

**Position Description**

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| **Position** | **Team Leader Crisis Work** |
| **Team** | **Crisis Team**  |
| **Reports to** | **Chief Executive** |
| **Location** | **Wellington**  |
| **Term** | **1.0 FTE (7.5 hrs per day), Fixed-term (6-months)** |

**Overview**

To deliver on Wellington Sexual Abuse HELP’s strategic goals, we require exceptional teamwork from all HELP staff members.

Teamwork at HELP requires the cooperation and collaboration of a diverse group of people who bring leadership, managerial, clinical and administrative skills and experience to the organisation.

Team members are required to have a track record of initiative and high performance, have strong interpersonal and communication skills, be able to perform under pressure, set aside personality differences and work towards a common goal.

**HELP’s Strategic Goals**

**Quality, Effective Service**

* We provide a wraparound, high quality service and support clients throughout their journey
* We offer a diverse range of services to meet the needs of individuals and whānau
* We actively work to support the development of a kaupapa Māori service

**Champions for Change**

* Lead conversations around sexual abuse with national, regional and community groups
* Share our expertise in sexual abuse response
* Influence public policy

**Thriving Organisation**

* Organisation, board and financial sustainability and integrity
* Strategy that drives best outcomes
* Strengthening the skills and experience of our staff and board
* Track, account for and celebrate our work and learn from each other

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| **Purpose of the Team Leader Crisis Work Role** |
| As the Team Leader Crisis Work, and a member of HELP’s Leadership Team, you will lead, manage and coordinate the work of the Crisis team and ensure the effective delivery of crisis services for people impacted by sexual violence, in accordance with HELP’s strategic objectives, including:* Providing leadership to and ensuring effective management of the Crisis team
* Ensuring the effective delivery of HELP’s crisis support services to clients, including managing your own client work
* Liaising with other HELP staff, the HELP leadership team and external agencies
* Supporting the continuous improvement of HELP’s systems, policy and processes.
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| **Responsible to:** |
| **HELP:**Maintain the high standards of crisis work required to deliver a quality, effective service.Ensure robust systems and procedures are in place and maintained.**CRISIS, SOCIAL WORK, THERAPY AND OPERATIONS TEAMS:**Work collegially with staff in the crisis, social work, therapy and operations teams, providing support to the crisis team as needed.**HELP LEADERSHIP TEAM:**Work closely with the Chief Executive and the rest of HELP’s leadership team, to ensure quality, effective service delivery and best practice, multi-disciplinary management.**STAFF:**Work with and support all staff in the agency, to ensure we learn from each other, uphold each other’s mana, and develop in our roles. |

**Hours and Place of Work:**

* This is a full time, day time role. In addition, the Team Leader Crisis Work will be required to attend Monday evening fortnightly team meetings, fortnightly clinical supervision, and training as required. There is no expectation of providing coverage for after-hours shifts.
* Work from HELP but required to travel to a range of places in the greater Wellington region as required by Police, SAATS and clients. This could include hospitals, medical services, or any Police station in the Wellington area. A current driver’s license and ability to drive a manual are required.

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| **Key Accountabilities** | **Key Tasks** |
| **Active and effective member of HELP leadership team** | Play an active and constructive role as part of the HELP leadership team, including:* Working together to create a team and organisational culture that is consistent with HELP’s purpose, vision, mission, and values
* Being clear about your role both as a leadership team member as well as ensuring you are clear about the role of your team
* Working with all HELP teams to ensure good induction processes and ongoing training and professional development plans are in place for all HELP staff.
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| **Lead and manage the Crisis Team** | * Lead the work of the Crisis team in accordance with HELP’s policies and procedures, and other relevant national guidelines (eg the TOAH-NNEST Good Practice Guidelines).
* Foster a spirit of teamwork and unity within the team that allows for cohesiveness, supportiveness, and working effectively together.
* Support team members to develop their understanding and practice of effective work with Māori.
* Facilitate team and individual goal setting, team trainings and PD as required
* Coach and support team members and foster a culture of continuous feedback
* Conduct annual role reflections
* Hold your team members accountable for ensuring professional body or national guidelines are met and supervision is up to date.
* Support the Chief Executive in the recruitment of new Crisis Workers.
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| **Effectively manage and deliver HELP’s crisis support services** | * Keep the HELP Leadership Team and Chief Executive fully informed of any issues relating to the delivery of HELP’s professional services.
* Coordinate the Crisis roster and troubleshoot any issues with the roster
* Facilitate tech support (phones, email, Penelope, etc) in conjunction with the Operations team
* Lead fortnightly Admin meetings in order to further the skills and knowledge of the team
* Administer the Crisis team Whatsapp
* Debrief with each after-hours Crisis Worker after their shift
* Hold your team accountable for ensuring client notes are kept up to date.
* Provide crisis and telephone support via the Support Line during office hours
* Make follow up or support calls to HELP clients as requested by the Referrals Coordinator or Team Leader Social Work
* Provide support for people affected by sexual violence during crisis callouts
* Actively liaise and coordinate with the Social Work team and the Referrals Coordinator
* Inform team members and appropriate HELP staff of all callouts, follow up and planned intervention at the earliest possible time.
* Attend combined clinical team meetings, sharing information about clients as appropriate, including reviewing cases as needed.
* Review high risk clients with HELP Leadership team
* Provide crisis intervention support to acute clients as required.
* Keep supplies of resources used at the Sexual Health Clinic up to date.
* Actively seek opportunities to develop and practice culturally safe ways of working with Māori.
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| **Liaison with other agencies** | * Liaise and work alongside Wellington and Porirua Police, SAATS and the Sexual Health Clinic to ensure an appropriate service is provided.
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| **Support the continuous improvement of HELP’s systems, policy and processes** | * Support the Chief Executive with the development and continuous improvement of HELP’s business systems, policies and processes
* Ensure service delivery policies and procedures are up to date and reflect good practice within the sector
* Research and draft new policy as required by the Chief Executive.
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| **Individual Professional Development and Supervision** | * Attend monthly group supervision
* Attend individual supervision - fortnightly
* Monitor and attend to work related stress and trauma as part of supervision
* Maintain relevant professional skills and knowledge through attendance at training as negotiated with the Chief Executive.
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| **Other** | * Other duties as requested by the Chief Executive.
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| **Qualifications, Experience and Skills:** |
| **Qualifications and Experience**Essential:* A person who is qualified or training to become a social worker, or a practitioner in a related field (health, psychology, counselling, etc)
* Has support work experience including working with adults, children, young people and families and/or sexual violence
* Experience in team management and people development

Desirable:* Experience working with multi-disciplinary teams

**Skills & Knowledge**Due to the complexities of the issues and the specialist nature of this role a strong understanding of the importance of a holistic and strength based position is required. A successful applicant will also need the following:* Understanding of crisis intervention models
* Interpersonal and listening skills
* An awareness of the personal, social and political issues impacting upon survivors
* A clear understanding of professional ethics and confidentiality issues
* Demonstrated knowledge of, and an ability to work with Māori and Pacific Island communities
* Good networking and relationship building skills
* Excellent record keeping and organisational skills
* High level of written and verbal communication skills
* Reasonable familiarity with Microsoft packages and good basic keyboard skills
* A current Drivers licence.
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| **Personal Attributes:** |
| * a commitment to HELP’s purpose, vision, mission and values
* a commitment to the articles of Te Tiriti o Waitangi
* an ability to respond appropriately in stressful circumstances
* an ability to work in an empathic, non-judgemental, client focussed manner
* an awareness of the issues impacting Māori and Pacific Island people in relation to sexual abuse
* a commitment to working collaboratively both within the organisation and with a wide range of agencies and community groups
* flexibility and the ability to work with a team as well as independently
* an ability to work as a leader
* good self-care and self-awareness practices, ability to use the supervision process appropriately
* an ability to set clear professional boundaries
* reliability, energy and a sense of humour.
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HELP Chief Executive\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_/\_\_\_\_\_\_\_/\_\_\_\_\_\_\_