

A day in the life of a Safety Response Coordinator



Role purpose: To provide the right information at the right time to support risk assessment and safety planning, to enable the best outcomes for clients.

- You will interpret claim information and share relevant information with our family violence multi-agency response partners to build a collective picture of what is happening within a family and whānau, to help inform risk assessment and safety planning to prevent further harm occurring.
- You will proactively identify opportunities for claim lodgement and provide advice about treatment and support that may be available for people who have family violence-related injury claims.
- You will review ACC claim information for children and young people and escalate when you have wellbeing or safety concerns.
- You will provide information to support health needs assessments for children and young people in, or at risk of going into Oranga Tamariki care.

- You will be a point of contact for Oranga Tamariki, Health NZ / Te Whatu Ora, Police and other multi-agency partners supporting family and whānau impacted by family violence.
- You will provide advice to your ACC colleagues in relation to family violence and support them to recognise and better respond to family violence and at-risk children.
- A desk-based, non client facing role. Your role is to provide information to partner agencies, you will not be managing claims or have any form of contact with clients.
- This work can be challenging and requires personal resilience as some of the information can be confronting.
- In this role, no two days will be the same, however this role will allow you to truly make a difference.

Information and Other Agencies

You will be reviewing ACC claims and interpreting information before sharing with partner family violence agencies, such as:

- NZ Police
- Oranga Tamariki
- Health NZ / Te Whatu Ora
- Specialist family violence non-government organisations (NGOs)

What does success look like?

- Partner agencies get the right information they need, at the right time, to prevent further harm occurring.

What would be the key to success?

- Ability to quickly grasp complex situations, analyse and interpret information and make well thought-out decisions.
- Teamwork – the ability to pitch in where necessary.
- An understanding of good privacy practices and a great track record in safely handling personal information.
- Personal resilience.

Key elements:

- Centralised team to drive efficiency and consistency.
- Effective relationship management skills.
- Knowledge of the legislative and regulatory environment governing ACC's activities, including the Accident Compensation Act, Family Violence Act, Oranga Tamariki Act and the Privacy Act .
- Focus on outcomes for New Zealanders and our clients.