



Abuse in Care

Royal Commission of Inquiry

Head of Survivor Accounts

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 1950 and 1999.

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, Engagement and Communications
Reports to	Associate Executive Director – Survivor Accounts, Engagement and Communications	Location	Wellington
Direct reports	4	Indirect reports	21
Financial Delegations:	TBD	Non-Financial Delegations:	TBD

Survivor Accounts, Engagement and Communications

The Survivor Accounts, Engagement and Communications directorate facilitates engagement with survivors and other stakeholders, and provides communication, media and engagement services. Communications are provided to both internal and external stakeholders. The Community Engagement team is established to support the participation, ongoing engagement, and wellbeing of survivors, others impacted and their supporters in New Zealand and overseas

by working collaboratively with community organisations and building their capacity and motivation to support the aims of the Inquiry.

Survivor Accounts

Survivor Accounts sits within the Survivor Accounts, Engagement and Communications Directorate 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.

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.

The Wellbeing team are responsible for both internal and external wellbeing at the Commission. They support survivors engaging with the inquiry and will work with survivors to put together a package of care to suit individual needs, values and cultural beliefs. Internal wellbeing support is also provided to staff at the Commission (commonly referred to as ‘supervision’).

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 and internationally. Sessions can be held in person, or via video. The team are responsible for recording the session and capturing data required for the research, legal and investigations teams, as well as providing a transcript to survivors (if requested).

What you’ll do

The Head of Survivor Accounts develops processes and policies and leads teams to triage and support survivors, victims and witnesses as they journey through the Inquiry from registration to providing an account of their abuse in care or being part of the hearing and learning process. The teams within Survivor Accounts interact directly with survivors before, during and after they share their account in various roles including wellbeing, session facilitation and managing the recording of the sessions for further analysis and review by the wider Inquiry team. This role is accountable for ensuring the Commission meets its responsibilities to survivors, victim and witnesses as set out in the Terms of Reference. Survivors are managed appropriately in a trauma informed way and with empathy in their dealings with the Commission, recognising that many survivors may be vulnerable, hard to reach and require tailored support to meet their needs. The Head of Survivor Accounts is accountable for the Contact and Support Centre, the Private Sessions team and the Wellbeing team which delivers wellbeing support for Survivors and internal staff of the Royal Commission.

Accountabilities	Responsibilities
Leadership	<ul style="list-style-type: none"> ▪ Lead the Contact and Support team, the Private Sessions team, the Wellbeing team and planning and support staff. ▪ Proactively mentor, coach and support the Survivor Accounts team to work inclusively and to use whanau centred and trauma informed approaches. ▪ Develop effective and cohesive teams that have empathy with and understanding of the issues that survivors face in telling their account of abuse in care. ▪ 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.
Relationship and stakeholder Management	<ul style="list-style-type: none"> ▪ Be accountable for developing high quality and strategic advice for the Associate Executive Director – Survivor Accounts, Engagement and Communications to deliver outcomes for survivors, victims and other impacted parties through the Commission work programme ▪ Engage effectively with survivors, Commissioners, Commission staff, community and support organisations ▪ Work closely with counselling support services and external providers to ensure survivors are provided with appropriate levels of support as they journey through the Inquiry

	<ul style="list-style-type: none"> ■ Provide an effective conduit between the ‘Survivor Account’ team, Commissioners, ELT and other areas of the Royal Commission (including Counsel Assisting) ■ Ensure all parties are treated with respect and dignity; that accounts are received in a non-judgmental environment and with the level of confidentiality that individual survivors request ■ Management of other key relationships as determined by ELT and stakeholder management.
Process Improvement and development	<ul style="list-style-type: none"> ■ Develop and implement effective protocols, procedures, systems and processes. Ensure the teams actively incorporate appropriate Māori tikanga and a survivor focus as part of any process development or improvement ■ Provide effective leadership and expertise to develop the design and delivery of all elements of the private sessions, contact and support centre and wellness support for Survivors ■ Develop and deliver reporting that is factual and accurate ■ Develop and deliver on all service level agreements (including reporting) ■ Lead a culture of where continuous improvement is second nature to ensure that survivors are the focus of everything we do
Delivery of Private Sessions	<ul style="list-style-type: none"> ■ Ensure the development and delivery of an effective schedule of Private Sessions which takes into account Commissioner availability and survivor demand for Private Sessions throughout the course of the Inquiry ■ Ensure that Private Sessions are booked, managed and delivered in a way that acknowledges the survivors needs, vulnerabilities and support requirements ■ Ensure survivor accounts are captured in an appropriate format to enable analysis and review of the accounts by Legal and Investigations and the Research and Policy teams ■ Ensure the private sessions are delivered within the agreed SLA and to the required level of quality and integrity
Contact and Support	<ul style="list-style-type: none"> ■ Ensure the “front door to the commission” via the Contact Centre is operational and resourced appropriately to meet the demands and volume of expected survivor and witness registrations through the lifetime of the Inquiry ■ Ensure the operational effectiveness of the telephony system ■ Ensure the effective use of the CRM system including the capture and authenticity of data, provision of robust reporting and data analysis to the wider Commission ■ Ensure the data captured in CRM meets the needs of the Research and Policy and Legal and Investigation teams.
Te Tiriti o Waitangi	Support the implementation of the work programme 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	<ol style="list-style-type: none"> 1. 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: <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. 2. Everyone is required to: <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	Relevant qualification or 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. ▪ Demonstrated understanding of and experience working in accordance with the Te Tiriti o Waitangi and its principles ▪ A reputation for providing exceptional people leadership, culture development and team performance in a related setting; ▪ An understanding of and empathy for survivors and the difficulties they face in telling of their trauma, whilst maintaining a neutral and supportive stance; ▪ An understanding of the psychology of trauma survivors; ▪ Significant experience in leadership within both corporate and community environments. Cultural sensitivity, incorporating Māori Tikanga; ▪ An understanding of the legal requirements around collection and presentation of information that may be used in a legal environment; and ▪ Proven ability to establish protocols, procedures, processes and systems ▪ Sound analytical skills.
Variations to Duties	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.
Inclusion and Diversity	<p>The Commission welcomes and celebrates diversity and seeks to provide equal opportunities for all people including Māori, Pacific People, LGBTITQA+, and disabled communities to participate in the work of the Commission.</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>
Travel	May be required within New Zealand.

Key relationships

Internal	<ul style="list-style-type: none"> ▪ Senior Managers ▪ Other Royal Commission employees ▪ Internal Clients 	External	<ul style="list-style-type: none"> ▪ Statutory bodies and other agencies associated with the Department ▪ Advocacy groups ▪ Core participants ▪ Legal firms representing Survivors/Victims ▪ Survivors, victims and witnesses
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Last reviewed

September 2021

Approved GM S&A 30/09/2021