
- Propose and contribute to any internal or external research initiatives to inform best practice and service developments
- Identify any important emerging trends concerning client needs and client service practice and advise and inform the Client Services Manager accordingly
- Ensure client services are delivered in accordance with organisational and legislative requirements, policies, procedures and statutory regulations and advise the Client Services Manager of any potential associated risks
- Actively seek out and participate in professional development opportunities
- Attend and actively participate in personal supervision and performance appraisals

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 the 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 are personally accountable for:
 - The health and safety performance for the work areas for which they are responsible
 - Their continued management competence in health and safety
 - Ensuring that all employees and contractors understand and accept their responsibility to promote a safe and healthy workplace
 - Providing information on health and safety matters to employees

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.

EXPERIENCE AND QUALIFICATIONS

- Qualified and registered (or working towards registration) Social Worker preferable but not essential or equivalent qualification
- Membership of a professional body, preferably ANZASW
- Experience of working with adults, children and young people affected by family violence (3-5 years minimum)
- Experience of working with children and adults using or at risk of using family violence (3-5 years minimum)
- Proven team and service management experience and the skills to assure delivery in accordance with policies, procedures and statutory regulations
- Alignment with Aviva's core values, strategic principles, service philosophy and a commitment to Te Tiriti o Waitangi
- The successful applicant is committed to a life free from violence, and is able to demonstrate his/her understanding of this as guided by Aviva's Violence Free Policy
- Current unrestricted driver's license
- Fully vaccinated for Covid-19, or be willing to be vaccinated prior to commencement of the employment or within first month of employment

COMPETENCIES

- Specialist Understanding: Demonstrates a strong evidence-based understanding of family violence and related issues, social services and sectors
- Has a working knowledge of Trauma-Informed Care Principles and their application (Safety, Stabilisation, Trustworthiness, Empowerment, Collaboration, Cultural, Historical, Gender Issues)
- Management: Able to develop, implement and oversee structures, processes and resources to enable staff to achieve timely individual and team performance objectives
- Creative Thinking: Able to generate creative and practical ideas and solutions to problems and service opportunities
- Empowerment: Empowers self and others by contributing to and maintaining a pro-social working environment in which teams and individuals are encouraged and supported to make decisions
- Quality Assurance: Positively contributes to co-creating an outcomes culture through evidence-based practice and service monitoring and evaluation
- 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
- Understanding and confidence applying de-escalation techniques
- 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 manage people and services through planned change; treats change with optimism and as an opportunity for personal, team and organisational learning and growth

AUTHORITY LEVEL

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

Authorisation of Job Description

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Date: August 2021