Case Management Coordinator

Position Details

Reports to: District Operations Manager or equivalent

Executive Group: District

Workgroup: District Operations

Location: Generic

Role Level: Leading Leaders

Employee Type: Employee & Constabulary

Shift Work/Non-Shift Work: Both

Remuneration Range: Band J

Delegated Financial Authority: N/A

Direct Reports: Investigation Support Unit, Criminal Justice Support Unit, Inquest Office and others as required.

Working at Police (who we are)

New Zealand Police delivers services that ensure people can be safe and feel safe in their homes, on our roads and in their communities. Police operate 24 hours a day in a complex environment actively targeting and preventing crime and harm. With around 16,000 staff, we work from urban and rural stations and larger policing hubs.

We operate on land, sea and in the air, and respond to more than 1.2 million events per year – answering more than 992,000 111 calls and over 650,000 non-emergency calls.

We're working towards specific goals and targets that highlight our intent to work collaboratively with iwi and communities, other government sectors and business partners to deliver our business and achieve long-term change.

Values:

Our Values provide a guide to the way New Zealand Police work, operate, and make decisions, and reflect what is important to us and the communities we serve.

Professionalism	Taking pride in representing New Zealand Police and making a difference in the communities we serve
Respect	Treating everyone with dignity, upholding their individual rights and honouring their freedoms
Integrity	Being honest and upholding excellent ethical standards
Commitment to Māori and The Treaty	Acting in good faith of, and respecting the principles of Te Tiriti O Waitangi – partnership, protection, and participation
Empathy	Seeking understanding of, and considering the experience and perspective of those New Zealand Police serve
Valuing Diversity	Recognising the value different perspectives and experiences bring to making us better at what we do

Position Overview (where you'll be working)

The Case Management Coordinator will:

- manage the case management functions for the District by providing an efficient management capability for all case management from reporting of incident through to resolution and filing, ensuring that services are delivered within a quality customer service including Victim Focus.
- supervise the case management units and undertake assessments of organisational performance in respect of case management to ensure robust management systems that support the key business strategies are developed and maintained.
- identify and manage risks in respect of case management that could have a potential detrimental impact on the District.

Responsibilities (what you'll be doing)

The Case Management Coordinator will:

1. Keep Our People Safe

- Exercise your health and safety due diligence.
- Foster a safe and supportive culture by leading the integration of safety, health, and wellbeing into all aspects of the workplace including planning, training, and operations.
- Understand the hazards faced by the team and enable them to eliminate or minimise the associated risk.
- Monitor health and safety events, encourage near miss reporting, debriefs with a lessons-learned mindset, and resource incident reviews to a level commensurate with their significance.
- Proactively manage employee preventative health initiatives and return to work from injury or illness.

2. Service Delivery

- Ensures robust case management information systems are established, maintained and reported on across the District.
- Ensure systems are in place for file movement and assessment from District and CRL; ensures file preparation for court are timely.
- Ensures District compliance around case management with National Recording Standards and statutory obligations.
- Completes internal control checks to monitor staff compliance with policies and procedures; identifies emerging issues / areas of concern and provides advice and training.
- Liaises with Area Commanders and other squad supervisors to highlight areas that may be underperforming in relation to case management and file paperwork.
- Provides expert information and advice in case management matters for managers and staff.
- Ensures an atmosphere of customer responsiveness is fostered, recognised and rewarded.
- Provides regular reporting on case management: identifies risk and provides recommendations on improvement in serve delivery.

3. Quality Assurance

- Ensures all service requests and complaints are met with a professional, customer friendly and timely response.
- Uses continuous improvement techniques to identify and resolve issues relating to high quality customer service.
- Undertakes regular audits of case management and paperwork and provides findings with recommendations to the appropriate level of management.
- Provides ongoing training to District staff on case management practice and process.
- Monitors non-compliance with legal requirements and highlights areas of concern to relevant supervisors.

4. Relationship management

- Builds and maintains internal and external networks to achieve quality outcomes for the District and the organisation.
- Develops strong and effective relationships with all relevant parties.

- Maintains a customer service focus in all relationships.
- Creates and maintains District and Locality networks to ensure local examples of best practice in quality, customer and victim focused management are identified and communicated.
- Delivers well researched presentations in order to obtain ongoing commitment from District management and staff to case management issues.

5. Team management

- Plans, co-ordinates, develops and monitors the performance of the case management team (e.g. FMC, ISU and CJSU) ensuring that they are motivated and engaged, trained and developed for the future.
- Provides leadership and direction for the teams and acts as a role model.
- Ensures systems and behavioural alignment to the integrity, ethics and values of the organisation in accordance with the code of conduct.
- Leads teams in relation to:
    - Human resource management
    - Communication management.

6. General management

- Acts as a source of expert information and advice in the area of case management.
- Fosters a safe working environment by integrating safety and health into all aspects of work practices.
- Works with other managers to achieve optimum resource use and best results for the organisation as a whole.
- Develops networks across the organisation with co-ordinators and managers who have similar functional and operation responsibilities to ensure consistency of approach.

7. Universal Responsibilities

All employees of New Zealand Police are expected to:

- Adhere to New Zealand Police standards of integrity and conduct.
- Comply with legislative and statutory requirements within area of expertise, including employment and privacy legislation.
- Model the New Zealand Police Values – Professionalism, Respect, Integrity, Commitment to Māori and The Treaty, Empathy and Valuing Diversity.
- Respect diversity and demonstrate inclusiveness.
- Understand the hazards in their 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.
- Perform other duties and participate in projects as required.

Key Relationships (who you'll be working with)

The Case Management Coordinator can expect to build and maintain effective relationships with:

Internal	District Managers, District Human Resources, CIB, Prosecutions
External	Coroner, Crown Law, MOJ

Position Specific Competencies (how you'll deliver results)

To be successful in this role, the Case Management Coordinator will:

- Deliver high standards of service to all stakeholders in a professional manner

- Manage team resources and administrative requirements
- Using your experience solve problems and lead sound decision making under pressure
- Develop a positive culture and capability within the workgroup to deliver our business
- Understand the legislation, policy and guidelines relevant to the across the work group
- Identify and manage risk
- Manage health and waiora (well-being) across the team

Additional information: (what you need to know)

Required Qualifications

- Nil

Pre-Employment Checks

- Core children's worker, safety check required.
- Drug and alcohol testing, as required, according to guidelines.
- No National Security Clearance is required to be obtained and maintained.

Work Environment

- Flexibility options: Flexible work options available.
- Travel requirements: As required.