

JOB DESCRIPTION

CYF/Safe House Advocate



Shine is against violence of any kind and will support all victims of family violence, irrespective of gender, age or ethnicity. However, the majority of our clients are women and children, therefore staff must have a strong desire to assist women achieve autonomy and self determination in order that they and their children are able to be safe.

Job Title	Shine Advocate
Date:	March 2016
Responsible To	Shine Practice Manager
Hours	Advocate hours will be between 7.00am and 7.00pm by negotiation. 30 Hours
Position Summary	<p>The Advocate will be an employee of Shine, based 20 hours at Child, Youth and Family Takapuna and 10 hours at the Shine North Shore Refuge.</p> <p>The Advocate will work with Child Youth and Family Social Workers to provide services to families who have experienced family violence. The services will include providing safety plans, resources, information, support and education to women and children.</p> <p>The position requires a dual role of working for a community organization with a gender analysis of domestic violence and working within the statutory framework. The focus is on providing advocacy for the woman and providing an expert analysis of domestic violence in order to keep the mother and child/children together safely whenever possible.</p> <p>The Advocate will work to maintain safe and supportive refuge accommodation for female victims of domestic violence and their dependent children.</p> <p>The Advocate will also provide assistance to other team members in the provision of community advocacy as directed by the Practice Manager.</p>
Major Responsibilities <ul style="list-style-type: none"> • To be an advocate for women and children • To promptly respond to clients referred to the agency, by assessing risk, providing support, developing safety plans and advocating for resources • To attend staff meetings and case conferences and liaise regularly with the Shine North Shore team as a whole • To liaise proactively with the Police for the benefit of victims • To liaise and network with other groups whose work is relevant and useful to the clients and staff of SHINE • To work towards expanding the collaboration between agencies • To be responsible for the accurate production of client statistical information, case notes and other records. • To report regularly to the Practice Manager to raise issues to be addressed or noted • To actively engage in regular supervision with the Practice Manager • To provide assistance to other team members in the provision of advocacy and accommodation services as directed by the Practice Manager • To undertake training, clinical supervision and other forms of professional development • To contribute to a small team environment in which all staff are willing to help each other with their work, or fill in for them, or undertake other tasks as directed by the Practice Manager 	

Specialist Responsibilities

- To provide family violence analysis when working in conjunction with Child Youth and Family
- To encourage positive liaison between SHINE and Child Youth and Family to develop a comprehensive response to victims of Family Violence
- To deal with conflict within the refuge in line with policies, in order to maintain a calm and respectful environment for all occupants
- To promptly raise issues, risks or concerns relating to clients, the Refuge, or vehicles to the Practice Manager, keeping records or writing reports as appropriate
- To maintain the Refuge and outdoor areas in a clean, comfortable and safe condition.
- To ensure basic household and personal supplies are available for clients and house maintenance

General Responsibilities

- To contribute to agency and team effectiveness
- To comply with Shine policies
- To portray Shine positively to all external stakeholders
- To avoid any words or actions that may bring the agency into disrepute

Key Tasks

- To respond to Child Youth and Family referrals with a CYF social worker
- To provide an analysis of family violence to clients and CYF colleagues
- To provide safety planning, information, support and case management to clients of SHINE
- To attend meetings with Police, CYF, Victim Support, staff meetings and network meetings as directed by the Practice Manager
- To assess level of safety of children in consultation with CYF social workers and Shine staff
- To assess safety and suitability of women and children needing refuge
- To assist with clients in the Refuge and with general Refuge tasks
- To keep full and up-to-date records of all meetings and phone calls to clients using our advocacy service
- To attend meetings with other team members to develop comprehensive planning for victims of family violence
- To provide weekly written reports to the Practice Manager
- To provide written and verbal reports to external funders and stakeholders as requested
- To attend supervision as directed with Shine Supervisor
- To attend case supervision with CYF supervisor
- To attend professional external supervision on a monthly basis

Key Capabilities

- Is willing and able to form positive working relationships within the agency
- Has an understanding of the causes and dynamics of domestic violence and a clear gender analysis
- Is able to represent the agency, work effectively and form collaborative relationships with external groups such as Child Youth and Family and other family focused agencies
- Has an understanding of statutory requirements in the work of Child Youth and Family and the New Zealand Police
- Is able to anticipate potential problems, consider multiple solutions, evaluate risk, consequences and interest on affected parties, and prioritise response
- Shows willingness to consult and take direction
- Has confidence in crisis situations
- Has well developed conceptual, written and oral communication skills.
- Prioritises up to date and accurate record keeping
- Has excellent time-management and organisational abilities with the ability to work effectively under pressure and to deadlines

Personal attributes

- Has a positive and optimistic attitude
- Has personal integrity, an excellent work ethic and is self motivated to set and achieve

consistently high work standards

- Has a friendly, outgoing, mature and confident personality

Skills

- Has an understanding of the causes and dynamics of domestic violence and a clear gender analysis
- Is computer literate in Microsoft Office applications and client management systems and has a willingness to develop further skills
- Has an understanding of statutory requirements in the work of Child Youth and Family and the New Zealand Police

Qualifications

- Has a relevant qualification at degree level

Networks

- Has a commitment to developing and maintaining networks in the community
- Has knowledge of legal and social systems and community resources and how to use them

Expectations

- Has experience gained in a social service setting
- Is able to participate constructively and co-operatively in a team environment and form positive working relationships
- To cover workers who are sick or on leave as directed by the Practice Manager
- To raise the profile of the advocacy service and represent Shine in a constructive and professional manner
- To adhere to the codes of practice to of Shine with particular reference to safety and confidentiality

Requirements

- An understanding of the Te Tiriti O Waitangi and its historical and present-day context, and a commitment to honouring Te Tiriti as is appropriate for an NGO and an NGO worker.
- Has a knowledge of and comfort with cultural groups and lifestyles different from their own
- Is clear about professional and personal boundaries and makes good use of clinical supervision, case management meetings and critical incident debriefings
- Has a clean driver's licence and reliable vehicle

Functional relationships

- Clients
- Child Youth and Family
- Client Services Director
- North Shore Team
- Adult Crisis Team
- KIDShine Team
- Other Shine staff
- Other community networks
- New Zealand Police
- Victim Advisers
- Victim Support Staff
- Community Agencies e.g. Plunket, Barnados