



Kapiti Women's Centre

Position:	Refuge Services Coordinator
Responsible to:	Centre Manager Kapiti Women's Centre
Accountable to:	Council (HUB) of the Kapiti Women's Health Collective Inc
Responsible for:	Day to day provision of Refuge services and those employees and volunteers contributing to this service
Location:	Kapiti Women's Centre, 7 Ngahina Street Paraparaumu
Hours:	34 hours per week

The Kapiti Women's Centre (KWC) is a feminist organisation which promotes the physical, mental and spiritual wellbeing of women on the Kapiti Coast. We are a Collective and work based on consensus decision-making. KWC offers support, information and referral services, refuge, educational programmes, counselling and a range of other services. We are committed to removing any economic and social barrier that may otherwise prevent women for using these services. Most services are offered free or at very low cost.

The Refuge service has a staff of service coordinator, house worker and volunteers to staff the crisis line out of hours.

The Refuge Services Coordinator is responsible for:

1. The provision of excellent Refuge services.
2. Operational management of the Refuge service.
3. Effective leadership of the Refuge service team including supervision, support and development of both paid and volunteer staff within the service.
4. Building and maintaining strong relationships with all KWC paid and unpaid staff, community, statutory agencies and other social services related service providers.
5. Working within the policies and procedures of the Kapiti Women's Health Collective Inc.

Specific Duties and Responsibilities

1. The provision of excellent client services

- ♀ In consultation with the Centre Manager, recruit, implement training and development of Refuge service staff, including crisis line volunteers.
- ♀ Provide agency supervision and support to all staff working within the Refuge service.
- ♀ Provide day to day support and services to women seeking support and information related to the Refuge service.
- ♀ Oversee the operation of the safe house, ensuring it is well maintained and ready for occupation at all times.
- ♀ Ensure resources are available for women using the safe house.
- ♀ Collect, analyse and review client service feedback and statistics, to ensure our services are meeting the needs of the women in our community.
- ♀ Be an active member of the collective at the Kapiti Women's Health Collective Inc.

2. Financial and Operational Management of the Refuge service

- ♀ Coordinate and manage the day to day running of the Refuge service within the Kapiti Women's Centre.
- ♀ Work with the statistical data system provided by NCIWR to record client information. Provide monthly feedback to the Centre Manager, and as requested.
- ♀ Develop an annual budget for the Refuge services in consultation with the Centre Manager and operate within it the budget.
- ♀ Effectively liaise and consult with the Centre Manager to develop the Refuge service and ensure that it is meeting the needs of the women in our community.
- ♀ Develop and maintain resources to support and promote the Refuge service.

3. Effective leadership of the Refuge service team including supervision, support and development of both paid and volunteer staff within the service workplace.

- ♀ Have an active interest in women's issues.
- ♀ Uphold and maintain the organisation and service philosophy aims and adjectives.
- ♀ Manage a team of paid staff and crisis line volunteers.
- ♀ Work alongside all Kapiti Women's Centre paid and unpaid staff to ensure women are supported appropriately.
- ♀ Participate and encourage all Refuge service paid and unpaid staff to participate in collective activities including strategic planning, team building, hui, fundraising, social events and any others that may be required from time to time.

4. Build and maintain strong relationships with community, statutory agencies and other social services related, service providers.

- ♀ Develop and maintain networks with other related and appropriate community organisations.
- ♀ Maintain a strong presence within the Family Violence Interagency Response Service (FVIARS) network.
- ♀ Develop a working knowledge of issues facing the local community.

Experience.

- ♀ At least 3 years' experience in working within the family violence or similar social service sector.
- ♀ Evidence of successful relationship building with stakeholders from a variety of organisations, including local community group representatives, central & local government agencies and funding body administrators, in an easy and approachable manner.
- ♀ Project / Administration management and familiarity with Microsoft Office programmes.
- ♀ Must have proven experience for managing sensitive and confidential stakeholder and client information.

Qualifications and Training

- ♀ A clean and full NZ Driver's Licence.
- ♀ Permanent residence in NZ.
- ♀ Previous experience in working with women and children who experience family violence.
- ♀ Staff management.
- ♀ Social Work degree, annual practicing certificate, and 3 year's work experience is preferred, but not essential.

Competencies and Skills:

- ♀ An ability to manage and coordinate Refuge services.
- ♀ Demonstrated ability to liaise and network with personnel from a variety of organisations, including statutory and community organisations.
- ♀ Be a role model – display personal integrity, excellent time management skills, a pleasant and welcoming persona and good personal presentation.
- ♀ An active interest in women's issues and an enthusiasm for promoting them.
- ♀ Must have a good understanding of Te Tiriti o Waitangi and how this contributes to the operation and service delivery of the organization.
- ♀ Must have a reasonable level of fitness in order to cope with the physical nature of the role.
- ♀ Must not have any criminal convictions or hearings pending, hearing or sentencing.

Key Tasks	
1. Practice of advocate is maintained to the highest possible standard	<p>1.1 A paper trail exists for each whanau accessing the service, detailing support requested and given, case management/safety plan etc.</p> <p>1.2 Monitor the progress of clients by checking case management plans are completed and reviewed if necessary.</p> <p>1.3 Provide clients with advice and support in order to make informed decisions.</p>
2. Support and agency supervision for paid and unpaid staff	<p>2.1 Ensure the crisis line is staffed at all times, organising and providing cover if required.</p> <p>2.2 Facilitate monthly support meetings for all Refuge service staff.</p> <p>2.3 Provide agency supervision and support to paid and unpaid staff.</p> <p>2.4 After each duty, connect with after house staff to de brief any calls or responses that may have occurred overnight.</p> <p>2.5 Implement any actions required for overnight call in consultation with the duty worker.</p>
3. The philosophy and requirements of the Safe House is maintained	<p>3.1 Uphold, model and enforce the requirements of the safe house at all times.</p> <p>3.2 Facilitated weekly house meetings are held. Contents of these meetings will be recorded and any issues or trends will be brought to the attention of the Centre Manager. If required details will be recorded in individual files.</p>
4. Community Clients	<p>4.1 Respond in a timely manner to requests for support from community whanau.</p>
5. Community & Residential Whanau	<p>5.1 Regular checks of whanau files are undertaken to ensure outcomes are being achieved.</p>
6. Administration	<p>6.1 Administrative duties and internal systems are adhered to and accurate records are kept in hard and electronic forms.</p> <p>6.2 Appropriate resources are identified and sourced to support Women's Refuge Abuse Prevention Policy and Procedures.</p>
7. Organisation Relationships	<p>7.1 Actively participate in weekly meetings with Centre Manager</p> <p>7.2 Attend Centre Worker meetings which are held every two weeks</p> <p>7.3 Develop an excellent understanding of the organisation in its entirety in order to deliver a comprehensive and effective service.</p> <p>7.4 Attend monthly external clinical supervision. Keep records of these sessions.</p> <p>7.5 Participate in all collective activities including strategic planning, team building, hui, fundraising, social events and any others that may be required from time to time.</p>
8. Community Relationship	<p>8.1 Attend FVIARS meeting representing the Kapiti Women's Centre – Refuge Services</p> <p>8.2 Actively seek relationships and networks that would benefit whanau accessing the service</p>

	<p>8.3 Prepare any required media releases in consultation with the Centre Manager, who is the spokeswoman for the Kapiti Women’s Centre.</p> <p>8.4 Respond to requests for public speaking for the Kapiti Women’s Centre – Refuge Service, in consultation with the Centre Manager.</p>
--	---