

Victims Support Services

Team Leader, Victims Assistance Unit - Statement of Duties

Objective

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

The position of Team Leader provides information, support, referral, and assistance for victims of crime along with guidance, direction and policy support to the Victims Assistance Unit staff located in Hobart. The Team Leader is responsible for ensuring that Victims Assistance Unit operate effectively and consistently within agreed guidelines through the coordination and supervision of a team.

Duties

- Coordinate and supervise a team together with providing training, advice and performance development.
- Assess applications made under the *Victims of Crime Assistance Act* and provide relevant information and advice as required.
- Assess and supervise Victims of Crime Assistance applications and payment process, and finalisation of applications for hearing or decision on the papers that includes overseeing, registering and compiling information on files that is sensitive and highly confidential. Undertake award preparation and payment information as a result of decisions.
- Undertake high-level administrative and clerical functions associated with the day-to-day operations of the Victims Assistance Unit. Work in conjunction with the Assessment Officers and Coordinator and Systems Administrator.
- Contribute to the development of the organisation's policy, procedures, and practices.
- Liaise and provide information to victims of crime, victims of crime services, staff from within the Department of Justice and concerned members of the public.
- Provide advice and supervision to Victims Assistance Unit staff with a focus on the on-going development of knowledge, competence, and professional judgement.

Level of responsibility

- The occupant is responsible for the provision of multifaceted support 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.

- Provide adequate instruction, information, supervision, and training for your team members, depending on the nature of their work.
- Ensure efficient and effective management of work health, wellbeing, and safety for the areas of responsibility in accordance with the WHS requirements in the WHS Act.
- Our values are we act with Integrity, Respect and Accountability and our workplaces are Inclusive and Collaborative. You are responsible for contributing to our values based workplace culture, leading your team in a values based manner, ensuring your team uphold the values and role modelling the values.

Direction and supervision received

- Work is undertaken under general direction and supervision from the Manager, Victims Support Services and based on established procedures and practices. High level judgement, initiative and discretion will be required when dealing with clients of the Unit. Reports to the Manager, Victims Support Services.
- Professional advice may also be provided by the Criminal Injuries Compensation Commissioner(s).

Selection criteria

1. Highly developed knowledge and understanding of the process and operation of the Victims Assistance Unit and relevant legislation or the ability to acquire such knowledge in a short time frame.
2. Sound analytical and judgement skills with the ability to provide recommendations.
3. High level expertise in the use of current office technology including MS Office or similar programs and databases with a high level of accuracy and the ability to assist the team.
4. Demonstrated ability to lead and supervise staff including the ability to motivate, train and develop staff in order to provide a timely, quality, client focused service.
5. High level communication, negotiation, and conflict resolution skills, including the ability to communicate sensitively and effectively with victims of crime and team members, as well as the ability to liaise with government and non-government staff in relation to planning and service delivery issues.
6. Highly developed organisational skills together with the ability to follow procedures and to complete tasks within set deadlines in an environment subject to work pressures and changing priorities.
7. Be able to understand and apply the requirements of relevant WHS legislation in your areas of responsibility.

Essential requirements

- Nil

Desirable requirements

- 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	Team Leader, Victims Assistance Unit
Number	357854
Award	Tasmanian State Service Award
Classification	General Stream Band 5
Division	Regulation and Service Delivery
Full Time Equivalent	1 FTE
Output Group	Victims Support Services
Branch	Victims Assistance Unit
Supervisor	Manager, Victims Support Services
Direct Reports	3
Location	Hobart
Position category and funding	A029.0137