

Position Description

SASSC CLINICIAN / SOCIAL WORKER

Position: SASSC Clinician / Social Worker

Reports to: SASSC Client Services Manager

Direct Reports: None

Functional Relationships:

Internal

SASSC Clinicians / Social Workers
SASSC After Hours
Family Support Workers
Family Support Workers, ReachOut
Family Support Workers, MOJ
Community Development team
Microfinance Workers
Senior Client Services Managers
Client Service Managers
Team leads
General Manager - Operations
General Manager – Corporate
The Loft Manager
Staff and colleagues at The Loft

External

Police – Christchurch, North Canterbury Canterbury,
Selwyn & Ashburton
START
Cambridge Clinic
MSD
TOAH-NNEST
Safe to Talk
Other Specialist Sexual and Family Violence Services
Counsellors & other health professionals

Hours of Work: 40 per week or job share 20-25 hours per week

Location: Aviva's Christchurch Community Offices across
Canterbury (Christchurch, Rangiora, Rolleston and
Ashburton)

Purpose: To provide professional, timely and safe clinical and social
work support to clients of all genders 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.

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

Who We Are:

Aviva was founded in 1973 as New Zealand's First Refuge - Christchurch Women's Refuge (CWR). However, in 2013 we rebranded from CWR to Aviva signalling a change in focus, but with the same ultimate vision of Aotearoa free from family and sexual violence.

Aviva now offers a comprehensive range of services for people at every stage of their journey towards overcoming family and sexual violence and its enduring effects. In this way, we aim to break the intergenerational family cycle of trauma and harm. Aviva supports people of all ages and all genders, whatever their experience of violence.

In 2016, Aviva co-founded The Loft, a collaborative partnership of community, social and health services and till today Aviva continues to be a social change agency.

Our Services and Programmes

Aviva's holistic, integrated model and associate 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 individuals is enhanced by a range of effective services for the whole family; this includes young people and adults who are or

may be vulnerable to causing harm. This will build personal and family resilience and redress the unjust burden of responsibility on those experiencing violence 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

Service Delivery

- Provide a support service for adult survivors of all genders and whanau/family, where appropriate, after the initial SASSC crisis intervention 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 Client Services Manager 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
- Advise, and seek advice from the Client Services Manager on any potential safety risks and mitigation strategies
- Ensure that effective client pathways are maintained to enable seamless client experience across services, internally and externally in partnership with START
- Debrief with colleagues after callout, as need be
- Participate in SASSC afterhours staff training and meetings as required
- Attend Aviva and SASSC staff meetings and liaise as required with the Aviva's client service teams
- Maintain complete electronic and hand-written records and case files and contribute to the gathering and analysis of client data as required

Working with external partners and other agencies

- Establish and maintain close working relationships with relevant internal and external stakeholders, including START, SASSC afterhours staff, the Police, CDHB and Cambridge Clinic, to name a few
- Engage in training opportunities and group supervision regularly with START
- 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

Operations

- At all times, practice and promote the paramountcy of child safety and protection above all else
- Participate in team meetings including case management and quality assurance reviews and audits
- Contribute to the development and implementation of operational audit tools and measures to inform and assure service quality, effectiveness and client satisfaction
- Advise the SASSC Client Services Manager on the team's resource requirements
- With the support of SASSC Client Services Manager, set annual personal performance objectives and key performance indicators

Relationships

- Role model Aviva's core values of integrity, relationships and social justice
- Through positive self-leadership, contribute to the development and maintenance of a healthy organisational culture across Aviva and The Loft
- Participate in creating and enabling a culture of reflective professional practice
- Contribute to and participate in employee induction, team training events and staff engagement initiatives
- Create and implement opportunities for clients to contribute to the development and evaluation of services

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 and Counselling processes and related services for sexual violence survivors
- Attend internal and external supervision and welcome START's specialist professional leadership, advice and support
- Contribute to any internal or external research to inform best practice and remain up to date with emerging research to inform service effectiveness
- 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 SASSC Client Services Manager
- Actively seek out and participate in professional development opportunities
- Attend and actively participate in individual professional supervision and performance appraisals
- Participate in Aviva's Staff Engagement Survey
- Actively participate in corporate Aviva Staff Development opportunities
- Actively participate in The Loft Cultural Development Training

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 qualification and/or experience.
- Current professional membership of an approved professional body e.g. ANZASW, NZAC, NAPsS etc.
- Experience of working with children, young people or adults 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 [minimum] 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

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Authorised by: Gwenda Kendrew, General Manager - Operations

Date: 15 July 2020