



Job Description

VisAble is a disabled person-led organisation that aims to build capacity and capability across disability, health, police, family violence and sexual violence organisations and sectors in the prevention and response to abuse against people and Adults at Risk. VisAble enables safe lives, free from violence, abuse and neglect, to ensure people are heard and the people, community and systems are aware and responsive.

When we say people in this document, we mean tāngata and whānau whaikaha Māori, d/Deaf, disabled people, Adults at Risk (across the lifespan), tagata sa'ilimalo and their āiga-tele, neurodivergent people and their families.

Position	Services Lead	Hours	0.5FTE
Reports to	Chief Executive (CE)	Direct Reports	Disability Access Connector

Purpose

The Services Lead is responsible for the organisation and delivery of response services offered by VisAble in line with values, policies, procedures and best practice. They will work closely with the SAFA Practice Lead who is responsible for the day-to-day safe and effective delivery of the Safeguarding Adults from Abuse (SAFA) Multi-Agency Response provided by VisAble.

The Services Lead will support the CE and management team with the development and implementation of programmes, processes and practices ensuring a consistent and coordinated approach is delivered in line with VisAble's values and Te Tiriti O Waitangi and EGL principles.

This position is a new role in a new disabled person-led organisation and therefore may involve changes as part of our try, learn and adjust approach. Adaptability to change in the workplace and being flexible in their approach is crucial.

Accountabilities

The Services Lead will:

- Support the organisational development of VisAble to achieve the strategic goals,
- Oversee the delivery of VisAble response services, ensuring to embed Te Tiriti, and rights-based approach and are ethical, person-directed and whānau centred,
- Work closely with the SAFA Practice lead,
- Represent VisAble in a professional manner
- Align practice and behaviour with VisAble values,

- Deliver quality services:
 - In accordance with VisAble policy, procedures and all other relevant procedures
 - That ensures culturally safe supports by honouring the three Articles of Te Tiriti O Waitangi; Kāwanatanga, Tino Rangatiratanga, and Ōritetanga.
 - In accordance with the appropriate registration boards code of conduct and code of ethics.
 - That ensures the safety of people as a priority.
 - Within the financial parameters set by the CE.

Whanaungatanga

The Services Lead will:

- Develop and maintain effective relationships and work alongside all VisAble staff in line with the organisational values and approaches
- Develop and maintain effective relationships with associated agencies, networks, professionals and the wider community for collaboration that promotes people's safety and rights
- Work closely with the Capability Team and seek new opportunities to work in partnership with agencies and other services.

Responsibilities

The Services Lead will:

- Lead, support and supervise the work of direct reports and their responsibilities (including financial, as per delegation policy), ensuring they undertake the appropriate training, supervision, and professional development,
- Oversee direct reports to ensure the recording and filing of all appropriate data and reporting as required,
- Oversee HR processes managed by direct reports and lead the employment processes for all new staff in their team,
- Authorise leave and training requests for direct reports and arrange the appropriate cover as needed,
- Empower, coach, and develop practice of direct reports,
- Ensure direct reports performance is reviewed and managed, and training/development needs are identified and responded to,
- Lead service improvement by responding to recommendations from internal service reviews,
- Ensure all reporting is completed and accurate in line with reporting deadlines and keep the CE informed of issues and recommendations,
- Establish and maintain best practices that honour Tikanga Māori, Te Tiriti and Enabling Good Lives (EGL) principles as laid out in policies and professional guidelines.
- Ensure VisAble is fully compliant to a high standard for all external audits,
- Supports Māori oversight and ownership of decision-making processes necessary to achieve Māori health and hauora equity,
- Support the expression of hauora Māori models of care and mātauranga Māori,
- Participate in local interagency groups and national networks to increase knowledge and awareness of VisAble,

- Promote VisAble referral pathways to meet the needs of disability communities in relation to violence, abuse, and neglect,
- Support the implementation of an orientation programme for new staff,
- Work closely with the SAFA Practice Lead to maintain, implementation of response related policies, procedures and systems (including all clinical systems),
- Ensure VisAble maintains a person-directed and whānau-centered focus,
- Process all service complaints and privacy requests and breaches through the appropriate processes,
- Participate and contribute to VisAble hui,
- Maintain a positive reputation for VisAble and role model best practice to others,
- Understand and adhere to relevant legislative requirements, including, but not limited to, The Human Rights Act, The Privacy Act, The Family Violence Act, The Crimes Act and Health and Safety at Work Act,
- Work collaboratively with the management team and CE to ensure a smooth interface between service delivery, performance, reporting, quality improvement, and VisAble strategic plans,
- Contribute to an empowering, safe and healthy workplace,
- Identify, promote and lead practice and solutions that achieves organisational equity and leads to health and hauora improvements/ outcomes for people from different communities where discrimination and inequities exist,
- Engage in data collection that supports relevant measures related to prioritisation of equitable service delivery,
- Identify and report unmet need of disabled people along with potential solutions to address these.

Skills Specification

- Able to create and maintain trust and rapport and show respect for diversity in communication with all people,
- Actively commits to Te Tiriti O Waitangi and EGL principles and approach,
- Relevant tertiary qualification with current annual practicing certificate where appropriate,
- Self-driven professional development in Māori models of care, Pasifika and other non-western models of care,
- Connected and engaged with the disability community and disability sector,
- Strong leadership skills to build on strengths of the team,
- Excellent critical thinker who actively engages in self-reflective and reflexive practices,
- Understands and demonstrates excellent professional boundaries,
- A strategic thinker with a collaborative approach, capable of navigating complex issues,
- Flexible,
- Excellent communication skills,
- Effective time management, organisational skills, and IT proficiency for an online working environment.

Experience and knowledge

- Understanding of disability from a rights and EGL approach
- Experienced senior leadership with strong relational and mana-enhancing skills,
- Experienced developing policy and process for NGOs,
- Understanding of the gendered dynamics of violence
- Experienced in family violence and sexual violence (FVSV) mahi with a comprehensive understanding of the way in which FVSV occurs for disabled people and whānau,

- Understanding and experience working in care and protection, disability and Adult Safeguarding
- Experienced navigating complex and high-risk situations in a collaborative and trauma-informed way,
- Connected and engaged with tāngata and whānau whaikaha Māori and/or tangata sa'ilimalo and their āiga-tele,
- Acknowledges differences by respecting different races, cultures, spiritual beliefs, cultural practices, disabled people, sexualities, political views, and other ways in which people are themselves, and live their lives and express themselves.

There may be some travel involved with this role.

During the employee's employment with VisAble, the employee shall carry out all tasks diligently, responsibly and in the best interests of VisAble.

The job description outlined, while specific, is not exhaustive. The employee shall observe the direction and instruction given by the CEO.