# Support Specialist

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| The Royal Commission of Inquiry into Abuse in Care and Faith based Institutions was established in February 2018. The Inquiry will investigate the abuse and neglect of children, young people and vulnerable adults who were in the care of State and faith-based institutions in New Zealand between 1950 and 1999 and examine ways to stop further abuse.   Te Tiriti o Waitangi is the founding document in New Zealand. This is the first Inquiry internationally that acknowledges its indigenous population through Te Tiriti o Waitangi. Māori make up over half of all children in care during the period under inquiry and the Royal Commission is committed to meaningfully applying the principles of Te Tiriti o Waitangi and recognises that there was and still remains a disproportionate number of Māori in care and this inquiry requires a focus that is consistent with te Tiriti. | | | |
| 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**

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| Role details | | | |
| **Business unit** | Survivor Accounts | **Directorate** | Contact and Support Centre |
| **Reports to** | Manager, Contact and Support Centre | **Location** | Te Whanganui a Tara (Wellington) |
| 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.  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. | | | |

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| 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 phoneline 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 | * 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 | * 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 | * 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 | * 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 | * All other duties as required. |
| Te Tiriti o Waitangi | * Demonstrate a clear understanding of Te Tiriti o Waitangi using a Māori Tikanga approach * Support a focus within the Inquiry that is consistent with Te Tiriti o Waitangi. |
| Risk Management | * 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 | * 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** | * Related tertiary or professional qualification in Health or Social Services (or equivalent experience) would be advantageous. |

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| Qualifications and experience (continued) | | | | | |
| **Experience and knowledge** | | Strong demonstrable knowledge of and experience in:   * 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** | | 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** | | Here at the Royal Commission, we foster relationships with all people, including Māori, Pacific Peoples, LGBTTIQA+, and disabled communities.  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. | | | |
| Role dimensions | | | | | |
| **Reports** | | | | | |
| Direct reports | | Nil | Indirect reports | | Nil |
| Financial Delegations: | | Nil | Non-Financial Delegations: | | Nil |
| **Key relationships** | | | | | |
| Internal | * Senior Managers * Other Royal Commission employees * Other employees of the Royal Commission. | | External | * Statutory bodies and other agencies associated with the Department * Survivors, victims and stakeholders. | |
| **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 [Specialist](https://dms.dia.govt.nz/DMS/Active/bsr.nsf/0/A9C779153BFB7200CC257D09006F172A/$file/4063613DA%20-%20DIA_Profile_Specialist_v7.pdf). | | | **Keys to Success:**   * Problem solving * Critical thinking * Interpersonal savvy * Navigating complexity * Communicating with influence * Technical and specialist learning | | |
| Last reviewed | | | August 2020 | | |