# Ministry of Social Development logo

# Family Violence Response Coordinator

# Client Service Delivery

## Our purpose

**Manaaki tangata, Manaaki whānau**

We help New Zealanders to be safe, strong and independent

## Our commitment to Māori

As a **Te Tiriti o Waitangi** partner we are committed to supporting and enabling Māori, whānau, hapū, Iwi and communities to realise their own potential and aspirations.

## Our strategic direction



## Our Values



## Working in the Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āianei, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi.  We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

## The outcomes we want to achieve

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| --- | --- | --- |
| New Zealanders get the support they require | New Zealanders are resilient and live in inclusive and supportive communities | New Zealanders participate positively in society and reach their potential |

## We carry out a broad range of responsibilities and functions including

* Employment, income support and superannuation
* Community partnerships, programmes and campaigns
* Advocacy for seniors, disabled people and youth
* Public Housing assistance and emergency housing
* Resolving claims of abuse and neglect in state care
* Student allowances and loans

## **He whakataukī\***

|  |  |
| --- | --- |
| Unuhia te rito o te harakeke  Kei hea te kōmako e kō?  Whakatairangitia, rere ki uta, rere ki tai;  Ui mai ki ahau,  He aha te mea nui o te ao?  Māku e kī atu,  He tangata, he tangata, he tangata\* | If you remove the central shoot of the flaxbush  Where will the bellbird find rest?  Will it fly inland, fly out to sea, or fly aimlessly;  If you were to ask me,  What is the most important thing in the world?  I will tell you,  It is people, it is people, it is people |

\* We would like to acknowledge Te Rūnanga Nui o Te Aupōuri Trust for their permission to use this whakataukī

## Position detail

### Overview of position

Deliver regional leadership on family violence matters and provide specialist advice to support Case Managers and other employees working with clients experiencing family violence, to help keep clients and their family/whanau safe.

### Location

Various

### Reports to

Manager Regional Services

## Key responsibilities

### Advice and support

• Provide specialist advice on family violence matters and increase awareness of the support and services available within the family violence sector

• Support Case Managers to:

- interview clients to determine eligibility and entitlements

- provide information about the support and services available

- encourage clients to take the appropriate steps to improve their circumstances

- interpret and apply relevant legislation/policy to client’s circumstances

• Identify gaps within MSD policy and practice, and work with key stakeholders to facilitate and effect change for clients experiencing family violence

• Provide debrief opportunities for Case Managers and other employees allowing them to talk through recent interactions with clients dealing with family violence, and identify options to further support their wellbeing and encourage best practice

• Alert Service Centre Managers of clients experiencing family violence, and work with them to determine the level of service required to manage risk and ensure client safety

• Deliver or co-deliver training to employees to develop their capability and knowledge of family violence, and to ensure they are confident to recognise the signs, respond appropriately, and refer clients to support services. Provide tailored refresher training as required.

### Collaboration and relationship management

• Identify and build proactive relationships with family violence service providers, community groups and government agencies so that clients can be connected with the right services and financial support

• Maintain proactive, regular engagement with regional networks to share relevant knowledge and provide an integrated response to high risk family violence matters for individuals in the community

• Strengthen community capacity and capability by working strategically with family violence networks and stakeholders

• Collaborate with service providers, community groups and other government agencies on family violence campaigns, events and activities to raise awareness and enhance the visibility of the help and support available in the community

• Advise stakeholders of relevant changes to MSD products and services, policy or operational processes so that mutual clients continue to receive appropriate and timely support

• Maintain a positive, credible profile for MSD in all interactions.

### Risk management

• Actively identify, manage and review areas of risk within operational practices, working with managers to develop and implement effective strategies to mitigate risks

• Consult with manager regarding any potential risk to MSD's reputation resulting from involvement in external activities to mitigate any negative impact(s).

### Knowledge

• Maintain up-to-date knowledge of MSD’s strategic direction and specialist family violence knowledge of national and regional priorities, relevant legislation, policy and practice and products and services

• Keep abreast of local and regional family violence providers, services, programmes and products and maintain an in-depth understanding of each provider's role within the community.

**Information management and privacy**

• Maintain complete, concise and up-to-date client record information in business systems to inform effective decision making that supports the client, and ensures a consistent client experience across delivery channels, and helps to keep clients safe

• Maintain the integrity of sensitive and confidential information ensuring it is only disclosed to those with appropriate authority, to protect privacy and confidentiality.

## Embedding te ao Māori

* Embedding Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the way we do things at MSD.
* Building more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.

## Health, safety and security

* Understand and implement your Health, Safety and Security (HSS) accountabilities as outlined in the HSS Accountability Framework.
* Ensure you understand, follow and implement all Health, Safety and Security and wellbeing policies and procedures.

## Emergency management and business continuity

* Remain familiar with the relevant provisions of the Emergency Management and Business Continuity Plans that impact your business group/team.
* Participate in periodic training, reviews and tests of the established Business Continuity Plans and operating procedures.

## Know-how

• In-depth knowledge of the support and services available within the family violence sector and the community

• Experience working across government and non-government sectors, navigating these with acumen

• Experience using conflict management and resolution techniques, preferably within the complex family violence sector

• Ability to interpret, understand and apply the Family Violence Act 2018 and the Oranga Tamariki Act 2017 preferred

• A relevant tertiary qualification and/or equivalent experience preferred.

## Attributes

• Relationship management skills – able to develop and maintain effective working relationships across networks and stakeholders and proven ability to build relationships with Iwi/Kaupapa/Māori and Pasefika service providers

• Advanced interpersonal skills – ability to engage with people from diverse backgrounds and cultures, demonstrate active listening skills and manage difficult conversations confidently

• Ability to communicate clearly and concisely, have open and constructive conversations and adapt communication style to the needs of the audience

• Proven ability to develop trust and credibility and handle confidential and privileged information sensitively

• Situational awareness – ability to identify potential risks and issues, evaluate information and apply discretion to make quality judgements, decisions and appropriate responses

• Resilient and able to stay calm under pressure, demonstrate resourcefulness and a proactive approach to problem solving

• Flexible, adaptable and pragmatic – ability to adapt to competing demands in a busy and changing environment, and take the initiative

• Able to work independently as part of a virtual team

• Willingly shares knowledge and contributes to a supportive environment based on co-operation and commitment to achieve goals

• Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected.

## Key relationships

### Internal

* Case Managers
* Service Delivery managers and employees
* Regional managers and employees
* Other MSD units

### External

* Family violence networks
* Women's Refuge, Victim Support, Family Safety teams and other service providers
* New Zealand Police
* Ministry of Housing and Urban Development - Kāinga Ora
* Ministry of Justice
* Oranga Tamariki - Ministry for Children social workers
* Community groups and social/health services
* Local hapū, iwi and Māori communities
* Pasefika communities
* Other government agencies

## Other

### Delegations

* Financial – No
* Human Resources – No

### Direct reports: No

### Security clearance: No

### Children’s worker: No

Limited adhoc travel may be required

**Position Description Updated:** March 2020