



Abuse in Care

Royal Commission of Inquiry

Senior Support Specialist

The Abuse in Care Royal Commission is investigating the abuse and neglect of children, young people and vulnerable adults who were in the care of the State and faith-based institutions between 1959 and 1999.

The Inquiry is examining what happened and why and will make recommendations aimed at stopping this happening in the future.

Te Tiriti o Waitangi is the founding document of New Zealand and the Royal Commission is committed to applying the principles of Te Tiriti to the Inquiry - our terms of reference recognise the status of iwi and Māori under Te Tiriti, and ours is the first Inquiry of this nature that formally acknowledges its indigenous population in this way. The Inquiry will partner with Māori throughout the inquiry process and will give appropriate recognition to Māori interests, acknowledging the disproportionate representation of Māori (particularly of children and young people in care).

Our vision

Transforming the way, we, as a nation, care for children, young people and vulnerable adults in our communities.

Our values



Fairness and balance



Independence and determination



Transparency



Aroha

To learn more about the Royal Commission visit www.abuseincare.org.nz

Role details

Business unit	Survivor Accounts	Directorate	Survivor Accounts, Research, Policy and Investigations
Reports to	Manager Contact and Support Centre	Location	Wellington

Survivor Accounts, Research, Policy and Investigations

The Survivor Accounts, Research and Policy, and Investigations directorate is made up of four business Units: Survivor Accounts (Contact and Support Centre, Survivor Wellbeing and Private Sessions), Research and Policy, Legal and Investigations, and Community Engagement. The Survivor Accounts unit provides support and services to survivors, victims and stakeholders that ensure the Royal Commission fulfils in obligations under the Terms of Reference.

These three teams provide the 'front door' to the inquiry for survivors wishing to engage with the Commission.

Initials _____

Survivors register with the Contact and Support team and are given options on how they might like to be a part of the inquiry. The Contact and Support team support survivors in their journey through the Commission to ensure that they have all the information they need to participate through their preferred method.

What you'll do

The Senior Support Specialist is responsible for providing advice and support to survivors, whanau and families, their support people and any other impacted parties as the Royal Commission undertakes its Inquiry into abuse in care. The Senior Support Specialist will be one of the primary contact points for survivors and their support people. This role will manage the relationship with survivors ensuring they are supported and guided into the appropriate channel, as well as ensuring continuity of care. In addition, the role will work with key internal stakeholders to ensure that the survivors have a positive interaction with all Royal Commission staff, ensuring there is continuity of care and that all interactions are positive.

This role is both proactive and reactive, being able to respond quickly to survivors while maintaining a positive relationship.

Accountabilities	Responsibilities
<p>Operations</p>	<ul style="list-style-type: none"> ▪ Work with the Manager Contact and Support Centre to deliver a high-quality survivor-focused engagement and case management operation. ▪ Manage any ongoing and complex cases ensuring the survivor is managed appropriately using recognised case management processes, maintaining a positive experience throughout their engagement with the Commission and any support required is advised appropriately and in a timely manner. ▪ Proactively resolve any issues or concerns raised by survivors or other stakeholders as they arise and where appropriate escalate matters to the Manager Contact and Support Centre. ▪ Contribute to the continuous improvement of the Commission's systems and practices. ▪ Work with the Manager Contact and Support Centre and the Manager Private Sessions to take the lead on planning and logistics for private sessions with Commissioners. ▪ Work with the Manager Contact and Support Centre to determine any risks associated with survivors and/or their whanau or support people. ▪ Supporting other team members within the Commission, where necessary, with advice on how best to engage with survivors. ▪ Maintain and implement privacy principals and procedures to maintain consistency of approach across the team and avoid privacy breaches.
<p>Private Session Processes</p>	<p>Responsibility for setting up and managing processes including:</p> <ul style="list-style-type: none"> ▪ Using data from CRM to identify areas in New Zealand for Commissioners to conduct Private Sessions. ▪ Working with the property team to scope appropriate venues for private sessions, arranging appointment schedules and contacting survivors and filling appointment slots. ▪ Liaise with Commissioners and Royal Commission staff to facilitate travel and accommodation for staff and Commissioners involved in private sessions. ▪ Provide advice to Commissioners and Private Session Facilitators on best practice methods for conducting sessions with individual survivors operating a client centric approach. ▪ Working with the Wellbeing and Health and Safety team to identify access and mitigate any risks associated with Survivors attending Private sessions. ▪ Supporting survivors to access appropriate supports before and after sessions. ▪ Obtaining and analysing Survivor and provider feedback to evaluate survivor experience of the private sessions.

Relationship Management	<ul style="list-style-type: none"> ▪ Work closely with other teams in the Survivor Accounts team and across the SARPI directorate to ensure a coordinated and informed approach across the four core functions of SARPI: community engagement, contact and support, private sessions and wellbeing. ▪ Working closely with other teams across the Royal Commission to ensure smooth operations, mainly Communications, Corporate and the IT team. ▪ Lead the relationship with advocacy groups. Ensure that both the advocacy group and the survivors' expectations are managed appropriately and met. ▪ Provide coaching, advice, mentoring and support to the Contact and Support Advisors on the best practice ways to manage cases and work with survivors and other stakeholders. ▪ Use a trauma informed approach to work collaboratively with survivors, whanau and families, support people, advocates and other impacted parties to understand their individual circumstances and facilitate appropriate supports and services to meet their participation needs.
Reporting/CRM	<ul style="list-style-type: none"> ▪ Ensure that all survivor information held by the Commission is stored securely and that the privacy of survivors and other stakeholders is maintained. ▪ Work alongside the Information Management team and other stakeholders to provide advice to support continuous improvement in the management and storage of all forms of information received from survivors and other stakeholders. ▪ Use the Case Management System to record and maintain complete, accurate and up to date information about participants in the Inquiry to support effective decision making, timely communication, and detailed analysis. ▪ Provide robust and timely reporting, providing insights around those reports and information as requested by the Manager, Contact and Support Centre. ▪ Contribute to research, writing and presenting papers to the Commissioners with recommendations on how best to engage with individual or groups of survivors at Private Sessions regardless of disabilities or geographical location.
Te Tiriti o Waitangi	<ul style="list-style-type: none"> ▪ Support a focus within the Inquiry that is consistent with Te Tiriti o Waitangi.
Travel	<ul style="list-style-type: none"> ▪ Travel may be required as part of this role.
Risk Management	<ul style="list-style-type: none"> ▪ Comply with specific legislative requirements, adhere to the Royal Commission's policies and procedures, and report or escalate risks, issues and events. ▪ Maintain a strict sense of professional ethics, confidentiality and privacy, and abiding by the public service Code of Conduct.
Health and safety	<ul style="list-style-type: none"> ▪ Take reasonable care for their own health and safety ▪ Take reasonable care that they do not adversely affect the health and safety of other people ▪ Co-operate with any reasonable workplace policy or procedure that has been communicated ▪ Comply, with any reasonable instruction that is given by the Commission to allow it to meet with its health and safety obligations.

Qualifications and experience

Qualifications	<ul style="list-style-type: none"> ▪ Qualified counsellor or some form of clinical or case management experience ▪ Tertiary or professional qualification in appropriate field (or equivalent experience).
Experience and knowledge	<p>Strong demonstrable knowledge of and experience in:</p> <ul style="list-style-type: none"> ▪ The role of the public service, the machinery of government and the independent role of a Royal Commission. ▪ All aspects of communications including written, oral and relationship management. ▪ Confidence in cultural and disability approaches including tikanga Māori ▪ 5 years + case management experience preferably in a community or mental health setting ▪ Demonstrated understanding of working within a trauma informed framework ▪ Excellent time management, organisational and administrative skills ▪ Excellent judgement and sound decision-making skills ▪ Previous experience of working with survivors of abuse would be an advantage.
Variations to Duties	<p>Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities can be amended from time to time either by additional, deletion or straight amendment to meet any changing conditions, however this will only be done in consultation with the employee.</p>
Inclusion and Diversity	<p>Here at the Royal Commission, we foster relationships with all people, including Māori, Pacific People, LGBTIQ+, and disabled communities.</p> <p>Your work life balance is important to us. We acknowledge that non-standard working practices can often be a preferable way for people to work to help them maintain a healthy work-life balance. We will proactively work with you to make your flexible working arrangement work where possible.</p>

Role dimensions

Reports

Direct reports	Nil	Indirect reports	Nil
Financial Delegations:	Nil	Non-Financial Delegations:	Nil

Key relationships

Internal	<ul style="list-style-type: none"> ▪ Survivor Accounts Managers ▪ Senior Managers across the Commission ▪ Other Royal Commission employees 	External	<ul style="list-style-type: none"> ▪ Statutory bodies and other agencies associated with the Department ▪ Health Service Providers ▪ Mental Health Crisis teams, Community care teams and NZ Police ▪ Survivors, Witnesses and other people that want to participate in the Royal Commission
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Your success profile for this role

At the Royal Commission, we have a Capability Framework to help guide our people towards the

Keys to Success:

- Problem solving

behaviours and skills needed to be successful. The core success profile for this role is [Specialist](#).

- Critical thinking
- Interpersonal savvy
- Navigating complexity
- Communicating with influence
- Technical and specialist learning

Last reviewed	January 2021
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