

Position Description

Family Support Worker

Position:	Family Support Worker
Reports to:	Team Leader – Reach Out & Pasifika
Direct reports:	None
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 per week, flexible in accordance with team and client needs, flexible between 8am-8pm Monday to Friday with (subject to the capacity of the Family Support Workers team) occasional weekends
Location:	Rangiora and The Loft, Eastgate Shopping Centre, Christchurch or other premises as may be appropriate from time to time. The position will require travel across the Canterbury region.
Purpose	Within the context of an integrated whole of family approach to manage and prevent family violence, this Family Support Worker role is responsible for a) providing specialist individual and group-based services and support to adults, youth and children experiencing family violence b) providing specialist individual and group-based services and support to adults, youth and children using or at risk of using family violence c) managing a clinical caseload of adults, youth or children at risk of using family violence or experiencing violence.

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

KEY RESPONSIBILITIES

Service Delivery

- With a clinical focus on individuals experiencing or at risk of experiencing violence, using or at risk of using violence, actively participate as a member of Aviva's integrated team of Family Support Workers (children, young people and adults) to manage and prevent the risk of repeat violence to all family members
- Manage a clinical caseload of a) adults, youth, children using or at risk using violence b) adults, youth, children experiencing or at risk of experiencing violence
- 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
- 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
- Provide individualised and/or group-based interventions to develop client understanding of and responsibility for potentially harmful beliefs and behaviours (to self and others), and enable sustainable safe behaviour
- Provide facilitated support to enable clients to identify their need for and access to other internal and external services
- Ensure post group/session evaluations completed by all clients
- Provide information, advice and support on legal matters, including Protection and Parenting Orders, and refer and facilitate access to legal services and assistance as required
- During weekdays, participate in the daily rosters for responding to calls to Aviva's 0800 support line, the ISR daily list

- Co-facilitate Ministry of Justice programmes for children, young people and adults as required
- 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 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

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 whanau support workers
- Liaise with DVA providers regarding safety of group participants
- Provide external agencies with information, advice and education about the effects of violence on adults and young people

Quality Assurance

- Establish opportunities for adults and children to contribute to the development and evaluation of services
- Maintain appropriate electronic and written records and case files and available for timely data entry
- Ensure the targets and standards for contract service delivery are achieved for Ministry of Justice DVA programmes and MSD contracts and service agreements
- Review content of the education programmes, through client evaluations and facilitator feedback
- Participate in refining and improving services and processes to improve client experiences and outcomes
- With the assistance of the Senior Client Services Manager, develop and implement RBA measurements and tools to monitor adults, youth and children's service performance and outcomes
- Report on programme delivery, service development and resources.
- Actively participate in Aviva's induction programme and advocates training for all new staff
- Participate in group facilitator training and accreditation procedures
- Actively participate in regular monthly case management meetings, supervision and annual performance appraisals
- Participate in Aviva's annual Staff Engagement Survey
- Seek out and actively participate in relevant learning and development opportunities
- Actively participate in Aviva's Quality & Innovation Forum
- Actively participate in all internal and external audit processes as required

Health and Safety

All employees 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 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 responsibilities of this role may vary from time to time to enable Aviva to meet its client, contractual and other requirements

EXPERIENCE AND QUALIFICATIONS

- A relevant tertiary qualification and membership of professional body is desirable, social work qualification preferred
- Experience of working with children and adults experiencing family violence (2-3 years minimum)
- Experience of working with children and adults using or at risk of using family violence (2-3 years minimum)
- Demonstrable ability to develop and maintain positive working relationships with teams and individuals
- Personal alignment with Aviva's core values, strategic principles and service philosophy and a commitment to Te Tiriti o Waitangi
- Personal commitment to a life free from violence
- Current full 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

Key Capabilities

- *Specialist Understanding:* Demonstrates a strong evidence-based understanding of child and youth development and wellbeing and the impact of family violence on children and young people
- *Family and community focus:* Demonstrates commitment to understanding and meeting family and community needs
- *Teamwork:* Has a friendly manner, strengths-based outlook and a positive sense of humour, is flexible and willing to change work arrangements or take on negotiated and appropriate additional tasks in order to help the service or team meet its commitments
- *Creative Thinking:* Able to generate creative and practical ideas and solutions to problems and service opportunities
- *Quality Assurance:* Positively contributes to co-creating an outcomes culture through evidence-based practice and service monitoring and evaluation that results in improved experiences and outcomes for the organisation, its clients and staff
- *Empowerment:* Empowers self and others by contributing to and maintaining a pro-social working environment in which teams and individuals are encouraged and supported make decision, take responsibility for their actions and realise their full potential
- *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 develop and implement new services. Act as a catalyst for change; treat change with optimism and as an opportunity for personal and organisational learning and 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, General Manager, Corporate

Authorised by: Gwenda Kendrew, General Manager, Operations

Date: August 2021