

Position Description

Sexual Assault Support Service Canterbury (SASSC) – After Hours Callout Support Worker

Position:	SASSC After Hours Callout Support Worker (SCOT)
Reports to:	SASSC Client Services Manager
Direct Reports:	N/A
Functional Relationships:	<i>Internal</i> General Managers All Aviva Staff and Volunteers <i>External</i> The Loft Manager Loft Staff Partner Agencies within The Loft START Cambridge Clinic Police Victim Support Other Specialist Sexual and Family Violence Services
Hours of Work:	Evenings shifts of 16 hours and weekend day shifts of 8 hours as per roster, averaging three shifts per week.
Location:	Working from home and other various sites within Christchurch and the Canterbury region
Purpose:	Support to SAATS (Sexual Assault Assessment and Treatment Service) and evidential interviews as required and participate in the development of a sustainable longer-term solution to maintain the SASSC service.

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

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
- Participate in training, team building, and Aviva events as offered by Aviva.
- Actively participates in regular supervision (group and individual)

Service Delivery

Onsite Support

- Respond to requests from the Police or Cambridge Clinic to provide support at the Cambridge Clinic (SAATS) or Police Station (evidential interview)
- Provide support during the forensic examination if requested by the client
- Provide support to family and friends of the client in the waiting room as required
- Reassure and provide information on the next steps in the process, assisting to complete paperwork for the client
- Maintains personal boundaries and seeks consent to provide comfort (e.g., hold hand, rub arm)
- Distribute resources (clothes, towel, toiletries etc) if needed as provided by the Cambridge Clinic.
- Listening: Active and empathetic listening both to clients and other team members who are debriefing. Referring to SASSC Senior Practitioner or SASSC Senior Client Service Manager when required.

Quality Assurance

- Participate in regular team and agency meetings to stay up to date with relevant info, sector changes and foster a team environment.
- Contact to debrief following callouts
- As a team player, help to foster a culture of reflective, values-based practice and continuous quality improvement.
- Attend any training provided in conjunction with START to develop and maintain the capability required to effectively deliver the SASSC service
- 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
- Attend callouts with SASSC CSM for SASSC CSM to observe as required
- Ensures that the SASSC service is delivered in accordance with organisational and legislative requirements, policies and practice procedures and advise the START and the SASSC Client Service Manager of any potential risks and mitigation strategies

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 the all times
 - Be familiar with and adhere to health and safety policy and procedures
 - Establish and insist upon safe methods and safe practices at all times
- All Managers 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.

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

- Qualification in support work, social work, nursing counselling, psychology or similar degree OR prior work volunteering with SASSC
- Demonstrated ability to develop and maintain relationships
- 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 full driver's license
- Vaccinated against Covid-19
- Listening: Active and empathetic listening both to clients and other team members who are debriefing.

Key competencies

- Specialist Understanding: Demonstrates a solid understanding of sexual violence, family violence, social services and related sectors
- Has a working knowledge of Trauma-Informed Care Principles and their application (Safety, Stabilisation, Trustworthiness, Empowerment, Collaboration, Cultural, Historical, Gender Issues)
- 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
- 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
- Creative Thinking: Able to generate creative and practical ideas and solutions to problems and service opportunities
- 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
- 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, General Manager, Corporate

Authorised by: Gwenda Kendrew, General Manager, Operations

Date: 01st March 2021