Integrated Safety Response for Family Violence

POSITION DESCRIPTION

Role:	**Operations Manager** Integrated Safety Response for Family Violence
Term:	Fixed Term ending 30 June 2021
Location:	Christchurch/Waikato
Reporting to:	ISR Director
Issue date:	May 2017 - Updated January 2019
Staff Responsibility:	ISR Coordinators & Administrators

Developing an Integrated Family Violence System

Government is committed to improving the way New Zealand prevents, responds to and reduces family violence. A significant work programme is underway to achieve this, overseen by the Joint Venture Family Violence and Sexual Violence and delivered in conjunction with the Joint Venture Business Unit (JVBU).

Police are currently the operational lead and hosting agency for ISR but this may change to another Government Department during the term of this role.

A key focus of the work programme is on creating a joined-up system of support, rather than fragmented services that are hard to navigate. This system needs to include prevention, early intervention, safety responses and long term support for families. In order to create an affordable system that works for all New Zealanders, Government, service providers and communities need to work together better.

The Integrated Safety Response to Family Violence

An Integrated Safety Response to Family Violence will test a new model of multi-agency responsiveness to family violence. The Integrated Safety Response aims to save lives by supporting families to be safe and preventing further violence.

Local and national agencies and organisations have committed the Integrated Safety Response in Waikato and Christchurch. The pilot started in Christchurch 4 July 2016 and Waikato 25 October 2016, following induction and training, and is set to continue until 30 June 2021. ISR has had 2 evaluations completed, the first in 2017 and the second to be released in 2019.

A New Model

The Integrated Safety Response places the family's needs, risks and strengths at the centre of decision making and problem solving. The Integrated Safety Response is a way of working together that is supported by dedicated staffing and infrastructure. The model includes Safety Assessment Meetings held by a group of Government and non-government service representatives seven days a week and an Intensive Case Management meeting for high risk cases held once a week.

The Integrated Safety Response team considers all new police reports of family violence and specific cases of prisoners being released who are identified as at high risk of perpetrating family violence.

The Integrated Safety Response brings together information from across a range of sectors to understand families' experiences of violence. The team uses this information to assess the risk of further harm based on the fullest picture possible, rather than a single, isolated incident of violence.

A Family Safety Plan is created for each family, made up of tasks intended to ensure the family's safety and to put in place supports to address violent behaviour, support victims, including children, and prevent further violence. People identified as being at high risk of serious harm or death from a family member are allocated an Independent Victim Specialist and the person using violence is allocated a Perpetrator Outreach Specialist and they lead an Intensive Case Management process.

The Integrated Safety Response will create new information about how the current system of services and supports for family violence victims and perpetrators operate in the pilot sites. Data and analysis about volumes, service demand and supply will be used to identify improvements to the system of responses and the services families receive.

To work together in ways that have not been possible before, the Integrated Safety Response includes:

Dedicated Staffing

- A Director that leads implementation of the model; provides strategic oversight of the Integrated Safety Response; and uses relationships, data and analytics to highlight and influence system-level issues;
- An Operations Manager that coordinates the daily operations of the Integrated Safety Response and supports the Integrated Safety Response team to continually improve their performance and provide an effective response to keep families safe and prevent further harm;
- An Executive Assistant to the Director / Operations Manager who assists delivery of strategic outcomes by providing staff and management with the information and resources they need.
- Coordinators and Administrators that manage and support daily operations and enable Integrated Safety Response team members to focus on problem solving and actions to support family safety;
- Independent Victim Specialists and Perpetrator Outreach Specialists dedicated to supporting those at high risk of serious harm or death and;
- Integrated Safety Response team members from Government and non-government organisations (including Victim and Perpetrator Advocates) who contribute information from their home organisation, combine this with their professional judgement to assess risk, and make decisions about the tasks and interventions that will lead to safer families;

The Operating Model

- Training for all members of the model to ensure a shared understanding of family violence and to enable all participants to perform their functions with competence.
- A case management system that tracks Family Safety Plans, task and intervention progress and accountability, and outcomes for families.
- Safety Assessment Meetings held seven days per week and Intensive Case Management meetings held once a week.

- Intensive support for families at highest risk of serious harm or death;
- A wider group of Integrated Response Team Members from Family Violence Agencies as defined by the Family Violence Act 2018 (including community, non-government organisations, iwi and government departments).

Strategic View

- Data collection and analysis that build a measurable picture of regional capacity and capability. This strategic oversight is used to identify improvements to local family violence systems and settings.

What success looks like for the ISR and for Families

For families, a successful Integrated Safety Response will mean:

- Families experiencing violence receive timely, appropriate and connected supports that address their needs;
- Victims at risk of serious harm or death are identified and kept safe;
- Perpetrators at risk of seriously harming or killing their family member(s) are identified and stopped, and long term behaviour change is initiated;
- Fewer people re-perpetrate and are re-victimised.

Wider success of ISR will mean:

- The Integrated Safety Response is understood and trusted in both sites. It is seen as an improvement on current approaches;
- The Integrated Safety Response operates well as part of a wider range of initiatives, including the Children's Team;
- The information created by the Integrated Safety Response is used to support and make improvements to the system and services at both sites;
- Improvements are made to the way the Integrated Safety Response operates which could support successful national implementation.

Local ISR Governance Group

The local ISR Governance Group in each site is responsible for ensuring appropriate capacity and resources for the Integrated Safety Response.

The Group provides a point of escalation for risks and issues relating to the ISR site.

Informed by data and analytics from the Integrated Safety Response, the Group provides advice and makes decisions about improvements to the family violence systems and services in the ISR sites.

Purpose of the Position

The Operations Manager of the Integrated Safety Response for Family Violence will:

- Monitor and analyse the Integrated Safety Response for Family Violence to ensure its effectiveness, and will provide options around strategies for continuous improvement.
- Support the Director to recommend continuous improvements options in keeping with guidelines and with input from the National Practice Lead.

- Identify and drive continual improvement in partnership based on the evidence provided from the Safety Assessment and Intensive Case Management Meetings and from evidence provided by the sector and the families and whanau who are part of the pilot.

The Operations Manager of the Integrated Safety Response pilot ensures connected, effective responses are planned and implemented for families affected by family violence. They ensure the Integrated Safety Response team are provided with a constructive and supportive environment which enables them to work as an effective multi-agency team.

In order to achieve this, the Operations Manager is expected to have strong relationships with NGOs and government organisations involved in responding to family violence. They are able to influence positive change both within the immediate ISR team and across the key ISR stakeholders.

Working Relationships

- Integrated Safety Response Director
- Integrated Safety Response Executive Assistant to Director / Operations Manager
- Integrated Safety Response Coordinators
- Integrated Safety Response Administrators
- Integrated Safety Response Independent Victim and Perpetrator Outreach Specialists
- National Project Team
- Central Government Agencies
- Children's Team Director
- Specialist family violence NGO's and networks
- Iwi
- NGO's community groups and service providers
- Local Government.

Key Accountabilities/Technical Skills:

Operational and Strategic Development	• To oversee multi-agency deployment options aligned to the demand across the sector based on an understanding of provider capability, capacity and fit. • To oversee escalation of processes and procedures. • Motivates and energises others to constantly strive to improve practices, particularly partnered deployment. • Understands how best to influence stakeholders at an operational level, both internal and external, in order to gain their buy-in and commitment to achieve the strategic outcomes. • Support the development and delivery of work plans created by the Operations Management Group.
Partnerships	• Establishes and maintains the trust and confidence of senior decision makers, both internal and external, ensuring

	their input and influence into the implementation of strategic priorities. • Develops and maintains effective operational relationships with key Government departments, local Government and non-Government organisations and Kaupapa Maori organisations involved with ISR. • Support cross agency problem solving in collaboration across operational level.
Management	• Monitors the performance of the team, ensuring appropriate career development and training opportunities available. • Supports Director by leading recruitment of new staff. • Provide a safe and supportive environment for the Integrated Safety Response team • Ensure staff health and safety provisions are in place and being utilised in accordance with policy as required. • Ensures the key concepts of Maori responsiveness, prevention first, partnerships and quality customer service are adhered to in all projects and initiatives. • Ensure that strategic partnerships are promoted and are targeted towards all staff gaining a greater understanding of and act consistently with the Treaty of Waitangi obligations.
Reporting	• Report to the Director on operational outcomes. • Ensure plans are in place to mitigate and enable continuous improvement, identify risks and issues and ensure implementation of Quality Assurance and Improvement Framework across partners and escalate issues to partners/Director and PNHQ when required.

Desirable Qualifications and Experience:

Experience	• Experience leading operational practice across the sector.

	• Can demonstrate effective cross agency relationships. • Experience in implementing continuous improvement of practices and processes. • Experience in coordinating or managing cross-sectoral or multi-disciplinary teams is desirable. • Experience in the family violence sector or related sectors is desirable.
Qualifications	• Relevant tertiary qualifications (e.g. management, psychology, education, social work, health) or relevant experience.

Working Hours & Rationale for Fixed Term	ISR operates seven days a week throughout the year, so flexibility is required as you may be rostered to work some weekends and some statutory holidays. The position is a **fixed term to 30 June 2021** in line with Government funding.