

VICTIMS SUPPORT WORKER POSITION DESCRIPTION

VICTIM'S ASSISTANCE PROGRAM

ST LUKE'S REGION

At Anglicare Victoria our focus is on transforming the futures of children, young people, families and adults. Our work is based on three guiding pillars: Prevent, Protect and Empower.

We strive to create an environment where employees feel valued and rewarded.

By living the Anglicare Victoria values and actively fostering fairness, equality, diversity and inclusion, our people make Anglicare Victoria a truly great place to work.

So come and join us at Anglicare Victoria where there is a rewarding career ready for you in a dedicated, professional team where respecting each other; leading with purpose; working together; and creating a positive difference are valued, and learning and creativity are encouraged.



Position details

Position	Victims Support Worker
Program	Victims Assistance Program
Classification	SCHADS Award Level 5 (Social Worker Class 2) (Classification will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
Hours	Full Time
Hours per week	38 hours per week.
Duration	Fixed Term
Fixed term end date	31/12/2019
Location	Mildura – St Luke’s region
Reporting Relationship	This position reports directly to Team Leader (Northern) Victims Assistance Program.
Effective date	December 2018

Overview of program

The Victims Assistance Program aims to assist victims to effectively manage the damaging consequences of violent crime and to minimise the secondary victimisation sometimes associated with involvement in criminal justice system.

This position is based in Mildura with regular travel throughout the Loddon Mallee region as an expectation.

Position Objectives

1.	The provision of high quality case management services to victims of violent crime.
2.	Client support and assistance may include the provision of psychological first aid, information and advocacy, practical support and referral to specialist services.
3.	Promote the Victims Assistance Program to other organisations and the communities in which we work.
4.	Providing quality services that meet the practical, emotional and psychological needs of the victim, prepare victims and support them to navigate the criminal justice system.
5.	Work closely with Victoria Police members including being co-located at Victoria Police Stations.

Key Responsibilities

The key responsibilities are as follows but are not limited to:

1.	<p>Case Management</p> <ul style="list-style-type: none"> • Provide psychological first aid, information, referral, casework, and advocacy and case management services to recent victims of violent crime. • Provide information and assistance to clients to navigate the criminal justice system.
2.	<p>Stakeholder Engagement and Community Education</p> <ul style="list-style-type: none"> • Liaise with other service providers in relation to individual client's. • Support processes and partnerships with other organisations, particularly the police, to improve coordination of care; including co-location at Victoria Police Stations. • Participate in community education activities that promote and inform others about VAP.
3.	<p>Accountability</p> <ul style="list-style-type: none"> • Record case notes and other client information in line with Anglicare Victoria standards and practice. • Complete reporting as needed. • Undertake professional development and supervision.

Key Selection Criteria

The Key Selection Criteria are based on role specific requirements **and** the Anglicare Victoria Capability Framework. Applicants are required to provide a written response to **both** a) and b).

a) Role specific requirements

Applicants are required to provide a written response to the role specific requirements. The five criteria are to be addressed individually (no more than 2 pages in total).

 <p>Role Specific</p>	<p>1. Tertiary qualifications in Social Work, Human Services, clinical Mental Health, Criminal Justice or a related field and/or experience within the community sector in a trauma related field.</p>
	<p>2. A demonstrated knowledge of the issues potentially faced by people who have experienced a violent crime.</p>
	<p>3. Strong understanding of case management principles. Experience in case management and provision of flexible supports in a range of community settings is required.</p>
	<p>4. Demonstrated understanding and commitment to building partnerships and networks with external organisations.</p>
	<p>5. Capacity for, and understanding of, the importance of resilience e.g. capacity to cope within a trauma related field, perseverance to achieve goals and capacity to stay calm under pressure.</p>
	<p>6. Well-developed interpersonal and communication skills, including written communication and computer literacy.</p>
	<p>7. Ability to work independently and also as part of a team.</p>




Key Selection Criteria (continued)

b) Anglicare Victoria Capability Framework

Applicants are required to provide a written response to the Anglicare Victoria Capability Framework. Applicants are to describe how they demonstrate the characteristics in each of the two capability groups; **Personal Qualities and Relationship and Outcomes** (no more than 1 page in total).

The Anglicare Victoria Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment.

These capabilities work together to provide an understanding of the knowledge, skills and abilities required of all employees.

<p>Personal Qualities </p> <p>Displays Resilience Thrives in a changing environment. Handles ambiguity. Maintains a positive attitude and continues to deliver exceptional results in the face of challenging situations.</p> <p>Has a learning mindset Shows drive and motivation and a commitment to learning. Strives for continual improvement by looking for ways to challenge and develop. Brings an innovative approach, fresh thinking and curiosity to develop practical solutions.</p> <p>Shows cultural awareness Respects difference in all its forms. Values diversity as a strength and positively utilises diversity.</p>	<p>Relationships and Outcomes </p> <p>Puts clients first Acts to make a real difference in their work. Is passionate about providing exceptional service to clients, customers and end-users.</p> <p>Works collaboratively Collaborates with others and values their contribution. Skilled at building strong and authentic relationships.</p> <p>Demonstrates technical and professional acumen Creates distinctive value for clients and Anglicare Victoria by applying a range of technical and professional capabilities to deliver quality outcomes.</p>	<p>Leading People </p> <p>Manages, coaches and develops people Engages, motivates employees and volunteers to develop their capability and potential.</p> <p>Inspires direction and purpose Creates a positive and engaged team environment. Communicates goals, priorities and vision and recognise achievements.</p> <p>Leads change Leads, supports, promotes and champions change, and assist others to engage with change.</p>
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Occupational health & safety (OHS)

Anglicare Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

In achieving and maintaining workplace health and safety, Anglicare Victoria will apply best practice in OHS in accordance with statutory obligations at all times.

All Anglicare Victoria employees, contractors and volunteers are required to:

- take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's OHS policies and procedures
- take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others
- cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
- report all injuries, illness or 'near misses' to their Supervisor or Manager
- participate in relevant health and safety training based on roles and responsibilities
- as required, participate in the development and implementation of specific OHS hazard and risk management strategies.

In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training and reporting systems

Cultural Safety in the Workplace

Anglicare Victoria recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge and experience to the workplace. They also contribute important insight into how Anglicare Victoria can provide for and engage with Indigenous clients and communities more effectively.

Our Reconciliation Action Plan (RAP) and Workforce Strategy outlines Anglicare Victoria's commitment to leading and facilitating sustainable employment, training, retention and career development opportunities for Aboriginal and Torres Strait Islanders people.

Conditions of employment

- Salary and conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010. Salary packaging is offered with this position.
- All offers of employment at Anglicare Victoria are subject to a six month probationary period. The staff member will be asked to participate in an annual performance review linked to objectives set out for the position.
- All offers of employment are subject to a satisfactory Criminal History Check, a current Driver's License and an Employment Working with Children Check prior to commencement.

Acceptance of Position Description requirements

To be signed upon appointment

Employee

Name:

Signature:

Date:
