

# SHINE

## POSITION DESCRIPTION



*Shine is against violence of any kind and will support all victims of domestic 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*

<b>Job Title</b>	<b>Shine Advocate</b>
<b>Hours</b>	32 per week over 4 days. Some flexibility will be expected.
<b>Responsible To</b>	Safety First Manager
<b>Position Summary</b>	<p>The overall aim of Shine advocacy is to promote the safety of victims of domestic violence, who are primarily women and children. We do this by empowering victims to make their own decisions about how best to achieve short and long-term safety for themselves (and their children).</p> <p>Shine advocates provide crisis support, risk assessment, safety planning, refuge and relevant information to victims of domestic violence. Advocates also provide referrals to appropriate agencies to support the victim and her children to achieve safety.</p> <p>With this focus, we work in a collaborative approach with other government and community agencies, in order to most effectively work for the safety of victims and accountability of offenders of domestic violence.</p> <p>Shine advocacy also includes identifying obstacles and gaps in service provision and finding solutions in order to enable a more effective local response to domestic violence.</p> <p>This role is primarily based in the Child Youth and Family sites at Manurewa and Onehunga. The Shine 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 risk assessment, 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 a specialist analysis of domestic violence in order to keep the mother and child/children together safely whenever possible.</p>
<b>Major Responsibilities</b> <p><b>Triage</b></p> <ul style="list-style-type: none"> <li>To assess risk based on referral information</li> <li>To collect information from New Zealand Police and Child Youth and Family</li> <li>To make a decision about level of response to be provided</li> </ul> <p><b>Office-based response</b></p> <ul style="list-style-type: none"> <li>To promptly respond to clients who phone Shine, by assessing risk, providing support, developing safety plans, giving information, making referrals and advocating for resources.</li> </ul>	

**Crisis response**

- To make a home visit or hospital visit in the agreed timeframe where the New Zealand Police, CYF or ADHB have made a referral that meets Shine criteria for a home/hospital visit
- To promptly respond to clients referred to the agency, by assessing risk, providing support, developing safety plans, giving information, making referrals and advocating for resources.

**CYF on-site role**

- To work on-site at a CYF site
- To provide information, support, case management and referrals to high risk / high need clients of Shine and CYF
- To provide mentoring and analysis of domestic violence for CYF social workers.
- To encourage positive liaison between Shine and Child Youth and Family to develop a comprehensive response to victims of domestic violence

**Special skill/ interest portfolios**

- Shine supports and encourages the development of special skills or interests. Time will be allocated as resources allow.

**General Team Responsibilities****Advocacy**

- To be an advocate for victims of domestic violence and their children
- To promptly respond to clients referred to the agency, by assessing risk, providing support, developing safety plans, giving information, making referrals and advocating for resources.
- To provide domestic violence analysis when working in conjunction with the New Zealand Police and Child Youth and Family
- To refer to CYF when the level of violence presents danger to the children

**Recording**

- To keep full and up-to-date records within the database of all meetings and phone calls to clients using our advocacy service
- To be responsible for the accurate production of client statistical information, case notes and other records
- To be able to clearly account for the use of time by completion of timesheets or other documentation as requested

**Team membership**

- To attend staff meetings and case conferences and liaise regularly with other Shine teams
- To provide assistance to other team members in the provision of advocacy and accommodation services as directed by the Safety First Team Manager
- To contribute to a 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 Safety First Team Manager

**Networking**

- To liaise proactively with the Police, Child Youth and Family, Court Victim Services and Victim Support and to attend meetings with Police, CYF, Victim Support, and network meetings as directed by the Safety First Team Manager
- 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 statutory and community agencies

**Identifying issues**

- To be aware of trends and patterns occurring with clients being referred

- To report regularly to the Safety First Team Manager to raise issues to be addressed or noted

### **Professional development**

- To actively engage in regular supervision with the Safety First Team Manager
- To regularly attend professional external supervision
- To undertake training and other forms of professional development

### **General Agency Responsibilities**

- To comply with Shine policies
- To adhere to the codes of practice of Shine
- To provide written and verbal reports to external funders and stakeholders as requested
- To raise the profile of the advocacy service and represent Shine in a constructive and professional manner to all external stakeholders
- To contribute to agency and team effectiveness
- To avoid any words or actions that may bring the agency into disrepute

### **Key Capabilities**

#### **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
- Is willing and able to form positive working relationships within the agency
- Has a genuine interest in other people and will be both empathetic and supportive with clients
- Provides encouragement and support to any volunteer staff
- Is able to participate constructively and co-operatively in a team environment and form positive working relationships

#### **Skills**

- 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

#### **Qualifications**

- Has a relevant qualification, preferably degree level or working towards a degree

#### **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 interested in professional development and new approaches to solving problems
- Has excellent time-management and organisational abilities with the ability to work effectively under pressure and to deadlines
- 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

- Demonstrates excellent decision making skills
- Demonstrates a flexible collaborative approach to problem solving
- Has well developed conceptual, written and oral communication skills.
- Prioritises up to date and accurate record keeping
- Is computer literate in Microsoft Office applications, client management systems and has a willingness to develop further skills

#### **Requirements**

- Has a working knowledge and understanding of the principles of the Treaty of Waitangi
- 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
- Client Services Director
- North Shore Team
- Safety First Team
- KIDshine Team
- Other Shine staff
- Member agencies of SAFTINET and the Safer Families Violence Prevention Network
- Other community networks
- Child Youth and Family
- New Zealand Police
- Victim Advisers at Court
- Victim Support Staff
- Community Agencies e.g. Plunket, Barnados