



Abuse in Care

Royal Commission of Inquiry

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 1950 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, Engagement and Communications
Reports to	Manager, Contact and Support	Location	Wellington / Auckland
Direct Reports	Nil	Indirect Reports	Nil
Financial Delegations	Nil	Non-financial delegations	Nil

Survivor Accounts, Engagement and Communications Directorate

The Survivor Accounts, Engagement and Communications Directorate is the public face of the Commission. Survivor Accounts provides a 'front door' for survivors and manages their journey with the Commission, including ensuring their wellbeing. Stakeholder and Community Engagement establishes relationships with other stakeholders including

survivor representative groups, and organisations and institutions that participate in the inquiry. Communications manages the Commission’s internal and external information flows to ensure that the inquiry is well understood and supported by Commission personnel, other government departments and the public.

Survivor Accounts Business Unit

The Vision of the Commission is to transform the way we in Aotearoa care for children, young people and vulnerable adults in our community. The first and key part of the Commission’s strategy is to gather stories and evidence from survivors who have been abused in care. It is their stories that tell us what has been broken and needs to be fixed, and how best to do that based on their experiences. Survivor Accounts provides a way for the Commission to do that by being the first point of contact for survivors, enabling them to tell their stories in a safe way and providing for their wellbeing as they journey with us.

What you’ll do

The Support Specialist will provide support for survivors and their whānau as the Royal Commission undertakes its Inquiry into abuse in care. The Support Specialist as part of the Contact and Support team engages at the frontline with those people directly contacting the Commission via the 0800 phonenumber or via email. The Support Specialist will work closely with those survivors, their whānau and other impacted individuals to ensure that they are supported, informed and guided through their engagement with the Royal Commission. This is an integral role within the team as you will often be the first person within the Inquiry that the survivor engages with and you are their connection and navigation point into the wider Commission.

Accountabilities	Responsibilities
Survivor Support	<ul style="list-style-type: none"> Support the Manager Contact and Support to deliver a high-quality survivor focused case management service. Utilise the Case Management System to record and maintain complete, accurate and up to date information to support effective decision making and detailed analysis.
Stakeholder Engagement	<ul style="list-style-type: none"> Work collaboratively using a trauma informed approach with survivors, whanau, advocates and other impacted parties to understand their individual circumstances and facilitate appropriate supports and services to meet those needs Engage effectively with all Royal Commission Staff Proactively engage with external providers
Problem Solving	<ul style="list-style-type: none"> Proactively resolve any issues or concerns raised by survivors or other stakeholders as they arise and where appropriate escalate any issues to the Manager Contact and Support. Providing accurate and up to date information to survivors regarding questions relating to the Terms of Reference Providing information as to services that are available to survivors through the Royal Commission and other organisations such as MSD, Education and Ministry of Health.
Confidentiality	<ul style="list-style-type: none"> Ensure that information held by the Royal Commission is stored securely and that the privacy of survivors and other stakeholder’s is protected at all times.
Other	<ul style="list-style-type: none"> You may be required to support other areas within the wider Survivor Accounts team from time to time. These areas include the Wellbeing and Private Sessions teams. All other duties as required.
Te Tiriti o Waitangi	<ul style="list-style-type: none"> Carry out duties in ways that are consistent with, and honors the Commission’s commitment to, Te Tiriti o Waitangi and demonstrates a good understanding of the expectations of iwi / Māori within the context of the Commission’s mahi.

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.
Travel	<ul style="list-style-type: none"> Some travel within New Zealand may be required.

Qualifications and experience

Qualifications	<ul style="list-style-type: none"> Related tertiary or professional qualification in Health or Social Services (or equivalent experience) would be advantageous.
Experience and knowledge	<p>Strong demonstrable knowledge of and experience in:</p> <ul style="list-style-type: none"> Community language skills would be an advantage The ability to process and analyse information objectively Case management experience preferably in a community or health setting Demonstrated understanding of working within a trauma informed framework Excellent time management, organisational and administrative skills Proficient in culturally and disability inclusive approaches including tikanga Māori High level of motivation and initiative Resilience, empathy, patience and emotional strength Strong interpersonal communication skills including conflict resolution, relationship management and the ability to positively influence others Comfortable working in a complex and ambiguous environment Excellent judgement and sound decision-making skills Previous experience of working with survivors of abuse would be an advantage 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.
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 Peoples, 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>

Last reviewed	January 2022
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