**Schedule 1**

**POSITION DESCRIPTION**

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| Position: | Research Assistant |
| Location: | 275 Cuba Street, Wellington |
| Group: | National Collective of Independent Women’s Refuges – National Office |
| Reporting to: | Principal Policy Advisor |
| Issue Date: | January 2021 |
| Delegated Authority: | Nil |
| Staff Responsibility: | Nil |

**About us**

The National Collective of Independent Women’s Refuges purpose is to liberate women, children, families and whanau from family violence through the provision of quality services and social commentary. Our vision is leadership that influences the prevention and elimination of domestic violence.

The Research Assistant role reports to the Principal Policy Advisor and sits within the Research and Development Hub at NCIWR. The purpose of this business unit is to strengthen our family violence research base and the professional development of our workforce to support safe practice.

**Purpose of this Position**

The Research Assistant position assists with all stages and functions of NCIWR’s research agenda and related activities. This position is perfect for an efficient and committed individual who will thrive in a research-oriented environment and enjoy building excellent relationships with stakeholders.

The emphasis is on:

* Providing support and input for NCIWR research tasks and projects
* Supporting the design of research methods and carrying out incidental research and development functions
* Maintaining processes and systems to support rigorous and outcomes-based research
* Assisting with the translation of research findings into other outputs such as submissions, training material, resources, and publications
* Presenting subject material to a range of audiences
* Establishing and maintaining effective relationships with key stakeholders
* Ability to be flexible with an enthusiastic attitude for other tasks that may be required

**Working Relationships**

Internal:

* Chief Executive
* Principal Policy Advisor
* Research team and other staff within the Research and Development Hub
* All national office employees
* All Member Refuges

External:

* Research participants
* Universities and other academic institutions
* Government
* Not for Profit organisations
* Business and corporate sector

**Key Accountabilities**

| Key Result Area | Accountabilities |
| --- | --- |
| Attributes and Values | * Positive and supportive attitude * Ability to quickly establish rapport in diverse settings * Exceptional verbal and written communication skills * Personal commitment to Te Tiriri o Waitangi * Ability to both work efficiently and within set time-frames and be adaptable to new tasks with rapid turnaround times * High self-awareness and professionalism * Demonstrated ability to maintain professional boundaries |
| Research | * Contribute to finding, analysing, and presenting findings in themes in literature on priority topics * Support with research method design, including risk identification and management and culturally responsive research design * Assist with data collection and analysis * Support the needs of research participants and stakeholders * Utilise research findings to present information and drive outputs in relation to policy priorities, training and development, and publications |
| Assist with strategic direction | * Draw from a range of sources to compile briefs on topics relevant to NCIWR * Identify gaps and solutions to topical issues * Find, critique, analyse, and present information on requested topics * Engage with stakeholders to understand trends and issues that relate to NCIWR’s research and policy agenda * Deliver training on key topics |
| Administration and reporting | * Support the coordination, development and facilitation of trainings, workshops and presentations both internally and externally * Maintain documentation of research activities and the progression of projects * Attend meetings with the Research and Development Hub, take minutes, and note key action points * Work to support other members of the Research and Development Hub and other NCIWR staff |
| Relationship Management | * Build and manage positive work relationships with key stakeholders internal and external e.g. NCIWR National Office, participants, funding bodies, Refuges, and Government agencies * Initiate professional communications about requirements, performance and delivery with NCIWR National Office staff * Support in the communication and dissemination of information relating to NCIWR initiative and projects within NCIWR * Create and strengthen stakeholder engagement through establishing and maintaining positive relationships, improved information sharing and broadening community connectedness initiatives |
| Self-Management | * Monitor own progress and proactively seek feedback about effective work style and output from the team * Stay abreast of theoretical and practical developments and organisational shifts within the family violence sector * Engage in work activities unrelated to the core function of the research assistant role where required * Undertake regular supervision and regularly consult with team members on projects and decisions * Identify and raise conflicts of interest and challenges in task fulfilment |
| General | * Maintaining constructive working relationships * Contribute to the ongoing development of the Research and Development Hub * Develop and maintain a positive and professional profile for NCIWR |

**Conditions of Employment**

The Research Assistant role will be based in Wellington with the National Office team.

**Professional Knowledge and Experience**

The Research Assistant will ideally have:

* Clear commitment to and understanding of Te Tiriti o Waitangi;
* Enthusiasm for and familiarity with research relevant to the social services sector;
* Knowledge and understanding of family violence, the wider family violence sector, and the purpose and function of Women’s Refuge;
* Evidenced commitment to engaging with Maori and prioritising outputs that put forward Maori voices or promote the interests of Maori;
* Proven proficiency in time management and open, effective communication;
* Some understanding of methodological considerations in sensitive and/or feminist research;
* Proficiency in using Microsoft Office;
* A proven record of delivering consistent, high quality work;
* Experience in mitigating risk and the confidence to raise any perceived risks;
* Experience in delivering presentations and in preparing written documents;
* Commitment to advancing knowledge and service provision to best serve women and children impacted by family violence; and
* Agile analytical skills

**Opportunity location**:

Wellington

**Accountability and dimensions of the position:**

|  |  |
| --- | --- |
| Number of indirect reports | nil |
| Other formal NCIWR delegation level | nil |

**Other requirements**

* Willing to travel to fulfil job requirements;
* Willing to fulfil other duties and requirements of the Chief Executive; and
* Have an interest in Maori achievement and working in the area of Maori development.

**Mandatory achievement areas for all National Office Positions**

**NCIWR Strategic Outcomes**

Has an understanding and working knowledge of NCIWR Strategiesincluding the goals and actions.

* Can discuss its content, key evidence and key ideas and apply this to work priorities of the Business Support team, NCIWR and Te Taumata o Te Kōwhai Core Group.

**Parallel Development**

* Shows active leadership in applying this knowledge to ensure all work results in Māori achieving success as Māori.

**Health and Safety**

* Takes all practicable steps to ensure safety at work for self and team, and that no action or inaction causes harm to anyone else;
* Reports all hazards, accidents, near misses, or unsafe conditions to the Health and Safety Representative as soon as possible;
* Observes NCIWR stated health and safety policies and guidelines; and
* Knows and complies with all Health and Safety policies and guidelines.

**Professionalism**

* Encourages teamwork and cooperation between all staff;
* Promotes a strong stakeholder focus;
* Observes and meets strict deadlines; and
* Manages own professional development within the allocated budget.

**Compliance with legislative requirements and NCIWR policy**

* Knows and monitors compliance against all NCIWR policies and guidelines.

**Qualifications and technical skills**

**Essential**

* A relevant tertiary qualification or significant practical experience;
* Knowledge or experience with relevant legislation (e.g. the Family Violence Act);
* Experience in or familiarity with academic/sector research; and
* Understanding of the principles of the Treaty of Waitangi

**Experience and knowledge required for effective performance in the position**

**Essential**

* Honesty and trustworthiness;
* Strong written and oral communications skills (e.g. demonstrated ability to communicate effectively across a wide range of diverse stakeholder groups);
* Highly developed analytical skills;
* An interest in Māori achievement and working with Māori development priorities; and
* Able to travel when and where required.

**Schedule 2**

**What is an employment relationship problem?**

It can be anything that harms or may harm the employment relationship, other than problems relating to setting the terms and conditions of employment.

**Clarify the problem**

If either the Employer or Employee feels that there may be a problem in the employment relationship, the first step is to check the facts and make sure there really is a problem, and not simply a misunderstanding.

Either party might want to discuss a situation with someone else to clarify whether a problem exists, but in doing so they should take care to respect the privacy of other Employees and managers, and to protect confidential information belonging to the Employer. For example, the Employee could seek information from:

* friends and family
* the Employment Relations Info-line on 0800 800 863 or on its website at www.ers.dol.govt.nz
* pamphlets/fact sheets from the Employment Relations Service
* their union (if they are a union member), a lawyer, a community law centre or an employment relations consultant.

**Discuss the problem**

If either party considers that there is a problem, it should be raised as soon as possible. This can be done in writing or verbally.

The process that should be used wherever possible is set out below.

Firstly, raise your concern with individual concerned.

1. If the concern is not resolved directly, the matter should be escalated to the individual’s direct manager;
2. If the Employee is uncomfortable about approaching the individual’s direct manager, the matter should be referred to another appropriate manager.
3. A meeting will usually then be arranged where the problem can be discussed. The Employee should feel free to bring a support person with them to the meeting if they wish.
4. The parties will then try to establish the facts of the problem and discuss possible solutions.

**The Next Steps**

If the parties are not able to resolve the problem by talking to each other a number of options exist:

* The Employee can contact the appropriate Core Group Staff Representative
* Either party can contact the Employment Relations Infoline, who can provide information and/or refer the parties to mediation.
* Depending on the nature of the problem, the issues involved may also be ones that the Labour Inspectors employed by the Department of Labour can assist with, i.e. minimum statutory entitlements such as holiday, leave or wages provision.
* Either party can take part in mediation provided by the Employment Relations Service (or the parties can agree to obtain the services of an independent mediator).
* If the parties reach agreement, a mediator provided by the Employment Relations Service can sign the agreed settlement, which will then be binding on the parties.
* The parties can both agree to have the mediator provided by the ERS decide the problem, in which case that decision will be binding;
* If mediation does not resolve the problem, either party can refer the problem to the Employment Relations Authority for investigation.
* The Authority can direct the parties to mediation, or can investigate the problem and issue a determination.
* If one or other of the parties is not happy with the Authority's determination, they can refer the problem to the Employment Court.

In limited cases, there is a right to appeal a decision of the Employment Court to the Court of Appeal.

**Personal Grievances**

If the problem is a personal grievance, then the Employee must raise it within 90 days of when the facts that give rise to the grievance occur or come to their attention. A personal grievance can only be raised outside this time frame with the agreement of the Employer or in exceptional circumstances.