



Court Support Worker Job Description

Role	Court Support Worker
Team	ŌCASA Survivor Support Team
Reporting to	Crisis Co-ordinator; Operations Manager; Management Committee
Location	Ōtepoti/Dunedin – ŌCASA's office (21 Dunbar Street), the wider Ōtepoti area, and Clutha
Hours of work	0.75 – 1.0 FTE (30-40 hrs), Permanent

Background

Ōtepoti Collective Against Sexual Abuse (ŌCASA) is a not-for-profit, community support organisation dedicated to supporting our communities to heal from sexual harm. Our mission is to reduce and eliminate sexual violence and to address its impacts on survivors and the wider community. ŌCASA's survivor support services are free, confidential and available to people of all backgrounds, and include: Crisis Support and Social Work, Counselling, and Court Support. Our Court Support Service provides trauma informed, survivor centred support to prepare survivors and their whānau for the criminal justice process (this includes pre, during and post court support).

Primary objectives

- Support the emotional, mental, spiritual and social needs of survivors, and their whānau, who are going through the criminal justice process. You will support survivors by assisting with preparation, communication and advocacy for the criminal justice process.
- Support the Survivor Support Team to provide trauma-informed, survivor-led services to our communities, including crisis support and education.

Functional relationships

With the ŌCASA Management Committee, ŌCASA employees, other related agencies, and wider Dunedin community.

Key Accountabilities

Effectively deliver ŌCASA's Court Support service to survivors who are going through the criminal justice system, and their whānau, family and supporters.

Services to survivors, and their supporters:

- Provide effective support, information and advocacy for survivors going through the criminal justice process.
- Support survivors to identify their needs, goals and challenges, and support them to develop coping strategies pre-, during and post-participation in the justice system.
- Provide effective support and information to the survivor's whānau, family or other supporters.
- Manage your own caseload.
- Provide updates to the Crisis Co-ordinator on any concerns relating to the delivery of ŌCASA's Court Support or Crisis Support services.

Culturally responsive practice:

- Engage in culturally responsive practice.
- Adapt support to improve accessibility and equity to ŌCASA services.

Reporting:

- Maintain required administrative and database records for all client work.
- Complete monthly and quarterly organisational reporting, within required deadlines.

Support the ŌCASA Survivor Support Team to provide ŌCASA services, including crisis support and education.

- Assist and support the Survivor Support Team during crisis situations.
- Engage with, and contribute to decision making within a multidisciplinary collaborative case management approach.
- Be available to attend 24/7 crisis callouts, on a rostered basis (one week every 4-6 weeks).
- Participation in crisis support, advocacy/education opportunities, as required.
- Integrate feedback and engage in reflective/reflexive practice, to improve services to survivors.
- Other duties as required.

Actively participate as an ŌCASA team member.

- Actively participate and collaborate in teamwork, problem-solving and collegial support.
- Attend weekly Case Management hui.
- Attend fortnightly All Staff meetings.
- Attend team trainings as required.
- Attend Case Review meetings with the Crisis Co-ordinator.
- Attend regular progress meetings with the Operations Manager.
- Maintain knowledge and compliance with all ŌCASA policies, procedures, and service guidelines, including (but not limited to): Health and Safety at Work Act, Privacy Act; MSD Social Services Level 2 Accreditation Standards; and MSD Court Support Services Guidelines.

Maintain professional standards

- Attend required professional external clinical supervision, as agreed with ŌCASA.
- Maintain professional responsibilities such as Annual Practising Certificate, Supervision and Professional Development.
- Identify your own training needs, with the support of the Crisis Co-ordinator.
- Maintain relevant professional skills and knowledge through attendance at training, as negotiated with the Crisis Co-ordinator.

Person Specification

Qualifications

A relevant, recognised human services qualification and/or equivalent knowledge, skills and experience.

Skills & Knowledge

Essential

- Experience and understanding of trauma-informed practice.
- Clear understanding of professional ethics and confidentiality issues.
- Sound and demonstrated clinical experience working with survivors of trauma, their whānau, family and supporters.
- Sound and demonstrated understanding of child protection and child paramountcy.
- Strong knowledge and understanding of Te Tiriti o Waitangi, Te Ao Māori me ōna tikanga, and the impacts of colonisation.
- Ability to demonstrate culturally responsive practice for working with clients across Māori and Tauīwi communities.
- Excellent networking and relationship building skills.
- High level of organisational skills, and written and verbal communication skills.
- Experience using Client Management Systems, and computer software.

Desirable

- A strong understanding of the criminal justice system, and/or a willingness to learn.
- Demonstrated experience working in the sexual violence sector, family violence sector, and/or working with rangatahi and tamariki.
- Experience in group work and facilitation.
- Sound analysis of gender and power issues, especially in relation to rape and sexual abuse; or willingness to learn.
- Knowledge and understanding of te reo Māori.
- Familiar with (or a willingness to learn) relevant legislation and instruments, including: Privacy Act 2020, Health and Disability Act, Victims' Rights Act 2003, Criminal Procedure Act, and Crimes Act 1961 as applicable.

Personal Attributes

- Commitment to the philosophy, vision and mission of ŌCASA.
- Strong interpersonal skills: empathy, resilience, respect and integrity.
- Able to work independently and as part of a team.

- Be adaptable, and use initiative.
- Committed to best practice, and working collaboratively in a dynamic team.
- Committed to inclusivity and accessibility.
- Able to maintain professional boundaries and demonstrate ethical decision-making.
- Demonstrates excellent work/life balance and self-care strategies, and utilises workplace support and supervision.