Whāngaia Ngā Pā Harakeke

Administrator – Family Harm /Safety Assessment

Position Details

Reports to: Senior Sergeant: Family Harm Response

Location: Generic location

District/Service Centre: Generic District

Shift work/non shift work: Both

Group: Districts

Remuneration range: Band C

PHPF Level Purpose: Individual Contributor

Employee Type: Employee

Direct reports: Nil

Delegated financial authority: N/A

Context

New Zealand Police is the lead agency responsible for reducing crime and enhancing community safety. We work in partnership with individuals, communities, businesses and other public sector agencies to achieve our vision of Safer Communities Together.

New Zealand Police is operating various initiatives to partner with iwi/hapū, government agencies and non-government organisations to reduce family harm in communities. The models build on existing relationships with local iwi/hapū, government agencies and non-government organisations to form partnerships to develop a collaborative approach to responding and providing services to those family/whānau who are experiencing family harm.

Purpose

The purpose of the Districts is to deliver Our Business.

To support the delivery of these outcomes the Administrator will manage and support daily operations, and enable Family Harm Response team members to focus on problem solving and actions to support family safety.

To provide accurate administrative action that is aligned with national guidelines and local governance direction for the relevant Family Harm response model (e.g. Whangaia, ISR), including administrative action resulting from daily Safety Assessment Meetings (SAM)

The purpose of leadership in this role is to enable others to deliver Our Business.

Accountabilities

1. Be safe and feel safe

- Understand the hazards in your work area and eliminate or minimise the associated risk.
- Report all accidents, incidents and near misses in MyPolice in a timely fashion.
- Actively participate in Wellness and Safety initiatives and training

2. Case Management

- Provide administrative support for the Family Harm Response Team representatives including the accurate and timely entry of family harm data in the appropriate case management system.
- 'Super User' for the case management system.
- Schedule and provide relevant information to the Safety Assessment and High Risk Case Management Meetings.
- Monitor the progress of the Family Safety Plan taskings and follow up with the lead professionals as required.
- Provide support / training to users of the appropriate case management system as required.
- Create new records in the case management system as Police referrals come in. Link these with existing records.
- Add information to the case management system as it is provided (if providers do not have access).
- Note in case management system risk tier agreed, recording the rationale behind the decision.
- Report to the Safety Assessment Meeting and High Risk Case Management on overdue tasks.
- Update the case management system when tasks are reassigned (this may happen during or outside of Safety Assessment Meetings).
- Follow appropriate information sharing and privacy processes during case management.
- Record when cases are transferred out of High Risk Case Management process and what next steps are for the family

3. Reporting

- Reports to the Officer in Charge, Safety Assessment Meeting and/or High Risk Case Management, on overdue tasks
- Reports to the Officer in Charge regularly on trends on overdue tasks
- Produces operational and strategic data for reporting to the Officer in Charge when required.

4. Service delivery

- Is dedicated to meeting the expectations and requirements of the team and external stakeholders.
- Uses feedback for improvements in processes.
- Establishes and maintains effective relationships with team and stakeholders and gains their trust and respect
- May contribute to the Family Harm team through portfolio responsibilities as agreed.

5. Relationship management

- Works constructively with Family Harm Response partners from different agencies
- Builds and maintain strong relationships with local agency professionals

The successful applicant can expect to build and maintain relationships within the Family Harm Response team, with Iwi, across the Public Service and with non government agencies. Critical relationships this role may influence include:

- Family Harm Response Core Team members, including Kaiāwhina and members of the FIT and HCRT teams
- Iwi/hapū representatives
- Specialist family harm NGOs and networks, community groups and service providers
- District Family Harm Response Governance Group
- PNHQ Prevention team
- Government agencies
- Local government

Additional Requirements

For selection purposes, candidate suitability will be considered in relation to:

1. potential to perform well in the position, given a reasonable period of time for familiarisation and/or training.
2. personal attributes and temperament relevant to the position.

3. general health which will allow for the performance of all duties and functions of the position (for constabulary employees a current PCT is an indicator of general health).

Pre-Employment Checks

- A non-core Children's Worker security check is required