

Victims Support Services

Assessment Officer – Statement of Duties

Objective

Victims Support Services was established to meet the needs of Victims of Crime within our community.

This position will be responsible for researching applications made under the *Victims of Crime Assistance Act 1976* to ensure relevant information is provided to enable a decision to be made on the application.

This position is also responsible for the updating and further development of the web site for the Victims Support Service together with project work on a range of topics required by the Service.

Duties

- Undertake the day-to-day operations of the applications for Victims of Crime Assistance including response to correspondence and liaison with applicants and/or solicitors.
- Assess applications made under the *Victims of Crime Assistance Act* and provide relevant information and advice as required.
- Finalise applications for hearing or decisions on paper, including preparing associated payment requests.
- Undertake all duties associated with the Victims Support Services website ensuring the information is current and easily understood.
- Undertake research, either individually or in conjunction with other staff and put forward recommendations for consideration.
- Contribute to the development of the organisation's policy, procedures and practices.
- Liaise with Government and non-Government organisations with a view to maximising their input to the delivery of services to victims of crime.
- Perform any other assigned duties for the Victims Assistance Unit at the classification level that are within the employee's competence and training.

Level of responsibility

- Responsible for the effective and efficient delivery of the team's services in accordance with departmental and Branch objectives within allocated resources and agreed timeframes.
- Responsible for maintaining current knowledge of relevant award, legislative and departmental/Government policies and procedures.

- Conduct your work in a safe manner such that it does not put yourself or others at risk.
- Comply with any reasonable instruction contained in WHS policies, procedures and instructions and report hazards, near misses and incidents to your supervisors.
- You are responsible for upholding the values of Integrity, Respect, Accountability and actively contributing to make our workplaces Inclusive and Collaborative.

Direction and supervision received

- General direction and limited supervision received from the Team Leader, Victims Support Services. Expected to be able to use initiative and exercise discretion in resolving non-standard issues.
- Professional advice may also be provided by the Criminal Injuries Compensation Commissioner(s).

Selection criteria

1. Comprehensive understanding of and/or practical experience in public administration, including an ability to understand and interpret legislation.
2. High level written and oral communication, liaison, negotiation and conflict resolution skills, including the ability to effectively convey information and develop networks.
3. Proven ability to undertake research and provide advice and recommendations.
4. Experience in undertaking a range of administrative and clerical functions, in particular, experience in dealing with applications, and in the provision of advice and information to a wide range of clients.
5. Sound understanding of, and experience with, a range of computer applications and office technology including Microsoft products and database software.
6. Organisational skills which enable the coordination and conduct of a variety of tasks at the same time, and the planning and completion of work activities within pre-determined timeframes and specified performance standards.

Essential requirements

- Nil

Desirable requirements

- Possession of a current drivers licence

Pre-employment Checks

The Head of State Service has determined that the person nominated for this vacancy is to satisfy a pre-employment check before taking up the appointment, promotion or transfer.

The following checks are to be conducted:

1. Pre-employment checks
 - Arson and fire setting
 - Violent crimes and crimes against the person
 - Sex-related offences
 - Drug and alcohol related offences
 - Crimes involving dishonesty
 - Crimes involving deception
 - Making false declarations
 - Malicious damage and destruction to property
 - Serious traffic offences
 - Crimes against public order or relating to the Administration of Law and Justice
 - Crimes against Executive or the Legislative Power
 - Crimes involving Conspiracy
2. Disciplinary action in previous employment.
3. Identification check.

Position Summary

Title	Assessment Officer
Number	357831
Award	Tasmanian State Service Award
Classification	General Stream Band 4
Division	Regulation and Service Delivery
Full Time Equivalent	1.0
Output Group	Victims Support Services
Branch	Victims Assistance Unit
Supervisor	Team Leader, Victims Support Services
Direct Reports	Nil
Location	Hobart
Position category and funding	A029-project code 0137