

POSITION TITLE:	Victims Assistance Program Team Leader
POSITION LOCATION:	Warrnambool – travel throughout the Wimmera South-West region may be required
CLASSIFICATION:	Social, Community, Home Care and Disability Industry Award 2010 Level 6.3 Pay Point dependent on skills and experience
TEAM:	Victims Assistance Program
EMPLOYMENT:	0.6 EFT

OUR ORGANISATION

Emma House Domestic Violence Services Incorporated (EHDVSI) was established in 1979 and provides support and assistance to women and children who are experiencing, or who have experienced domestic violence / family violence. It is the primary specialist family violence service for South-West Victoria. Our range of services can include crisis response, accommodation and/or outreach services, all of which are high quality and contemporary best practice models of service delivery.

Emma House and The SAFV Centre have recently entered into a partnership for the joining of the two organisations through a proposed merger. The merger is pending government approval to take place during 2023.

Emma House is a feminist organisation, and our aim is to provide an empowering, respectful and culturally sensitive service committed to best practice. Our aim is for a society where women and children live free from family, domestic or intimate partner violence in all its forms, and we work towards this each day.

Our organisation acknowledges Aboriginal and Torres Strait Islander people as the traditional custodians of the land on which we operate. We commit to working respectfully to honour their ongoing cultural and spiritual connections to the country.

We actively value and promote diversity and is committed to being inclusive and respectful to all. We welcome applications from women and people who identify as women who are Aboriginal and Torres Strait Islanders, members of the LGBTIQ+ community, from culturally and linguistically diverse backgrounds and women of all abilities and is a Child Safe Organisation.

ROLE CONTEXT

The Victims Assistance Program (VAP) is a critical part of the state-wide response to all victims of reported and unreported crimes against the person in Victoria, including related victims of homicide, aggravated burglary and assaults.

The VAP service model provides for a range of supports including one-off service responses through to ongoing case management. The service works to reduce the impacts of crime and support victim led recovery through the provision of high quality, prompt, case management services to victims of violent crime. Client support and assistance may include the provision of emotional support, brief intervention counselling and psychological first aid, information and advocacy, practical support, referral to specialist services and support with Police, court and legal processes.

VAP provides assistance to victims across all genders and cultural backgrounds within Victoria and is victim-led and trauma informed, holistic, equitable, coordinated, timely, specialised, accountable, and culturally safe and inclusive.

Emma House, in partnership with The SAFV Centre will deliver the VAP across the Barwon South West region for the next three years, with service delivery commencing from 1 July 2023. The Barwon South West model will provide for stronger connection with specialist sexual assault and family violence responses; this is important given that more than one-third of victims accessing VAP do so as victims of sexual and family violence.

PRIMARY PURPOSE OF THE ROLE

The Victim Assistance Program Team Leader is responsible for providing day to day support to a team of VAP staff delivering high quality support, trauma-informed practice and flexible and responsive services to victims with low, medium and high needs.

This position is primarily responsible for providing supervision and support on daily operations to a team of Victim Support Workers and Aboriginal Engagement Worker. The role supports the delivery of consistent and high quality services to victims of reported and unreported crime; and is responsible for upholding and evolving a positive team culture with outstanding professional qualities.

REPORTING RESPONSIBILITIES

The position directly reports to the Victims Assistance Program Manager or delegate and is expected to work collaboratively across the entire service delivery team.

KEY RESPONSIBILITIES

- Ensure the day to day coverage of the VAP service delivery including: rostering, initial contact, intake and assessment, discrete support for clients with low to medium needs, and case management support for clients with complex needs.
- Provide supervision and support, including coaching, mentoring, education and supervision to VAP staff to ensure high quality services are provided by our organisation that are strengths based, systemic and culturally sensitive and aligned to VAP practice principles ensuring services are victim led, trauma informed, holistic, equitable, coordinated, timely, specialised and accountable.
- Case manage and maintain a client caseload and work in collaboration with the VAP Program Manager, ensure Victim Support Workers and Aboriginal Engagement Worker have an appropriate case load and ratio of clients, as detailed in the VAP practice manual and guidelines.
- In consultation with the VAP Manager, implement an effective VAP surge response during critical incidents.
- In collaboration with the VAP Program Manager ensure the VAP service is undertaking and implementing informed and considered risk assessments and safety planning by documenting clear case plans.
- Represent VAP in local forums and build partnerships and professional working relationships with a broad range of stakeholders and partners, including VAP, other services, providers, and community contacts, to achieve improved outcomes for clients.
- Support the team to work within a client centred and trauma-informed case management practice and develop evidence based interventions with victims of crime from diverse backgrounds which reflects their needs whilst aiming to promote safety, independence, resilience and enhanced quality of life.

- Ensure confidentiality and legislative and service requirements are maintained including completion of data collection, reporting and case notes within a timely manner.
- Participate in the recruitment, induction, professional review and development, supervision and retention of staff.
- Model and encourage collaborative practice across programs within the organisation and work collaboratively with the other VAP team leaders and the VAP Manager to ensure a coordinated and consistent service delivery model for VAP across the Barwon South West, and with other client services teams across The SAFV Centre.
- Consult with the VAP Manager in relation to complex client issues, staff and organisational issues.
- Actively participate in staff, team and organisational meetings, individual and group supervision, training and professional development.

Pre-Employment Screening

EHDVSI has an obligation to offer a safe environment for children and is required to ensure all employees are appropriately screened before commencing employment. Screening occurs in accordance with the Worker Screening Act (2020) and the DFFH Safety Screening Policy and consists of a Nationally Coordinated Criminal History Check (Police Check), International Police Check (if required), Working With Children Check (or valid exemption), Referee checks and a robust interview process where an applicant's personal and professional interest in working with children may be explored, and the referee check process, whereby information will be sought regarding an applicant's history regarding working with children.

Where the Key Selection Criteria outlines mandatory qualifications an original of these must be sighted by the line manager and retained

KEY SELECTION CRITERIA

Qualifications

- Degree qualification in social work, or similar discipline.
- Minimum four (4) years relevant experience post qualification

Experience, Skills and Abilities

The successful candidate will have the best combination of the following characteristics:

- Knowledge and understanding of the Criminal Justice System and working with complex issues.
- Demonstrated experience and skills to provide individual, peer and group supervision, debriefing and self-care practices.
- A comprehensive understanding of case management practice informed by a gender analysis of violence and the impact of trauma.
- Experience in providing ongoing advocacy, support, information and referral through the criminal justice system, ensuring clients are fully aware of the processes.
- Demonstrated experience providing advice and direction for staff and students on complex matters including, crisis intervention, comprehensive risk assessments and safety planning, timely and considered decision making, and planning to respond to clients' needs in a trauma informed manner.
- Ability to model positive, flexible and dynamic skills to support and develop a team of workers to inspire vision, direction, and professional conduct.
- Demonstrated staff management experience, including recruitment and workforce retention, performance management and professional development strategies.
- Excellent communication and interpersonal skills to build rapport, and foster harmonious and collaborative relationships internally and with external stakeholders.

- Demonstrated resilience and aptitude in working with complex and important matters, sound judgement and ability to prioritise competing demands.
- A flexible working approach within a changing environment, embracing growth and creating a positive vision, culture and direction for the team.

Other

- Commitment to the values, vision, philosophy, aims and objectives of Emma House
- Commitment to continuous quality improvement.
- Current Victorian Driver’s Licence

***Minimum mandatory qualifications requirements**

As per the minimum mandatory qualifications requirements via <https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners> all candidates wishing to apply for this role must be able to demonstrate that they:

- are considered EXEMPT under the policy
- OR hold a Bachelor of Social Work or other equivalent qualification
- OR have minimum 5 years relevant professional experience, OR a related qualification as per the mandatory minimum qualification requirements.

OR hold significant cultural knowledge and experience or lived experience, and have faced barriers to educational pathways.

A hybrid workplace model does not apply to this role.

EMPLOYEE BENEFITS

We offer our staff:

- A supportive team environment, working alongside other highly talented professionals and support staff who strive for human rights and excellence in service delivery
- A strong commitment to your professional development, personal development and mental health
- A flexible working environment
- 4 weeks annual leave
- Salary packaging (which can add up to \$15,900 in tax-free pay per year).
- Competitive salary
- Salary package and conditions are in accordance with the contract of employment.

AUTHORISED BY:

NAME: Sue Finucane
 POSITION: Acting Chief Executive Officer
 DATE: 27 April 2023