



Abuse in Care

Royal Commission of Inquiry

Contact and Support Centre Manager

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 and Policy, and Investigations
Reports to	Head of Survivor Accounts	Location	Wellington or Auckland

Survivor Accounts team

Survivor Accounts sits with the Survivor Accounts, Research, Policy and Investigations Directorate at the Commission and consists of the Contact and Support, Private Sessions and Wellbeing teams. These three teams provide the 'front door' to the inquiry for survivors wishing to engage with the Commission.

Once registered, the Contact and Support team work alongside survivors in their journey through the Commission to ensure that they have all the information they need to participate.

The Wellbeing team are responsible for providing a trauma informed approach to wellbeing for survivors and witnesses, as they engage with the inquiry and will work with survivors to develop a package of care to suit individual needs and values.

The Private Sessions team provide support to Commissioners to enable them to hear the experiences of survivors in one-on-one or group settings across the country. Sessions can be held in person, or via Zoom and the team are responsible for recording the session and capturing data required for the Research, Legal and Investigations teams.

What you'll do

The Terms of Reference for the Commission ensures that no further harm will be made to survivors through their participation in the Inquiry. This is a key driver of the work of the Contact and Support team which is to support survivors and witnesses that engage with the Commission in their entire journey through the Commission to ensure that they have all the information they need to participate, right from the initial engagement and registration with the Commission, through to the completion of their private session. The Manager and their team ensure survivors are informed, prepared and supported to share their experience with the Commission and through the process. The Contact and Support Manager is a key role within the Survivor Accounts team and the wider Commission.

Accountabilities	Responsibilities
Leadership	<ul style="list-style-type: none"> ▪ Lead and manage the Contact and Support team to support survivors and witnesses that engage with the Commission in their entire journey through the Commission, to ensure that they have all the information they need to participate right from the initial engagement and registration with the Commission, through to the completion of their private session. ▪ Represent the Contact and Support team as part of the Survivor Accounts leadership team. ▪ Provide leadership and support to the Head of Survivor Accounts as required. ▪ Provide supervision and regular debriefing opportunities for all team members. ▪ Provide performance management and coaching and development for all team members. ▪ Provide regular opportunities for the Contact and Support team to come together to focus on processes, procedures and continuous improvement, not just limited to the team but including cross Survivor Account processes and procedures. ▪ Lead the Commission wide engagement to ensure that our Customer Relationship Management (CRM) system is used correctly and consistently across the Commission, ensuring that CRM is the single source of the truth. ▪ Participate as an active member of the Crisis Management Team (CMT) as and when required.
Contact and Support Policy and Procedures	<ul style="list-style-type: none"> ▪ Develop and implement Survivor Contact and Support policies, processes and procedures in accordance with best practice standards. ▪ Development and continual improvement of processes for supporting survivors and witnesses as they engage with the Commission including but not limited to private sessions, public hearings, witness statements and written accounts. ▪ Work closely with other Survivor Accounts leaders to ensure Contact and Support requirements are considered across all aspects of our work with survivors, and that all Survivor Accounts processes and policies reflect this. ▪ Ensure that all Privacy policy and procedures are adhered to by the Contact and Support team, and if a breach or potential breach is determined, that this is escalated to the Privacy Officer for review. ▪ Ensure that the systems are in place to accurately record and manage the Contact and Support interactions, as well as with survivors/witnesses within CRM or any other case management tools that are yet to be developed. ▪ Accountability for the Contact and Support team following all processes and procedures requires and expected of them. ▪ Raise issues as appropriate with the Head of Survivor Accounts for escalation as necessary.

Survivor Interactions	<ul style="list-style-type: none"> ▪ Work with individual survivors, their supporters and Survivor Accounts staff to develop provide timely and accurate information to support their engagement with the Commission. ▪ Ensure that the Contact and Support team are managing interactions with survivors (and witnesses) in a trauma informed manner that does no harm to survivors. ▪ Ensure that the Contact and Support team are providing appropriate support to the Private Sessions team in relation to booking Private Sessions, creating and sending out the Private Sessions information packs, and Private Session follow up “check-in” calls. ▪ Ensure that the Contact and Support team are providing appropriate support to the Wellbeing team in relation to newly registered survivor wellbeing assessment, including pulling together the information for the combined Contact and Support and Wellbeing assessment meeting. ▪ Ensure that the Contact and Support team email inbox is managed efficiently and effectively, to agreed SLAs (e.g. must respond to a survivor within 48 hours). ▪ Lead the management of survivors who have sensitive or high complexity, on behalf of the Contact and Support team, and/or with other teams as required. ▪ Provide advice and guidance and where appropriate, participate in Incident Management scenarios involving survivors.
Relationship Management	<ul style="list-style-type: none"> ▪ Develop processes and systems to ensure that Contact and Support team services can be reported on accurately and in a timely manner, e.g. KPI metrics to ELT. ▪ Work with other leaders and staff across the Commission in dealing with survivors who have sensitive or with high complexity needs. ▪ Work with other areas of the Commission to ensure that planned activities in other areas of the Commission, will be delivered in a trauma informed manner that does no harm to survivors. ▪ Champion the ongoing development of new / changed functionality of our CRM system across the Commission.
General	<ul style="list-style-type: none"> ▪ All other duties as required.
Te Tiriti o Waitangi	<ul style="list-style-type: none"> ▪ Support a focus within the Inquiry that is consistent with Te Tiriti o Waitangi.
Leadership	<ul style="list-style-type: none"> ▪ As leaders, our role is to manage the performance of our teams, to develop their capability through coaching, mentoring, learning and development and actively sharing our knowledge and expertise.
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	<p>Anybody that has responsibility for a person/s must comply with the requirements of the Commission’s health and safety policies. It is an expectation that this will include:</p> <ul style="list-style-type: none"> ▪ Communicating health and safety expectations with workers and enable participation in training; ▪ Monitoring compliance and ensure the accurate reporting, recording and investigation of workplace incidents; ▪ Supporting the early return to work of employees following injury or illness; ▪ Upholding health and safety standards in the workplace and foster active worker participation in health and safety. <p>Everyone is required to:</p> <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.
Travel	<ul style="list-style-type: none"> ▪ Travel may be required for this role.

Qualifications and experience

Qualifications	<ul style="list-style-type: none"> ▪ Qualified counsellor or some form of clinical experience ▪ Tertiary qualification in an appropriate and related field.
Experience and knowledge	<p>Strong demonstrable knowledge of and experience in:</p> <ul style="list-style-type: none"> ▪ Experienced in the field of trauma; ▪ Extensive experience in dealing with survivors of trauma; ▪ Prior experience in leading a team in a complex case management environment or similar in a healthcare or social agency; ▪ Experienced in working in a complex, sometimes ambiguous environment ▪ Prior experience building and maintaining strong and effective collaborative working relationships; ▪ Resilient and empathetic; ▪ Sound judgement and tact in dealing with complex and sensitive issues; ▪ The ability to quickly acquire knowledge of the Royal Commission’s environment ▪ Strong organisational skills, including planning and prioritisation; ▪ Demonstrated well developed self-management skills; ▪ Strong leadership of others; ▪ 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; ▪ Demonstrated understanding of and experience working in accordance with the Te Tiriti o Waitangi and its principles.
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	6	Indirect reports	Nil
----------------	---	------------------	-----

Financial Delegations:	TBC	Non-Financial Delegations:	TBC
------------------------	-----	----------------------------	-----

Key relationships

Internal

- Senior Managers
- Other Royal Commission employees
- Internal Clients
- ELT and Commissioners

External

- Statutory bodies and other agencies associated with the Department
- Health Service Providers
- Mental Health Crisis teams, Community care teams and NZ Police.

Your success profile for this role

At the Royal Commission, we have a Capability Framework to help guide our people towards the behaviours and skills needed to be successful. The core success profile for this role is [People Leader](#)

Keys to Success:

- Setting expectations
- Encouraging innovation
- Building effective teams
- Identifying talent and developing others
- Motivating others to achieve results
- Developing business acumen

Last reviewed

January 2021